



Joint Operating Committee IHRP Minutes- 10/03/2019

Topic	JOC Notes	Next Steps
<p>Determination Letters</p>	<p>The Department has been working with Providers, members, and advocates to address concerns regarding both Provider and Member determination letters, which eQHealth began sending as of June 17, 2019. The Department has worked on identifying the areas of concern: content of letters including clear reasons for determination and appropriate citations. The Department and eQHealth have identified the most effective and efficient fixes that could be incorporated quickly and have been working to implement these changes in Phase 1 of this project. The update to the letters will be completed and implemented for Providers to view no later than Monday October 7, 2019.</p>	<p>While the Department has done significant testing and quality review on the letters with eQHealth, we recognize that there may potentially be issues with any rollout. For this reason, if you identify any issues with the letters starting Monday, October 7, 2019, please contact the Department and provide what the issue is, PDF or screenshot of the letter, and the Review ID or PAR number to hcpf_hospitalreview@state.co.us.</p>
<p>Colorado Hospital Association Concerns (Lila Cummings)</p>	<p>The Colorado Hospital Association (CHA) has been meeting with the Department, and hospitals (individually and in large to small group meetings/discussions) for the last few months regarding the Inpatient Hospital Review Program (IHRP) and has compiled the common, most pressing concerns expressed by Hospitals both specific concerns and higher-level concerns and questions. CHA provided this</p>	<p>The concerns presented below, as well as others expressed, will continue to be reviewed with the Department and IHRP Providers, and will identify the next steps. These bi-weekly meetings, Joint Operating Committee, will continue for the near future, and the Department, CHA and IHRP will identify areas of concern, outstanding questions/issues and develop plans to identify next steps.</p>

	to the Department for their review and to solicit collaboration to identify next step and implement plans to address these. The issues are below:	
Concern: eQSuite Portal Issues	CHA and the Department have received feedback during IHRP implementation regarding eQHealth’s PAR portal, eQSuite, and the Department is currently working with eQ to see what the short- and long-term resolutions could be. While the Department knows some of them (ie: search and sort functions, speed of portal, time to navigate portal) It would be useful to know individual issues, with each facilities priority for resolutions, with the understanding that the Department is currently looking at short- and long-term resolutions. Lila with CHA has offered to meet individually with providers to view their IHRP process and use of eQSuite and/or take suggestions and priorities via email.	<ul style="list-style-type: none"> • Please email Lila Cummings (Lila.Cummings@cha.com or cell 336-508-1487) if you are interested in having her view your process re: entering an IHRP authorization and/or to let her know about your issues via email. Please also let her know about other systems that you may be using for UM that have been useful, or specific functionalities that other systems have that you have found useful. Lila will provide that feedback and any related priority to the Department. • Please continue to provide feedback regarding the PAR portal to the Hospital Review inbox. The Department would like to know about areas to modify, the priority/urgency and any functionalities within eQSuite that you do like.
eQSuite Portal Issues and Vendor eQHealth	Additionally, regarding eQHealth and their PAR portal, eQSuite, the Department is currently in the process of an Invitation to Negotiation, since eQHealth’s current contract is ending. Whether eQHealth remains the Vendor, or a new Vendor is selected, the overall functionality, with specific concerns that have been	<ul style="list-style-type: none"> • The ITN is not just for the PAR portal, or IHRP, but for the entire scope of the work that eQHealth currently oversees, as well as some additional scopes. • The UM team will ensure that the feedback we have already received, as well as additional feedback

	<p>identified, as well as the Provider's experience with the PAR portal. Several providers requested that UM/UR Nurses be a part of this Vendor selection process, and while we cannot involve IHRP Providers, the Department's selection process includes individuals across the Department, including nurses from the clinical team.</p>	<p>compiled, will be incorporated to some degree in the Vendor selection process.</p>
<p>Concern: Policy Clarification Needed</p>	<p>The Department is aware that there are areas of confusion and a need to ensure the policy is comprehensive, clear and consistent.</p>	<p>eQHealth and the UM team are currently working with internal Department staff to review and update the existing policy manual and other IHRP documents to ensure the accuracy, consistency and completeness of the documents. ETA for completion will be provided at next JOC as well as any updates regarding next steps.</p>
<p>Concern: Process Clarification Needed</p>	<p>The Department is aware that there are processes that remain confusing or unclear, or additional information needs to be provided. These processes are in the process of being clarified, properly documented and/or updated. For example, we have just been able to clarify and finalize the process regarding PAR'd inpatient surgeries and CPT Codes.</p>	<p>This is an ongoing process, and the clarification and consistency of both the policy and processes related to IHRP is a high priority for the Department. ETA for completion will be provided at next JOC as well as any updates regarding next steps.</p>
<p>PASRR (Lila Cummings)</p>	<p>eQHealth has recently taken over the reviews for the Preadmission Screening and Resident Review (PASRR) Program for the Department, and there have been some issues expressed. The Department and CHA are aware of these concerns and outstanding issues and are working with eQHealth on these.</p>	<p>While the UM Team is not the primary party responsible at the Department for the PASRR scope, we are working to provide high level support to resolve these issues. These concerns are being actively worked with the Department and eQHealth, and eQHealth is actively</p>

