

Inpatient Hospital Review Program

November 15, 2018

Agenda

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- Inpatient Hospital Review Program Overview
- eQSuite® web portal
- Review Process
- Reconsideration Process
- Peer-to-Peer Consultations
- Continued Stay Process
- Connecting to eQSuite®
- Educational Training Opportunities

Inpatient Hospital Review Program

Through SB 18-266, the Department is implementing an inpatient hospital review program

Program Goals:

- Improve Member's Quality of Care
- Facilitate better care planning and care transitions
- Ensure services occur in appropriate care setting with the optimal stay length based on member's needs
- Monitor to assure appropriate billing practices
- Provide timely, accurate information to our partners who can then assist those Members needing the most assistance

Program Components

Prior to admission

- Inpatient Admission Notification
- Preadmission Certification

Concurrent with inpatient stay

- Continued stay review conducted at 4 days
- Complex case review

Post inpatient stay

- Pre-pay reviews
- Post-pay reviews

Features of eQSuite®

- ✓ 24/7 accessibility to submit authorization/admission notification requests with real-time approval notification
- ✓ A helpline module for Providers to submit questions
- ✓ A reporting module that allows real-time status of all reviews, access to letters and authorization numbers
- ✓ Secure transmission protocols that are HIPPA security compliant
- ✓ System access control for changing or adding authorized users
- ✓ Electronic submission and Provider Alerts

Review Criteria

For all requests, eQHealth Solutions, Inc® Reviewers will utilize the below to make a medical appropriateness determination:

1. Federal Regulations
2. Colorado Rule
3. Colorado Policy
4. Colorado Specific Criteria
5. InterQual® Clinical Criteria

Review Outcomes

Approval

Request meets:

- Colorado rule
- Colorado policy
- Clinical criteria

Technical Denial

Colorado Medicaid Policy is not met for reasons including request is:

- Untimely
- Requested information not received
- Duplicate to another request approved or denied
- Service approved with another Provider

Medical Necessity Denial

Physician Reviewer:

- determines that medical appropriateness is not met as requested
- May deny request, either partially or fully

Reconsideration Process

Reconsiderations can be submitted directly within eQSuite® for:

- **Technical Denials for Lack of Information**
 - Additional information submitted is reviewed by the first level reviewer
 - The denial may be reversed, upheld or sent to the second level
- **Medical Appropriateness Denials**
 - Reviewed by a different physician of the same specialty as the requested service
 - The denial may be reversed or upheld

Peer to Peer (P2P) Clinical Consultations

P2P consultations offer the ordering physician the opportunity to discuss a medical necessity denial determination with a physician reviewer. This allows the ordering physician to:

Understand why the denial was issued

Communicate important clinical information that may not have been presented during the initial review

Discuss and review clinical perspectives and rationale

Continued Stay Review

- If the admission review is approved and the member remains in the hospital at day 4, a continued stay review is entered into eQSuite® by the provider
- The data entered for the continued stay review will be an “update” of the admission data including the new anticipated discharge date along with any additional pertinent clinical information
- The updated data will be reviewed and submitted to the Partners to facilitate any changes in care coordination

Select Review Type Cont Stay and include the eQHealth PAR number

Start

Review Type and Settings

Requesting Provider ID: Requesting Provider Name:

Are you the Billing Provider? Yes No

Billing Provider ID: Billing Provider Name:

Choose Setting: Surgical/Nonsurgical Outpt Therapy/CRT Eval Outpt Molecular Testing Outpt Diagnostic Imaging DME - Orthotics

Therapy Services: PT OT CRT Evaluation/Assessment

Review Type: **Cont Stay** eQHealth PAR Number: (or) APS PAR Number:

RETRIEVE DATA

Education and Training Opportunities

- There are two modules to the training
 1. Basic eQSuite® training
 2. Inpatient Hospital Review training
- The basic training module will orient hospitals new to eQSuite®, and any new staff needing training
- The Inpatient Hospital Review module is for all hospitals
- Training will be provided via live webinars and recorded webinars
- Additional training resources are available, as needed

Connecting to eQSuite®

- A key component to training is connecting to eQSuite®
- A specific training module on connectivity will provide step by step instructions to connect to eQSuite®
- The connectivity training will be a component of the live and recorded webinars
- Additionally, the connectivity training module will have a separate link to support on-going new staff training

Education and Training Opportunities

The screenshot displays the website for the Colorado Department of Health Care Policy & Financing, specifically the Prior Authorization Request (PAR) Program. The header includes the department's logo and name, along with a search bar and accessibility icons. A navigation menu lists: Home, Provider Resources, Provider Education/Training, PAR Portal/eQSuite®, Contact Us, and State News and Resources. The main content area features an "Attention All Providers" section with a blue banner for pediatric behavioral therapy providers, announcing new codes H0046 and T1024 in eQSuite. Below this is a "QUICK RESOURCES" section with three icons. On the right, an "ANNOUNCEMENTS" sidebar lists upcoming training opportunities:

- Upcoming Training Opportunities: - Monday, September 10, 2018**
- New to eQSuite®**
 - Tuesday, October 2, 2018, 9:00- 10:00 am MST
 - Tuesday, October 23, 2018, 9:00- 10:00 am MST
- Durable Medical Equipment**
 - Tuesday, October 9, 2018, 10:00-11:00 am MST
- Behavioral Therapy**
 - Wednesday, October 10, 2018, 10:00-11:00 am MST

Basic eQSuite® Training

Tuesday, November 20, 2018	9:00- 10:00 am MST
Tuesday, November 27, 2018	10:00-11:00 am MST
Tuesday, December 4, 2018	9:00- 10:00 am MST
Tuesday, December 11, 2018	1:00-2:00 pm MST
Tuesday, December 18, 2018	1:00-2:00 om MST
Wednesday, December 26, 2018	9:00- 10:00 am MST
Thursday, January 3, 2019	9:00- 10:00 am MST
Wednesday, January 10, 2019	9:00- 10:00 am MST
Wednesday, January 17, 2019	9:00- 10:00 am MST

Inpatient Hospital Review Training

Wednesday, December 5, 2018	9:00- 10:00 am MST
Thursday, December 6, 2018	9:00 -10:00 am MST
Tuesday, December 18, 2018	9:00- 10:00 am MST
Thursday, December 20, 2018	9:00- 10:00 am MST
Friday, December 28, 2018	9:00- 10:00 am MST
Friday, January 4, 2019	9:00- 10:00 am MST
Tuesday, January 8, 2019	9:00- 10:00 am MST
Thursday, January 17, 2019	9:00- 10:00 pm MST
Tuesday, January 22, 2019	9:00- 10:00 am MST

Training Reminders

- Current training opportunities will be provided in the Provider Bulletins, including information on schedules and registration
- The Department's website for providers includes the available training, registration links, access to previously recorded trainings, and links for additional support resources



For additional questions about eQSuite® please contact
our Provider Relations at co.pr@eqhs.org

For additional questions for HCPF please contact us
at: HCPF_UM@state.co.us

Thank You!