Pre-Admission Screening and Resident Review (PASRR) eQSuite® User Guide

Overview:

eQHealth Solutions (eQHealth) developed a proprietary web-based electronic review request submission system for PASRR requests.

Providers can also electronically submit additional information for previously submitted reviews and respond to cases that have been pended requiring additional information.

Additionally, the system includes allows providers to obtain real time status of review requests. The system also maintains copies of Letter of determination (LOD). These letters can easily be read or downloaded by any provider staff with access to the system.

Key Features:

  ➢ One of the key features of the system is the ability to check the data upon entry directly against eQHealth's live database. This immediately prevents excluded cases and duplicate records from entering the database.
  ➢ The user can partially save data along the way/as it is entered; if the user is interrupted during entry or in case the internet connection is lost.
  ➢ If additional information is requested by eQHealth, it can be submitted electronically by the provider and the request is automatically "reactivated" for review completion.
  ➢ The key contact person (the "System Administrator") at the provider level will be able to assign or revoke privileges for new users or existing users of the system in the event any personnel changes take place. Software or data file maintenance is not required by the provider – all data is keyed directly into eQHealth's data system.
  ➢ Secure transmission protocols including the encryption of all data going over the Internet ensure that eQHealth is keeping current with required HIPAA security regulations.

Benefits for the Provider:

  ➢ The online entry screens provide an efficient transfer of information.
  ➢ There will be less paper handling on both ends, enabling a speedier review process.
  ➢ Multiple requestors and simultaneous transmission from multiple PCs within a facility *are allowed* (each will be tracked via a separate login).

> ➢ The reporting module will provide real-time status of reviews.

What You Need to Use the System:

A provider will need Internet access for the personnel who will be submitting certification requests and accessing the reporting module.

Our eQSuite® system is a secure HIPAA compliant browser application which will be accessed over the Internet at *www.coloradoPAR.com*. To access the eQSuite® system, the below minimum hardware and software requirements must be met.

Minimal Computer System Requirements:

Any of the two most recent versions of:

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari
- Broadband internet connection

If you already have access to eQSuite® and experience connectivity issues, make sure to clear your cache – Visit *www.refreshyourcache.com*. Select the browser you are using and follow the steps to clear your cache.

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Accessing the System:

eQHealth's web-based entry and inquiry system is accessed from our Web site home page.

Access the Internet with your web browser and go to *www.ColoradoPAR.com*. From here you can follow the link to the eQSuite® login page.

The user must login to access the Review Request data entry system. This is an example of the login screen. Enter your User Id and Password here. The password must be entered for confidentiality, security and tracking purposes. Each user is responsible for maintaining the confidentiality of their individual logins and passwords. If you believe the security of your login or password has been compromised, change your password. You may adjust many other personal account settings from the **Update My Profile** menu option.

Username	Password
Login	forgot password?

NOTICE:
- SYSTEM UPGRADE: eQ Suite will not be available for use on Saturday evening, December 25th, from 8 pm until 9 pm.

Your System Administrator must also create all new accounts. The System Administrator has access to many account maintenance options on the **User Administration** menu option.

TIMING OUT: For security reasons, users can not stay logged on if they are not submitting reviews or running reports. The entry system is directly tied to eQHealth's database, and the system will not maintain an idle connection for more than 60 minutes. The user does not need to exit their Internet browser window or eQHealth Web home page. Simply log back on to the system with the secure password to enter another review request.

SYSTEM NOTICES: The login screen also displays system notices about events that may impact use of the eQSuite®. These messages are displayed in a notice box immediately below the login box. For example, the date and time span for system upgrades, that may make the website temporarily unavailable while the work is being done, are posted in advance.
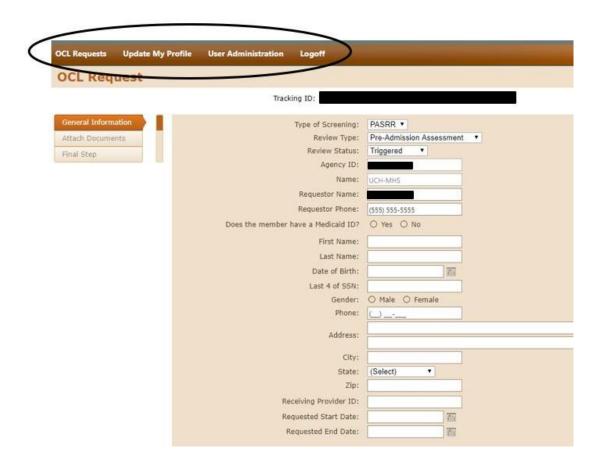
Menu Options in the System:

After successfully logging onto the system, the user will be presented with the screen shown below. The options are shown across the top of the screen as well as displayed on the menu tab to the left.

From this initial screen the following menu options are available. Your User/System Administrator will determine which options will be available to you.

1. **OCL Requests**

2. **Update My Profile**

3. **User Administration**

   ➢ Only the designated User/System Administrator can view this option.

4. **Logoff (exit the system)**

New Request:

Select **New Request** from the Menu list.

