PASRR Contact Information

Who to Contact	Why	Resolution Time	How
eQHealth Customer Service	Call Customer Service for general inquiries that cannot be addressed via online helpline in eQSuite®.	At the time of the call if escalation is not needed to clinical or technical staff	Toll Free: 1-888-801-9355 Staff are available Monday-Friday 8:00 am – 5:00 pm MST State holidays are observed
eQHealth Provider Relations	Contact Provider Relations if you need new access to eQSuite® or are unable to resolve your issue via Customer Service. (Please provide Screenshots and examples if applicable).	Resolve or communicate issue and target completion date within 4-5 business days for issues that cannot be resolved within 1 business day.	co.pr@eqhs.org Staff are available Monday-Friday 8:00 am – 5:00 pm MST State holidays are observed
eQHealth Escalation	If any of the options above do not resolve your issue, you may request escalation to a supervisor. Send your request to Provider Relations and we will reach out to the appropriate person for you.	Resolution time varies depending on the issue, however acknowledgement and/or response will be received within 2 business days.	co.pr@eqhs.org Staff are available Monday-Friday 8:00 am – 5:00 pm MST State holidays are observed
PASRR MI Questions	Contact the State Mental Health Authority (SMHA) for questions regarding final Notice of Determinations (NOD) for MI PASRR or PASRR Serious Mental Health conditions.	Resolution time varies depending on the issue.	rebecca.huckabyraphaelson@state.co.us MI PASRR Desk Phone: 303-866-7414 MI PASRR Cell: 303-895-0970
PASRR I/DD Questions	Contact the State Intellectual and Developmental Disability Authority (SIDA) for questions regarding final Notice of Determinations (NOD) for I/DD PASRR or Intellectual and Developmental Disabilities	Resolution time varies depending on the issue.	tricia.stone@state.co.us IDD PASRR Phone: 303-866-2504 IDD PASRR Fax: 303-866-2786
HPCF Regulatory and Compliance Questions	For questions regarding regulations and compliance, please contact the State PASRR Administrator.	Resolution time varies depending on the issue.	obi.agomoh@state.co.us Phone: 303-866-6873 Fax: 303-866-6427

When to Escalate your Questions or Technical Difficulties

1. You have called Customer Service and your issues was not resolved or it was not escalated to the appropriate party. You will then e-mail Provider Relations at co.pr@eqhs.org with PASRR request identification number(s) and screenshots for technical difficulties.

2. If you feel your questions are not being answered properly and would like to either speak to a PASRR reviewer, Supervisor or the PASRR Manager, you will contact Provider Relations at co.pr@eqhs.org with the appropriate request identification number(s) and all information you need for them to review. Provider Relations will either relay their response to you OR we can schedule a telephone conference with the reviewer or PASRR manager.

3. If your issue has not been resolved within 5 business days, you would then escalate this to our State Director by following this link: http://www.coloradopar.com/ContactUs.aspx or to the Department of Health Care Policy and Financing (Department). The Department can be reached at the contact information referenced above.

4. If you have not received any communication from an eQHealth Representative you would then escalate this to the Department. The Department can be reached at the contact information referenced above.

Information Necessary for Escalations:

1. When escalating a question or issue about a specific request, please ensure that you have the request identification number and/or member identification number.

2. When escalating or following up on a helpline ticket or call to customer service please ensure you have the specific request identification number, call reference number, or the date, time, and person you spoke with.

3. If you are escalating a question or concern regarding a technical issue please ensure that you provide the request identification number, member Medicaid identification number, screenshot, error code number, or any other relevant identifying information that may help eQHealth and/or the Department replicate the issue, or research it further.