

colorado.gov/hcpf

ColoradoPAR Program Special Provider Bulletin

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ColoradoPAR Program

Military Providers

Per [federal screening rules](#), all providers who serve Medicaid members must enroll as Medicaid providers. Existing Medicaid providers are required to revalidate their enrollment. This rule applies to ordering, referring, and prescribing providers, as well as providers who bill Medicaid. eQHealth Solutions is enforcing this rule for all providers listed on prior authorization requests (PARs), regardless if they are the ordering, prescribing, referring, or billing provider. For information on enrollment and revalidation as a Medicaid provider, please visit the [Provider Resources](#) website.



eQSuite® Changing to Allow Ordering or Referring Provider Offices to Submit PARs on Behalf of the Provider Performing the Service

On September 1, 2015, eQHealth Solutions began administering the ColoradoPAR program. The eQSuite® PAR portal was designed to only allow the provider submitting the PAR to be able to submit under his/her own Provider ID. Provider feedback identified increased administrative requirements due to the inability of ordering provider offices to submit PARs on behalf of another provider. eQHealth Solutions is in the process of modifying eQSuite® to allow PAR submission by any provider, not just the provider associated with the log on ID. The tentative effective date of this change is December 3, 2015. Please refer to future [provider bulletins](#) and www.ColoradoPAR.com for updates and instructions leading up to December 3, 2015. The Department of Health Care Policy and Financing (the Department) encourages ordering and billing providers to continue to work together to submit PARs until the eQSuite® change is effective.

*Please be advised that the billing provider ID on the PAR must match the billing ID on the claim and must be in an active payable status.

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Contacts

Billing and Bulletin Questions
1-800-237-0757

Claims and PARs Submission
P.O. Box 30
Denver, CO 80201

Correspondence, Inquiries, and Adjustments
P.O. Box 90
Denver, CO 80201

Enrollment, Changes, Signature Authorization and Claim Requisitions
P.O. Box 1100 Denver, CO 80201

ColoradoPAR Program PARs
www.coloradopar.com

Retroactive PAR Policy Extension

In order to assist providers who have experienced difficulty submitting PARs during the transition to the eQSuite® PAR portal, the Department is extending the waived Retroactive PAR policy to **December 3, 2015**. Providers must again adhere to the Retroactive PAR Policy beginning December 4, 2015. A copy of the policy may be found at www.ColoradoPAR.com.

Change of Provider

The [Change of Provider Form](#) should be submitted with the PAR when the Medicaid member has an approved PAR with another provider:

- For the same service/supply
- During the same/overlapping timeframe

If a PAR is entered incorrectly and the ordering physician is listed as the rendering/billing provider, a helpline ticket should be submitted to eQHealth Solutions requesting that the rendering/billing provider information is changed. Please visit www.ColoradoPAR.com to submit a helpline ticket.



Suspended PARs

What you need to know if:

- 1) eQSuite® shows a PAR is approved, but there is no PAR ID, or
- 2) the PAR doesn't show up in the state's portal where it is normally located.

It is a multi-step process:

- eQHealth Solutions reviews PARs based on medical necessity and benefit coverage policies. Once tentatively approved, eQHealth Solutions transmits PAR approvals to the Medicaid Management Information System (MMIS) daily.
- The MMIS identifies and verifies technical components, such as provider ID, member ID, duplicate codes, etc.
 - If the information is successfully verified in the MMIS, a final PAR ID is assigned, which the provider must use for claim submission. The final PAR ID can be found on the final determination letters, in the MMIS, and eQSuite®.
 - If a PAR suspends due to an MMIS-detected error (e.g. duplicate PAR, wrong provider ID), eQHealth Solutions reviews the PAR suspension reason to determine final approval or denial.
 - When this happens, the provider will see a blank or a "0" in the eQSuite® PAR number field on the report. This alerts the provider that eQHealth Solutions is working the suspension.
- There can be a delay between eQHealth Solutions' tentative approval and the final determination in MMIS.



PAR Revisions

Process to revise a PAR previously approved by the former ColoradoPAR vendor, APS:

- Submit a new "Admission" review through eQSuite® and provide the PAR number of the APS PAR you would like to revise.
- All of the clinical information necessary to prove medical necessity must be attached to the PAR revision request.
- Please note that PAR revisions must have the same date range as the originally approved PAR.

Process to revise a PAR previously approved by eQHealth Solutions:

- Select "Modify Authorization" and enter the previously approved TAN number.
- Users should then select "Yes" to the question "Is the request to modify a previously approved TAN?", then click "Retrieve Data"
- Please be sure that the request contains the total units/visits desired for the entire time period. If you are requesting to increase the units/visits, the previously approved units and the additional units should be included in the total units requested.
- Please note that PAR revisions must have the same date range as the original approved PAR.

Select "Retrieve Data" to enter the request.

