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Retrospective Reviews for Physical Therapy, Occupational Therapy, Speech Therapy, ADDT and EIDT

eQHealth Solutions has determined that in the previously sent letters to providers regarding retrospective reviews important information was not included. This information that was not included pertained to the claim review number, date range of services, and required documentation. We have also received important clarification from Arkansas Department of Human, Division of Developmental Disabilities Services regarding required documents for retrospective reviews. **The list of required documents for each review type can be found on the Arkansas Contract website: ar.eqhs.org.**

Providers will be receiving new letters the week of July 15-19, 2019, regarding claims that will be retrospectively reviewed by the eQHealth. Providers will have 30 days from the date of the new letter to submit the required documents via the eQHealth Provider Portal, or by secure fax to 1-855-997-3707. To log into the portal, visit <https://arwebportal.eqhs.org/ProviderLogin.aspx>. Please only submit the documents that pertain to the Claim Number(s) listed in the letters you will received.

eQHealth Solutions will complete a review within 45 calendar days from that the date the documentation is received. If you submitted your request for review via the eQSuite® Provider Portal, you will receive notification of the determination within the portal. If you submitted your request for review by secure fax, you will receive a written notification of determination mailed to you. In the event of an adverse determination whether the review was submitted through the portal or secure fax, you will receive a written notification by mail.

Failure to submit requested documentation within 30 calendar days will result in a denial of all requested claims.

If you have any questions or need additional information, please contact eQHealth Solutions by entering an inquiry into eQSuite® or by calling our Intake/Customer Support Helpline at 888-660-3831, Monday through Friday, 8:00 a.m. to 5:00 p.m., except during holidays.