

Provider Update

July 31, 2020

Personal Care and Provider Changes Update

From time to time, a beneficiary will decide to change to another facility. We understand that this transition can put stress on the existing, as well as the new provider.

To make this situation as easy as possible, on all parties involved, we ask you to follow the below steps:

Provider 2:

- Submit your PA to us, as normal, with a DMS-618 and Freedom of Choice signed and dated by the beneficiary.

Provider 1:

- Your PA will be assigned an end date.
- You will receive the following communication from eQHS:

“Change of provider request/notification has been received for this beneficiary. This PA has been modified to reflect an end date of (_____). If it is determined that this beneficiary wishes to continue services with this provider, a new PA request and new freedom of choice form signed and dated by the beneficiary is required to be submitted for review.”

- If the client is not leaving your facility and your services need to continue, you will need to submit a new PA request to our portal, with an updated and signed Freedom of Choice
- If you do not provide us with a new PA and updated/signed Freedom of Choice, the PA submitted by Provider 2 will stand.

If you have any questions or need additional information, please contact our Intake/Customer Support Helpline at 888-660-3831 or you can email Provider Relations at Ar.pr@eqhs.com