		<p>hiring additional staff to assist with the timeliness.</p> <p>Lila is looking for additional feedback about issues including those with timeliness completing reviews and/or preventing discharges from hospitals. She would also like to know more from Providers about the PASRR scope so that she can have a better understanding so please contact Lila (Lila.Cummings@cha.com or 336-508-1487) to discuss PASRR further or to share concerns.</p>
<p>Review & Updates re: Previous Concerns & Questions:</p> <ol style="list-style-type: none"> 1. Scheduled PAR'd surgeries & Inpatient Stays 2. eQSuite How to Guide 3. Concurrent Review w/o PAR number 4. Individual facility/hospital system concerns re: IHRP 	<ol style="list-style-type: none"> 1. Currently there are 2 PARs required for any scheduled surgeries that require a PAR that must be completed inpatient: one for the scheduled procedure/surgery and one for the inpatient admission. While we are looking at processes and steps we can take to streamline and make this an easier process, we do not currently have an ETA for completion. However, there was an issue with eQHealth asking for the CPT codes for schedule admissions. Shortly before this meeting we finalized with eQHealth that they will no longer be asking for the HCPCS/CPT codes for any scheduled admissions. That being said, there may be instances where eQHealth 	<ol style="list-style-type: none"> 1. We will provide an updated next steps and ETA for streamlining the process for scheduled PAR'd inpatient surgeries. IHRP Providers will still have to enter the PARs for the inpatient stay and need to provide supporting documentation to support medical necessity, eQHealth will not be pending back the IHRP PAR for HCPCS/CPT codes for the surgery. However, if you do happen to have that information, it does not hurt to provide it on your review. 2. The eQSuite How to Guide will be sent out to all Providers on the JOC mailing list and will also be posted to www.coloradoPAR.com. Please also make sure that you're monitoring ColoradoPAR website semi-regularly

	<p>will have to request additional information related to the scheduled procedure/surgery to determine medical necessity, but they will not be asking for CPT codes for the surgery.</p> <ol style="list-style-type: none">2. At the previous JOC we provided an estimated completion date of last week for this document, and we apologize that it has not been posted yet. We wanted to delay the completion of this to allow for the addition of recent updates, like the CPT codes, and to ensure it is complete and accurate. ETA: October 11th.3. During previous JOC meetings we have discussed the outstanding questions and issues surrounding the concurrent review at day 4, which cannot be entered without a PAR number. The Department knows that this is happening for all reviews but is especially difficult for those cases of babies in the NICU.4. The Department has been meeting (via phone/skype) with individual hospitals and/or hospital systems to address specific questions about their individual processes, issues or questions that Providers may not	<p>to view updated trainings and documents</p> <ol style="list-style-type: none">3. We are currently researching resolutions and will have the next steps and an updated ETA by the next JOC meeting.4. If you feel that having an individualized meeting with the UM Team to discuss workflow, process, eQHealth/eQSuite or outstanding questions or issues, please send a request for a meeting to the hospital review inbox.
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	want to address their questions in the JOC meeting.	
Questions & Other Topics	<ol style="list-style-type: none"> 1. State offices are frequently closed on holidays like Columbus Day/Indigenous Peoples Day and Veterans Day, where the Hospitals may be operating at normal functions. What schedule does eQHealth follow? 2. Several Providers had questions about specific denials (claims). 3. If you have questions regarding IHRP or for the UM Team, please email the hospital review inbox, even if you have been directly interacting with any member of the UM Team. This allows for timely response, especially if someone is out of the office, and ensures the appropriate person can be assigned the ticket. 4. Thank you for ensuring that your phones were on mute during this call and minimizing external conversations so that we could have a productive and collaborative meeting! 	<ol style="list-style-type: none"> 1. eQHealth follows the schedule of the State of Colorado, so if there is a holiday that the state observes then eQHealth will be closed as well. The exception is if the state is granted the Day after Thanksgiving off, then eQHealth is open. 2. If you have individual claim denials that you have questions about or need additional guidance and input from the Department, please send the examples (PAR#/Review ID, and especially the ICN #) to the hospital review inbox. 3. We greatly appreciate you utilizing that inbox to address your questions and concerns. hcpf_hospitalreview@state.co.us

Next Joint Operating Committee Meeting is Thursday, October 17, 2019 at 1pm. Please email any agenda items to hcpf_hospitalreview@state.co.us by COB Tuesday, October 15, 2019.