

# Provider Update

July 30, 2020

## For Your Information: Quality Reviews

Please see the information below, regarding Quality Reviews/Retrospective Audits.

- Quality Reviews/Retrospective Audits are performed on claims filed for BH, OT, PT, SLP, ADDT, and EIDT services.
- All audit requests are loaded to the portal and sent via USPS, to the address on file with Medicaid.
- Requested documents are to be loaded to the portal, by the provider.
- Audit team will review documents and make a determination on the audit.
- If the determination is "Denied," the provider can request a reconsideration, to give more information to support the claim through one of the below methods.
  - Select the case in the portal – click "Actions" – Click "Request a Reconsideration" and upload the needed information/documents to the case
  - Fax the documents to 855-997-3707 or email to [form9511@eqhs.com](mailto:form9511@eqhs.com)
  - Upload documents to previously determined audit and add any notes to support need
- For information regarding reconsiderations and appeals, please click on the below link:  
[https://ar.eqhs.com/Portals/0/Reconsideration%20and%20Appeal%20Bulletin%2007 30 2020.pdf](https://ar.eqhs.com/Portals/0/Reconsideration%20and%20Appeal%20Bulletin%2007%2030%202020.pdf)
- For more information regarding Quality Reviews/Retrospective Audits for your specific program, please visit the Quality Review tab on our website, or click the below link.

<https://ar.eqhs.com/Quality-Review-Requirements>

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)