



Provider Update

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eQHealth Fall Webinar Schedule for Personal Care

eQHealth Solutions is excited to announce a new series of webinars for the Fall Quarter. Our new webinar trainings will review both the Optum Referral process and How to check the status of your PA's in eQSuite®. Our goal is to improve communication with the provider community and provide you with the tools you need to be successful in your authorization submissions. eQHealth Solutions encourages all PCS Providers to sign up for the new series of webinars starting in September. A training calendar is posted on our [website](#) featuring the topic and registration information.

Below you will find the webinar dates and descriptions:

Intro to eQSuite – PCS will be an introduction session on how to access eQSuite and submit requests for Prior Authorization/Extension of Benefits for Personal Care.

- Friday, September 6, 2019 at 10AM
- Friday, September 20, 2019 at 10AM
- Friday, October 4, 2019 at 10AM
- Friday, October 18, 2019 at 10AM
- Tuesday, November 5, 2019 at 10AM
- Thursday, November 21, 2019 at 10AM

Optum Referral Process will focus on the Optum referral process and address any questions or concerns regarding how it affects your PA request.

- Thursday, September 12, 2019 at 9AM
- Wednesday, October 2, 2019 at 2PM
- Wednesday, October 30, 2019 at 2PM
- Friday, November 15, 2019 at 10AM

Status of Requested PA's will focus on how to check the status of your PA request, in eQSuite.

- Tuesday, September 24, 2019 at 2PM
- Wednesday, October 16, 2019 at 2PM
- Friday, November 1, 2019 at 10AM
- Tuesday, November 19, 2019 at 2PM

Providers can register for webinars on the Arkansas eQHealth webpage under the News and Resources tab: [Webinar Schedule \(Click Here\)](#)

If you have any questions or need additional information, please contact eQHealth Solutions by entering a help ticket 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.