



How to enter in a Helpline Ticket

Online Helpline is a feature in eQsuite® where Providers can send their questions regarding eQSuite®, review status or are experiencing technical difficulties.

Navigation menu items: Create New Review, Respond to Add'l Info, Respond to Denial, **Online Helpline**, Utilities, Reports, Search, Attachments, Letters, Update My Profile, User Administration, Logoff

Provider Reports

Provider: 99999992 - INPATIENT PROVIDER

Select	A7	Diagnostic Imaging Web Review Request Printout
Select	E7	Multi Service - Web Review Request Printout
Select	I1	Inpatient Review Status for a Given Bene
Select	I2	Inpatient Status of In Process Reviews
Select	I3	Inpatient Assigned PARs
Select	I7	Inpatient Web Review Request Printout
Select	O1	Outpatient Review Status for a Given Bene
Select	O3	Outpatient Assigned PARs
Select	T7	Therapy Web Review Request Printout

Click the Online Helpline Button

Click Online Helpline and you enter in that specific Review ID# or PAR# and type in a question.

eQSuite® Online Helpline

eQHS Online Helpline

To enter a new question, type your question in the box below, then click the **Submit Question** link below. You will be e-mailed with a link to return here when this ticket has been processed. To view the response to a previous ticket, scroll down and view the **Q&A History** list below.

Review ID: IOT enter other values if Review ID is entered.

TAN #: **Beneficiary #:** **Admit Date:**

Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.

Example- Status of Review?

Submit Question Click submit Question

Q&A History (Last 30 Days)

Question/Response

Click submit Question. A member of the Customer Service Team or Provider Education will resolve or communicate your issue to our IT department. Target completion date within 4 business days.