



<p>eQHealth Escalation</p>	<p>If any of the options above does not resolve your issue, you may request escalation to an appropriate eQHealth supervisor. Send your request to Provider Relations and we will reach out to the appropriate person for you.</p>	<p>Acknowledgement and/or Response within 2 business days. Estimated Resolution time will be communicated on or after your inquiry is acknowledged.</p>	<p>co.pr@eqhs.com Staff are available Monday-Friday 8:00 am -5:00 pm MST. Colorado state holidays are observed.</p>
<p>HCPF IHRP Team</p>	<p>Contact the HCPF team responsible for IHRP for any questions regarding policy or outstanding questions regarding eQHealth, including eQSuite, that have not been resolved appropriately or timely.</p>	<p>Resolution Time Varies depending on the issue. Acknowledgement and/or Response within 2 business days.</p>	<p>HCPF_UM@state.co.us</p>

Pends for Additional Information:

When eQHealth receives an IHRP that cannot be reviewed as submitted, they will return a review to the IHRP facility that submitted the request, or “pend” it back. Some standard template language is utilized by eQHealth utilizes certain circumstances that regularly occur, and you will find some examples below:

“Please submit all of the documentation required per the Benefit Guide/Billing Manual as this is required prior to a request being reviewed for authorization.”

If you receive this request in a pend, it is because the initial request submitted did not also have clinical documentation submitted within twenty-four (24) hours. It will be necessary to provide supporting documentation with authorization requests.

We offer two methods of submitting the documentation:

- Upload and directly link the information to the eQSuite® review record, or
- Or fax the documents using eQSuite®’s Principal Barcoded coversheet that is specific to that request and enables automatic linking to the correct record.

Please understand that additional supporting documentation may be requested after this initial documentation is submitted, as needed to complete the review.

Please consult the [Inpatient Hospital Review Program Manual](#) or the billing manual for supporting documentation requirements [here: https://www.colorado.gov/hcpf/billing-manuals](https://www.colorado.gov/hcpf/billing-manuals). (Click on CMS1500, and then click the most recent version.)

When to Escalate your Questions or Technical Difficulties

There may be certain instances or circumstances where it is necessary to escalate a question or technical difficulties. Please review the below guidance on when to escalate your inquiry, and what information necessary when escalating your issue or concern:

1. You have called Customer Service and/or entered in a Helpline Ticket and have not received a response or resolution within 4 business days. You will then e-mail Provider Relations at co.pr@eqhs.com with Review ID number(s) and/or screenshots for technical difficulties.
2. If you feel your questions are not being answered properly and would like to either speak to an eQHealth Supervisor, you will contact Provider Relations at co.pr@eqhs.com with Review ID number(s), any helpline or call ticket numbers, your specific questions or concerns, 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 appropriate personnel within 72 hours.
3. If your issue has not been resolved within 5 business days you would then escalate this to our [State Director](#).
4. If you have not received any communication from an eQHealth Representative you would then escalate this to the [State](#).

Information Necessary for Escalations:

1. When escalating a question or issue about a specific review (pending review, final determination, Reconsideration request, etc.) please ensure that you have the Review ID and/or PAR number.
2. When escalating or following up on a helpline ticket or call to customer service please ensure you have the specific Review ID, helpline ticket 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 Review ID, PAR 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.



Frequently Asked Question:

- **What is a helpline ticket?** Helpline ticket is a messaging system to ask questions regarding your reviews.
- **What can be addressed in a helpline ticket?** Everything can be addressed in a helpline ticket – Pictures or hyperlinks can't be shared in a helpline ticket - just text.
- **Can I do a modification through helpline ticket (for IHRP)?** Modifications cannot be done on any IHRP Review unless you want to change the Billing Provider's information or to change, add or remove a modifier for a procedure code on an existing PAR. Otherwise, the Provider would need to cancel the review and submit a new review with all necessary supporting documentation to meet medical necessity.
- **Can I delete a review through helpline ticket?** You can request for a review to be cancelled. We cannot delete submitted reviews.
- **When should I call customer service?** You can call Customer Service for any reason if you would like to speak with a live person.
- **What can be done via customer service call?** Customer service can address all concerns until it is beyond their scope: i.e. elevated technical support or if a review needs clinical attention. You would then reach out to Provider Relations.