



Provider Update

January 7, 2021

Under 21 Personal Care and eQHealth Solutions

It is with great excitement that we announce, as of **February 24, 2021** all Under 21 Personal Care requests will be transitioning eQHealth Solutions. Your requests will now be required to be submitted online via our eQsuite portal. We have been working with the Arkansas Department of Human Services and Gainwell in preparation for this Go Live date to ensure there are no system issues and that all processes are set in place for an easy transition.

If you do not currently have access to our portal, you can create user access for your office by going to our website (ar.eqhs.com) and clicking on "Ready to Register? Click here."

If you currently have access under another Medicaid Provider ID, we ask that you submit a help ticket so that we can add your Personal Care ID to your existing log in.

We offer training on our website, by clicking on the "Provider Education Resources" tab. These trainings will give a step by step user guide to entering a PA, an overview of our portal, and a guide to eQHS and Personal Care.

What to expect!

- The authorization process will be electronic, and all authorization letters will be accessible via our online portal to view/print for your convenience
- 24/7 Accessibility to submit your review requests
- We have an online help module for any inquiries or questions
- Reporting modules that allow you to obtain real-time status of all reviews

Change can be unsettling, however; we will do our best to create a smooth transition for everyone.

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