

## Contacting eQHealth:

If you are having issues with a specific review, with eQSuite®, or have general questions regarding the Inpatient Hospital Review Program, we suggest that you start by contacting eQHealth's customer service line at 888-801-9355, or by entering a helpline ticket through the eQSuite® portal. Calling customer service and submitting a helpline ticket do the same thing.

If you are still having difficulty with an issue and it is not resolved with the helpline ticket, you may contact Provider Relations at [co.pr@eqhs.com](mailto:co.pr@eqhs.com). Provider Relations will be able to assist with those escalated issues. If you have requests for specific training, you can request those by contacting the Provider Relations team.

Customer service will be able to answer status questions and place helpline tickets for a provider. Provider Relations will be able to train/educate or help Providers with the process of submitting a PAR.

## Contacting HCPF:

Please contact HCPF staff, at [hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us) if you:

- have general questions regarding the PAR policy or process
- have an issue with eQHealth or DXC related to the Inpatient Hospital Review Program that has not been addressed timely or appropriately

## Contacting DXC:

If you have questions about a denied claim, we recommend that you reach out to the Fiscal Agent, DXC's call center first at 1-844-235- 2387. If you are not able to resolve the issue with DXC staff, then please escalate it to the UM Inbox.

You can also [request resources](#) from a DXC Field Representative who can help with:

- Technical assistance for the Provider Web Portal
- Provider Enrollment Assistance
- Billing and Claims
- Electronic Data Interchange
- Understanding and reconciling the remittance advice

Additional Resources:

[Provider Services Call Center Information Sheet](#)

[Health First Colorado General Resources and Key Contacts](#)