



Out of State Provider Guide

When a provider contacts eQHealth Solutions and wants to process an OOS (Out of State) PAR request, the eQHealth Solutions Intake Team processes each PAR Request for information provided to ensure that it is complete, the request is a service that requires a PAR and that the PAR is something eQHealth would process. Most of these PARs are submitted via fax so they are not entered into the system unless they are appropriate to enter.

Valid Medicaid Provider ID

If the billing provider does not have a valid Medicaid Provider ID, they are advised that we cannot process the PAR without a valid billing provider number and the review is not entered into the system. The out of state provider will then need to go to the Medicaid [website](#) and enroll as a Colorado Medicaid Provider.

Fax Exemption List

In order for a provider to fax in their PAR request they must be on our Fax Exemption list. If you would like to be added please fill out our [eQSuite® Exception Request Form](#).

Services that are NOT entered into eQSuite® for Out of State Providers

There are three groups of services that get filtered out and not entered into eQSuite®. They include:

- Admissions that are “emergent” in nature – these do not require a PAR
- Outpatient services – These are not processed by eQHealth Solutions, unless they are a border town.

Exception for Molecular/Genetic Testing Labs

- Molecular/Genetic Testing labs will enter PAR **into eQSuite®**
 - **OOS** Molecular/Genetic Testing Labs must have a Colorado Medicaid ID
- Services that eQHealth would not normally review, like Psych – These are not processed by eQHealth Solutions

When any of these services are submitted, eQHealth notifies the provider that either a PAR is not needed, or it is not something eQHealth solutions processes.

Services that are entered into eQSuite® for Out of State Providers

If the review is for a service that eQHealth would process (which would include Inpatient Admissions, Transplants and Molecular Testing), we work with the provider to ensure that we have complete information which would include:

- Provider requesting to bill for the service (requires an active CO Medicaid provider ID)
- Provider referring the client to this provider (an active CO Medicaid provider who can be the ordering provider, but for OOS, we can use the billing provider number as the ordering provider if needed).
- Clinical information about the services to be delivered and why they are medically necessary
- Date(s) of service
- Reason why the service cannot be delivered by a Colorado State provider (required for approval – **letter of medical necessity**).

The review is entered into the system and if all of the required information is available, it is put on an Administrative Hold so that eQHealth can communicate with HCPF about the case and get an approval or denial decision. If all of the information is not available, the review is Pended for More Info and the provider is notified of what is required. They have 10 business days to resolve this Lack of Information (LOI) pend. If it is not resolved in 10 business days, the review is denied for LOI.

eQHealth Solutions sends a secure email to HCPF with information about the PAR, including the information provided on why it could not be done in Colorado. HCPF's Medical Director reviews the information and makes a decision to approve or deny the case. The Medical Director may also ask for either additional information from the provider (eQHealth to work with the provider to get this information) or ask eQHealth to research specific issues related to the case.

Once the HCPF Medical Director makes a decision on the admission, it is communicated to eQHealth Solutions, updated in eQSuite® and transmitted to DXC/InterChange for a PAR number assignment. The PAR number is then back loaded into eQSuite® and communicated by eQHealth Solutions to the provider.

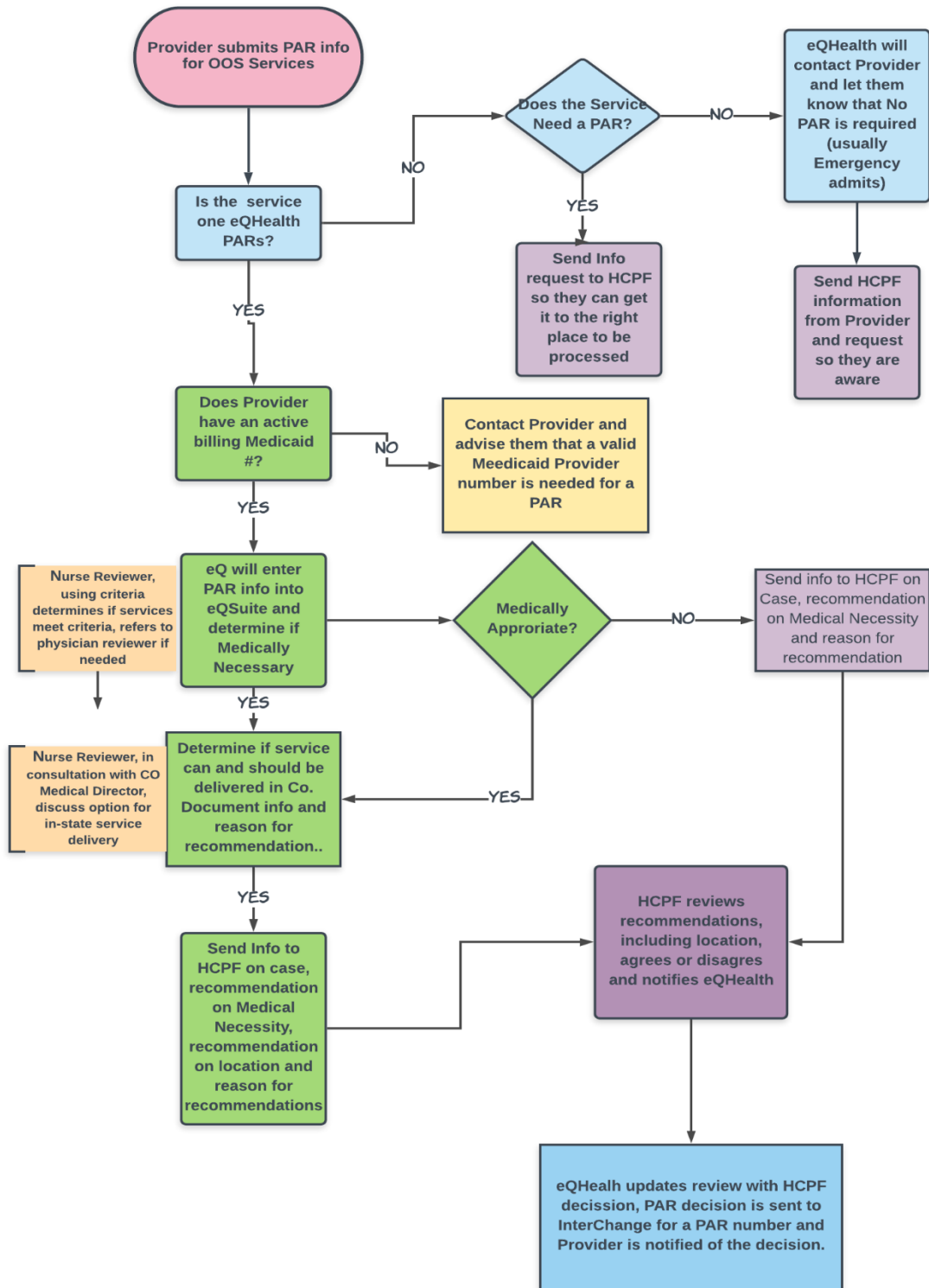
References:

[Medicaid PAR Form](#)

[General Billing Guide page 31](#)

[Border Towns](#)

[Code of Colorado Regulations 10 CCR 2505-10 8.013](#)





Contact us

Customer Service

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Provider Relations

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Or

Online Helpline via eQSuite[®]

For more information please visit www.coloradoPAR.com click Provider Resources