The following screen will be displayed. A tracking ID # will generate, and the Agency ID with Provider Name will be auto-populated based on the user logon.

Tracking ID: 12814736   Agency ID: ██████████████

Type of Screening: (Select) ▼

Agency ID: ████████

Name: ████████

Requestor Name: Test

Requestor Phone: (555) 555-5555

Does the member have a Medicaid ID? ○ Yes ○ No

First Name:

Last Name:

Date of Birth:

Gender: ○ Male ○ Female

Phone: (__) ___-___

Address:

City:

State: (Select) ▼

Zip:

Requested Start Date:

Requested End Date:

General:

- ➢ Type of Screening: Select PASSR
- ➢ Review Type: Select Pre-Admission Assessment or Post Admission Update (PAL)
- ➢ Review Status: Select Triggered or Not Triggered
- ➢ Agency ID and Name: Will be filled based on the user logon

- ➤ Requestor Name: Enter the name of the person entering the case
- ➤ Requester Phone: Enter phone number
- ➤ Does the member have a Medicaid ID: Check Yes/No
  - a. If Yes, enter the Medicaid ID number for the client
  - b. If No, you will complete the demographic information for the client
- ➤ Receiving Provider: Enter the Provider Medicaid ID# for the nursing facility
- ➤ Requested Start Date:
  - a. For Pre-Admission use the **anticipated** admission date
  - b. For Post Admission (PAL) use the **actual** date of submission
- ➤ Requested End Date: You can bypass this field
- ➤ Click Next to move forward.

Attaching Documents:

- ➤ Supporting documentation **must be submitted** at the time the authorization request is entered.
- ➤ Click on "Upload" and you will be prompted to "Print an attachment coversheet" or "Upload the image".
- ➤ To Print a coversheet, select the attachment type and click "Generate Coversheet".
- ➤ Do not reuse or modify the fax coversheet as it is bar coded-specific to that particular request.

*Note: Make sure you do NOT have any pop-up blockers enabled on your computer or the coversheet will not generate.

- ➤ Upload Attachments: **Allowed file types:** tif, tiff, pdf, jpg, jpeg, bmp.

	General Information
	Attach Documents
	Final Step

Attach Documents

Uploaded?	Document Name	
	Pre-Admission Document	Upload
	Supporting Documentation	Upload

Print attachment coversheet(s)   Upload attachment images(s)

Select attachment types

☐ Pre-Admission Document   Generate CoverSheet

☐ Supporting Documentation

Final Step:

➢ You can enter any additional information here that is not provided in the supporting documentation that is pertinent to the case.
➢ You will sign and date at the bottom.
➢ You will then click on "Submit Request".
➢ Once the request has been submitted, eQSuite® will generate a Tracking ID #.

Feel free to enter any additional information that is not provided in the supporting documents, that is pertinent to this

I certify that the information entered and attached is accurate and complete to the best of my knowledge.

SIGNATURE

Please type your First and Last Name

Date

Submit Request   Close

Responding to a Pend:

If a provider receives a request for additional information from eQHealth Solutions:

> ➢ Click on Submitted Requests-Additional Information Needed:

> ➢ Click on "Additional Info"; you will be able to see what is being requested in the "Question" box.
> ➢ You can then respond in the "Additional Info" box and/or upload additional documentation.
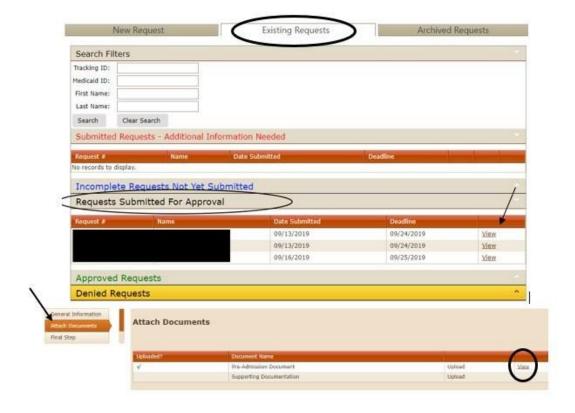> ➢ Once completed you will be prompted to sign and submit your case.

Notice of Determination (NOD):

These are issued by the State of Mental Health Authority (SMHA) or State Intellectual Disability Authority (SIDA).

➤ Click on **"Existing Requests"**
➤ Then Click on **"Requests Submitted for Approval"**
➤ You will click "**View"**
➤ Click **"Attach Documents"**
➤ The NOD should be viewable in the "Pre-Admission Document" by clicking "View"

Note: Make sure you do NOT have any pop-up blockers enabled on your computer or the letter will not generate.