System Administrator Refresher

Each provider group or agency must designate an eQSuite® System Administrator via the [Request for eQSuite® Access form](#). The designated System Administrator has the authority to:

- Add new users and inactivate users who should no longer have access to the system.
- Build user profiles
- Change passwords
- Allow access to:
 - Run reports with provider specific review information
 - Submit review requests online

(Screenshot for creating new users and user options in eQSuite®)

System administration does not require a technical background, but does carry the responsibility to ensure that:

- User access is limited to only the information required to perform the assigned tasks per the provider's business model;
- Levels of access are changed, as appropriate (e.g. change in job tasks);
- Each staff member is assigned a unique logon and logons are not shared amongst staff;
- Access is terminated immediately upon termination of employment (by entering an inactive date).

Accessing the User Administration Module

The User Administration module can only be accessed from eQSuite® by the designated eQSuite® system administrator.



From here you can add or modify user logon information, create a new user, or add a new user.

IMPORTANT: If for any reason the System Administrator is no longer with the facility or will no longer serve in this position, eQHealth Solutions must be contacted (complete a *Request for eQSuite® Access* form to assign a new system administrator) and the master files will be updated to give system administrator rights to the new person.

Passwords expire every 30 days. The system will prompt the user to change the password. It is the user's responsibility to update the password.

Upcoming eQSuite® Trainings

New and updated eQSuite® webinars are coming soon and will include:

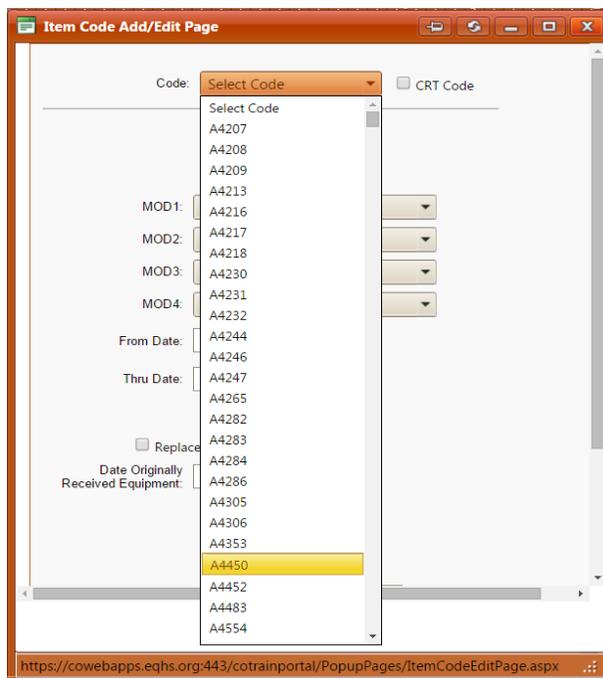
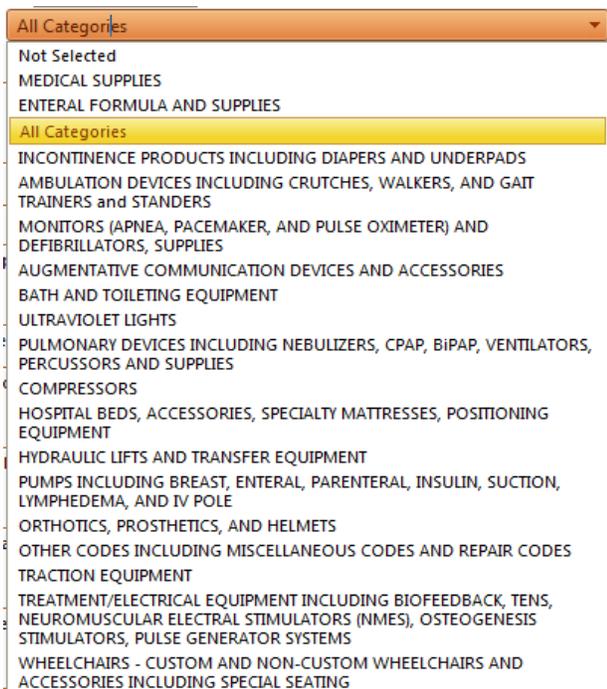
- eQSuite® Administrators Training
- eQSuite® Available Reports Training

Visit [Provider Education/Trainings](#) to access eQSuite® webinars.

Durable Medical Equipment (DME) Code Selection Update

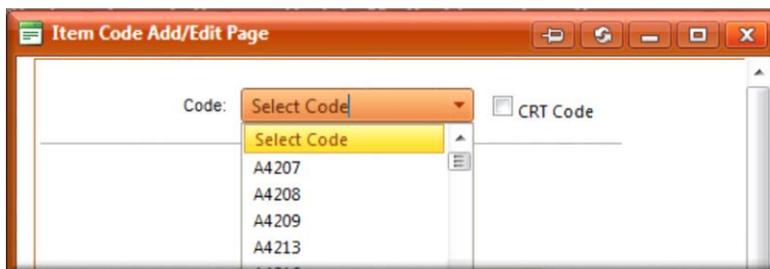
The "All Categories" selection is here! Durable Medical Equipment providers are now able to combine all codes requiring prior authorization into one (1) PAR review submission. To do this, select "All Categories" on the dropdown menu when selecting DME category types on eQSuite®.

