



Joint Operating Committee IHRP Minutes- 9/5/2019

Topic	JOC Notes	Next Steps
<p>Updating How to Guide</p>	<p>HCPF is working with eQ to update the How To Guide, including the policy, based off of conversations from JOC meetings, conversations with Departments and changes and improvements to IHRP.</p>	<p>Will post the updated Guide when completed and will send out email to everyone to notify them that this is available. ETA:</p>
<p>Creating New FAQ and Lessons Learned Guide</p>	<p>HCPF and eQHealth are creating a guide for Frequently Asked Questions and Lessons Learned and tips based on Provider feedback and discussions.</p>	<p>If you have any question that you think may need to be addressed, or any lessons learned or tips that you would like to share, please send to HCPF to review. Will post the updated Guide when completed and will send out email to everyone to notify them that this is available. ETA:</p>
<p>Creating new IHRP How to Use eQSuite Guide</p>	<p>eQ is creating a detailed guide on the entire IHRP review and breaking down by each field in eQSuite based off feedback, discussions with providers.</p>	<p>Will post the updated Guide when completed and will send out email to everyone to notify them that this is available. ETA: September 30, 2019</p>
<p>Review and Update about Previous Concerns and Questions</p>	<ul style="list-style-type: none"> a. Denial Letter Delays- We are researching this issue. b. Requests for CPT Codes- We have addressed this with eQHealth, and they should not be requesting CPT codes for unscheduled admissions and/or for procedures that do not require a PAR. c. Outpatient printed at the bottom of inpatient letters- This issue should have been 	<ul style="list-style-type: none"> a. If you have any examples, would you please send those examples so we can work with eQ to investigate this further. b. If you continue to see this request since 8/29/2019 please send examples to HCPF. c. If you continue to see "Outpatient" on inpatient letters, please send the letter example to HCPF. d. HCPF will follow up with eQHealth about this and provide follow up

	<p>addressed and no longer be an issue.</p> <ul style="list-style-type: none"> d. What does blank, 0, 1, 2 in eQSuite mean for determination- requested additional information about where this was located, and it is found in an eQSuite report, and guidance was provided by eQ at one time that if it had units of 1 or 2, then it meant that it was approved. e. Guide for using eQSuite Reports is being developed. f. Temporary Baby ID Guide- Providers requested a guide for how to use the temporary ID and how to update it for babies. g. Guide for entering Retrospective reviews due to eligibility- Additional guidance was requested for when a member's eligibility is known after admission, and these guides are being developed. h. Separating "Outpatient" vs. "Inpatient" in eQSuite- HCPF and eQHealth are working on options to do this quickly and accurately, and do not have an ETA at this time but will provide it as soon as we have one. 	<p>guidance about whether these fields should be used to determine authorization status.</p> <ul style="list-style-type: none"> e. This Guide will be posted on ColoradoPAR website, and also a notice will be sent out. ETA: f. These are posted and will be sent out. ETA: September 18, 2019 g. These are posted and will be sent out and sent out shortly. ETA: September 18, 2019 h. HCPF will review with eQHealth to see if all tabs, not just the denial list, can be separated out between Inpatient and Outpatient. Also looking at being able to sort within eQSuite. Will provide update at next JOC.
<p>Questions & Other Topics</p>	<ul style="list-style-type: none"> a. HCPF has noticed that a small number of claims from multiple 	<ul style="list-style-type: none"> a. HCPF will research those instances where members switch between

	<p>Providers has a different Date of Admission than the authorized PAR from eQHealth. If that is the case, please ensure that the PAR is modified to reflect the same admission date, as appropriate.</p> <ul style="list-style-type: none"> b. HCPF Provided update that concurrent reviews should no longer be creating a unique PAR number, and Providers did say they've seen an improvement. c. Providers did communicate there is a delay around receiving PAR numbers, specifically for concurrent reviews. d. Continued issues reported with the speed of the portal. e. Request about authorizations for the surgery and the inpatient authorization- There is no outcome or ETA for this concern at this time, but HCPF continues to look into this. f. When you are sending issues and concerns to HCPF or sending examples, please send to the UM Inbox to ensure that it is addressed timely and appropriately, rather than sending to individual Department staff. 	<p>observation and inpatient, and provide guidance ahead of the next meeting or at the next meeting. In those instances, please continue to do as you have been doing.</p> <ul style="list-style-type: none"> b. If Providers continue to see a second PAR number for a concurrent review, please send examples to HCPF. c. HCPF requested examples to further research this, and will provide update at next JOC. d. If you are continuing to have issues with the speed of the portal then please contact HCPF so that we can work with eQ to schedule a meeting with eQ's IT to review the issue and determine the next steps. e. HCPF will add to agenda and provide updates when appropriate. <ul style="list-style-type: none"> f. Please email hcpf_hospitalreview@state.co.us
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