



## Provider Update

July 16, 2020

### Provider and eQHealth Communications

We want to take a chance to thank our providers for their patience, cooperation, and understanding during this recent time of change and crisis. We know that this has been a tough time on our providers and their beneficiaries, and we just wanted to acknowledge your persistence and hard work, on behalf of the Medicaid beneficiaries in Arkansas.

In order to keep this process as smooth as possible, we are asking that you take a couple minutes and read the information below.

- Please make sure that you check the “Action Required” tab on the portal. This is where you will find any cases that have been pended to the provider for more information, by the clinical team.
- Messages from the clinical team can be found in the “Notes and Attachments” section of the case information (accessed by clicking on the case).
- Once a determination is made on a case, the clinical team is not notified of the addition of any new notes. If you need to request a modification to the PA or reach out to the clinical team, you will need to submit a Help Ticket, otherwise the clinical team will not see it.

User Guide:

[https://ar.eqhs.com/Portals/0/AR\\_2020%20How%20to%20view%20notes%20from%20our%20clinical%20team%20in%20eQSuite.pdf](https://ar.eqhs.com/Portals/0/AR_2020%20How%20to%20view%20notes%20from%20our%20clinical%20team%20in%20eQSuite.pdf)

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](mailto:Ar.pr@eqhs.com)