You may get an error that the file is too large, click "OK" the documents may appear in multiple tabs.
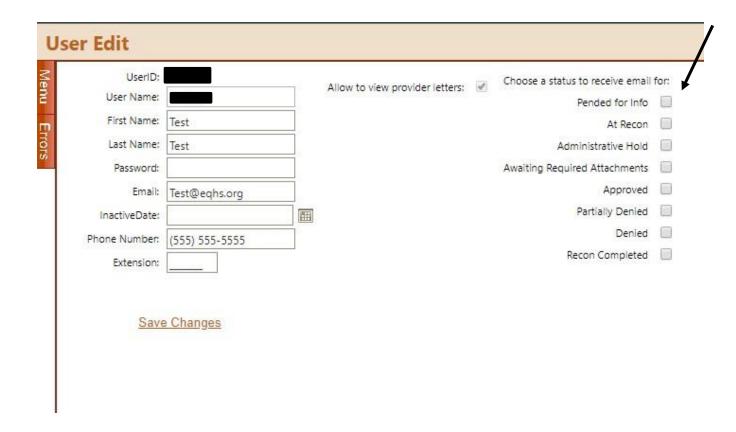
Update my Profile:

Fields that can be updated are:

> ➤ First and Last Name
>
> ➤ Password
>
> ➤ Email Address/Phone Number
>
> ➤ Functions within eQSuite® (Boxes checked)

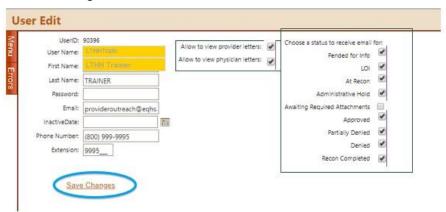Once you have made the changes to your account click on "Save Changes".

User Administration:

Only the User/System Administrator will be able to view this section.

➢ Click on "Add New User":

➢ You may then input the user info and assign access. Once finished you will click "Save Changes":

This function will allow you to add new user logins, change passwords, and deactivate users who should no longer have access to the system.

For security compliance, each individual user is responsible for keeping their login/password secure. If a user feels that their login/password has become compromised, they must notify the User/System Administrator, who should access the User Administration section and change the user's login/password.

If, for any reason, the facility User/System Administrator is no longer associated with that facility or will no longer serve in this capacity, eQHealth should be contacted and the master files will be updated to grant administrative rights to another designated individual.

The User Administration module is accessed via eQHealth's Website home page.

Launch the web browser (e.g. Internet Explorer) and navigate to *www.coloradoPAR.com*.

User Name	Examples: user's first name; user's first initial then last name Login ID must be unique across all users of eQHealth Web based system. If you enter a Login ID and the system responds that this ID is already on file, then you must use a different ID. A common solution to this situation is to append a numeric digit at the end of the last name. For example, user "Jane Doe" would be jdoe1.
Password	Must be between 6 and 10 characters. All alpha characters must be in **lowercase**. Each user is responsible for keeping this password confidential.
First and Last Name	The user's name. This name will be automatically copied to every review request that is submitted to eQHealth by this user. It is maintained on the review record and is printed on the certification letters.
Phone & Extension	The user's phone number and phone extension. The phone and extension numbers will be automatically copied to every review request that is submitted to eQHealth by this user. It is maintained on the review record.
Inactive Date	If a user is no longer with the facility or is no longer authorized to access the provider's confidential data, then the facility access User Administrator should immediately inactivate their login. Simply key a date into this field and the user login will be inactivated from the entered date forward.
Indicate if the user is granted access to view provider letters	The User Admin determines which users can view provider letters, run reports and/or create review requests. The User Admin can at any time change the setting of this field thereby opening or closing access to this module. The user cannot change the levels of access stated above but can change demographic info and email notification options.

To **change** a user's login information, click **Edit** on the record needed.

> ➢ An edit screen opens with that user's current information.
> ➢ Type in correct information and press **Save Changes** or press **Back to Users List** to return to the list of users.

Important Contact Information:

HCPF and eQHealth Solutions are committed to delivering exceptional customer service. There are a variety of ways to efficiently obtain information and assistance.

Checking the status of a previously submitted authorization is available 24 hours per day, seven days per week by logging into eQSuite®.

PAR Request Receipt Dates:

> ➢ *Business Days:* From 12:00a.m-11:59 p.m. (Mountain Time)-It is considered received that day.

> ➢ *Holidays:* It is considered received the next Business Day

> ➢ *Days following state approved closures (i.e. natural disasters):* It is considered the next Business Day

Questions may also be submitted in eQSuite® using the secure online helpline module.

For all inquiries that cannot be addressed through eQSuite®:

PASRR Contact Information:

The toll-free customer service number is: 1-888-801-9355. Staff are available 8:00AM – 5:00PM Mountain Standard Time, Monday through Friday, excluding the following State-observed holidays:

New Year's Day	Martin Luther King Day
President's Day	Independence Day
Memorial Day	Veterans Day
Labor Day	Christmas Day
Thanksgiving Day	Columbus Day

If you call during non-business hours, you will have the option of leaving a message. Calls received after business hours are answered by our customer staff the following business day.

In addition to customer service, eQHealth Provider Relations staff are also available to assist during regular business hours and can be reached via email at *co.pr@eqhs.com*.

For additional information, concerns or questions regarding HCPF policy, please contact HCPF Utilization Management staff at *hcpf_UM@state.co.us*.