



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 State Mental Health Authority (SMHA) 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 State IDD Authority (SIDA) IDD PASRR Phone: 303-866-2504 IDD PASRR Fax: 303-866-2786
HCPF 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 State PASRR Administrator 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 eQHealth Solution's State Director of Government Operations or to State staff. The contact information is referenced above for both.
4. If you have not received any communication from an eQHealth Representative you would then escalate this to the State staff. The contact information is 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 State staff replicate the issue, or research it further.