



## How to enter an Online Helpline Ticket in eQSuite®

Online Helpline is a function within eQSuite® that allows providers to send questions/inquiries regarding an authorization review status or if you are experiencing technical difficulty within the portal.

- Click **Online Helpline** and enter the Review ID and/or PAR number and type in your question.
- Once you have entered your question click on **Submit Question**
- A member of our Customer Service or Provider Relations Team will work to resolve your issue with a target completion date of 4 Business Days.