On the DX Codes/Items tab (the next tab over), you will be able to select from all of the DME codes that require prior authorization and have the ability to add/combine additional codes with other DME Codes.

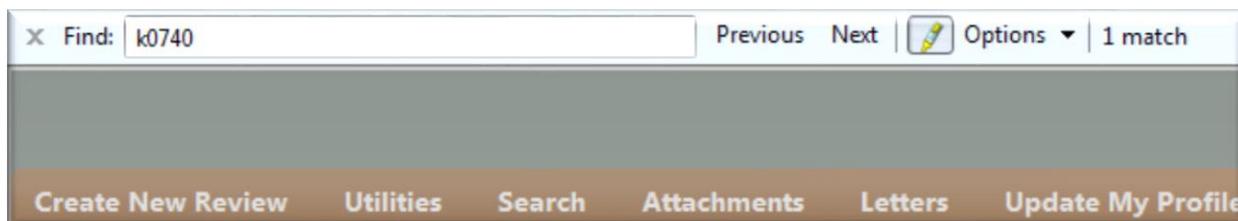


Quick DME Tip to Find A Code Quickly On The Drop Down Bar

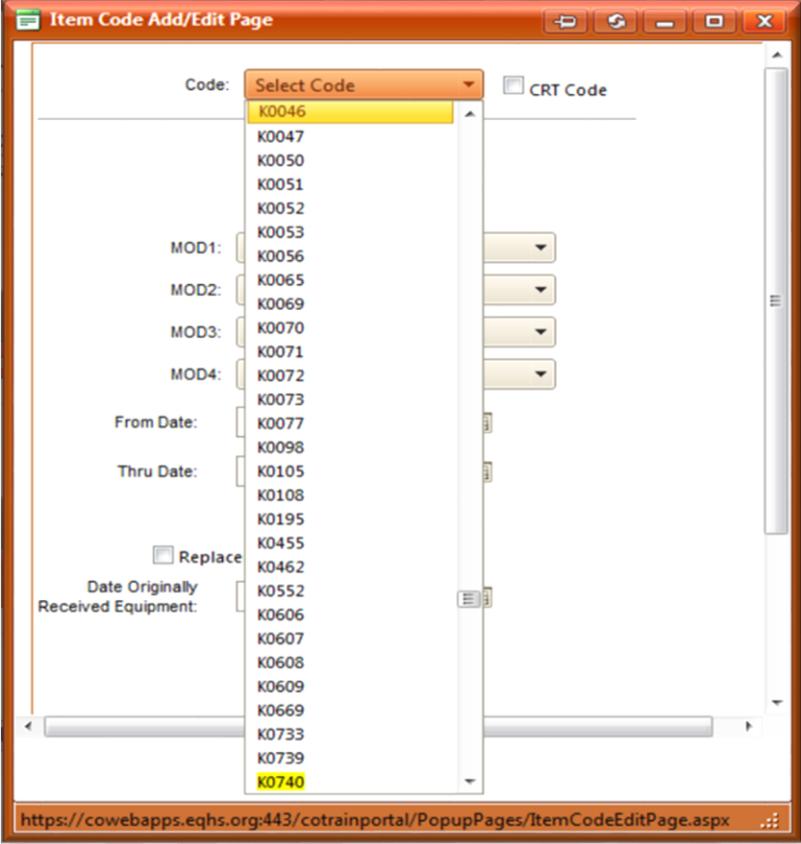
To find a code quickly, highlight the dropdown bar;



Hold Ctrl+ F on your keyboard so that the "Find" feature shows below the web address bar;



When you enter in the code you are looking for, it will highlight at the very bottom of the code dropdown for your selection.



The screenshot shows a web application window titled "Item Code Add/Edit Page". At the top, there is a "Code:" dropdown menu with "Select Code" as the current selection. Below this is a list of codes from K0046 to K0740. The code K0740 is highlighted in yellow. To the left of the list are labels for MOD1 through MOD4, From Date, Thru Date, and Date Originally Received Equipment. To the right of the list are several dropdown menus and checkboxes. The URL at the bottom of the window is "https://cowebapps.eqhs.org:443/cotrainportal/PopupPages/ItemCodeEditPage.aspx".

Thank you for your patience during this transition. Please remember there are multiple avenues to have your questions answered:

- eQHealth Solutions Customer Service- 888-801-9355 (toll free phone)
- Email eQHealth Solutions: co.pr@eqhs.org
- Submit a Helpline ticket: Log into your account on eQSuite®, click "Online Helpline"

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Doctor's Bag by Hunotika

Warning Document by Gregor Cresnar