



Retrospective Reviews

Quality Reviews – Claims Audits

2024

Retrospective Reviews

- Letters notifying the provider of the retrospective review are sent to the provider via USPS and uploaded to the eQSuite portal
- Letters contained information regarding which claims eQHealth will be reviewing.
 - Beneficiary name, Medicaid ID, and DOB
 - Provider name and NPI
 - Dates of service
 - Treatment service
 - Claim number
 - Acentra Health generated case number, used to locate Review in portal
- Providers have 30 calendar days to submit required documentation via the provider portal
- Failure to submit requested documentation within 30 calendar days will result in an adverse determination of all requested claims
- Once documents are received, Acentra Health Clinical Review Team will review the information and apply a determination to the case.
- Determination letters are issued to the provider via USPS and eQSuite Portal



Reconsideration vs Appeal

- ✓ Providers may request a reconsideration from Acentra Health within 35 calendar days of notification of an adverse determination OR they may skip the reconsideration step and request an appeal from DHS within 30 calendar days of notification of an adverse determination
- ✓ Options for requesting a reconsideration through Acentra's eQSuite Portal
 - ✓ 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
 - ✓ **Be sure to include the case number on every page with faxing/emailing documents**
 - ✓ Upload documents to previously determined audit and add any notes to support need
- ✓ Appeals must be requested through Arkansas Department of Health, in writing, to:
Medicaid Provider Appeals Office
4815 West Markham Street, Slot 31
Little Rock, AR 72205



Where can you find Retrospective Reviews in the eQSuite Provider Portal?

Retrospective Reviews can be located in the ACTIONS REQUIRED TAB on the Provider Portal Dashboard



The screenshot shows the eQSuite Provider Portal interface. At the top, there is a navigation bar with the text 'Provider Portal' and several menu items: 'HOME', 'USER ADMIN', 'REFERRAL', 'MY PROFILE', and 'HELP'. On the right side of the navigation bar, the user's name 'Amelia White' and a 'Logout' link are visible. Below the navigation bar, there is a tabbed interface with four tabs: 'ACTIONS REQUIRED' (which is selected and highlighted in blue), 'COMPLETED', 'SUBMITTED', and 'DRAFTS'. To the right of these tabs are three buttons: 'FILTERS', 'NEW REQUEST', and 'EXPORT TO EXCEL'. Below the tabs, there is a table with the following columns: 'Case #', 'Member Name', 'Member Number', 'Review Type', 'Service Type', 'Case Status', 'Due Date', 'Request Date', and 'Service Date'. The table contains two rows of data:

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date
543188	Test Patient 1	123456788	Retrospective	Outpatient	In Progress		10/7/2019	10/7/2019
543191	Test Patient 2	987654321	Retrospective	Outpatient	In Progress		10/7/2019	10/7/2019



Acentra Contact Information

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