

Provider Revision Guide: Audiology, Vision or Molecular Testing (Prior Authorization Requests (PARs) issued by eQHealth Solutions with From Date on or after September 1, 2015)

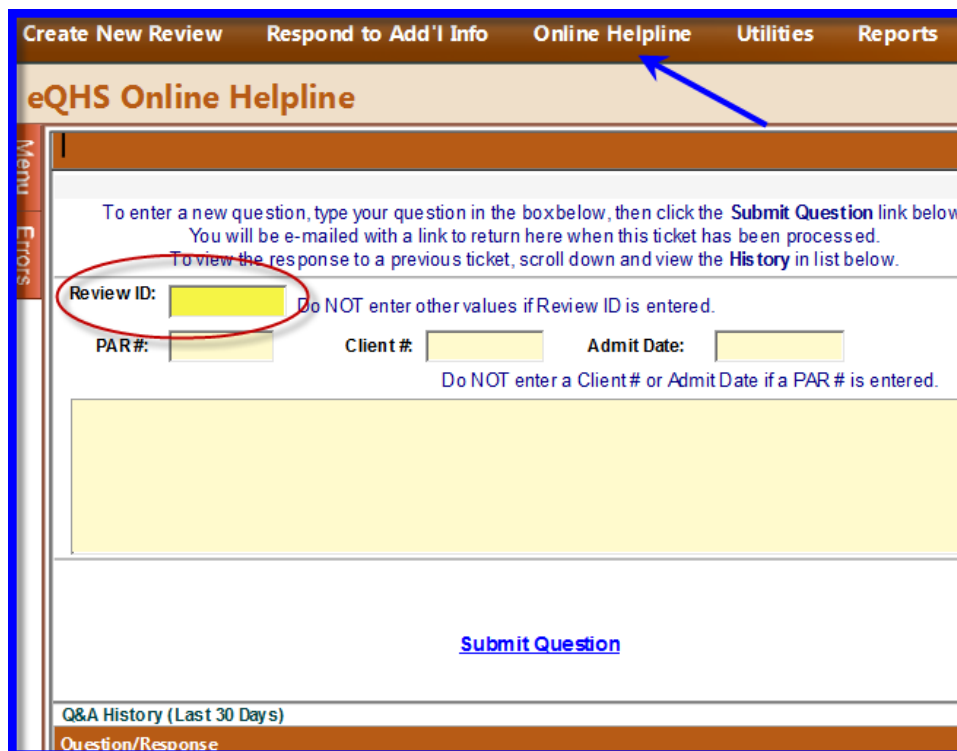
Use APS revision guide instructions for all PARs issued prior to September 1, 2015

A revision is considered a change to an existing PAR. Please follow the specific guidelines below when requesting a change to an *eQHealth issued PAR*:

1. Submit a Helpline Ticket:

- To change, add or remove modifiers for a procedure code on an existing PAR
- To change a billing Provider ID to an affiliated facility

*If the request pertains to a specific PAR, always enter the Review ID number.
If the request is not related to a specific PAR; simply enter the details of your request.*



The screenshot shows the 'eQHS Online Helpline' interface. At the top, there are navigation tabs: 'Create New Review', 'Respond to Add'l Info', 'Online Helpline', 'Utilities', and 'Reports'. The 'Online Helpline' tab is selected and highlighted with a blue arrow. Below the tabs, the page title is 'eQHS Online Helpline'. On the left side, there is a vertical menu with 'Menu' and 'Errors'. The main content area contains instructions: '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 **History** in list below.' Below the instructions are input fields for 'Review ID:', 'PAR #:', 'Client #:', and 'Admit Date:'. The 'Review ID:' field is circled in red. A note next to it says 'Do NOT enter other values if Review ID is entered.' Below these fields is another note: 'Do NOT enter a Client # or Admit Date if a PAR # is entered.' At the bottom of the form is a large yellow text area and a blue 'Submit Question' button. At the very bottom, there is a section for 'Q&A History (Last 30 Days)' with a sub-header 'Question/Response'.

NOTE: A new PAR number will be issued for any change made to an existing PAR. Once changes have been approved and completed the new PAR number will located in eQSuite®.



2. **Submit a Modify Authorization Review Type***: See examples below

- To add a new procedure code on an existing PAR within the same date span
 - Only enter the date span needed. Enter the new code needed. Codes already reviewed do NOT need to be entered.
- To add units to a procedure code(s) on an existing PAR within the same date span
 - Only enter date span needed. Enter the code and ADDED units needed. Units already reviewed do NOT need to be entered.

Examples:

- Code 81211 has already been authorized from 3/18/16-6/18/16 and now you need an authorization for Code 81213 from 5/18/16-6/18/16. Enter date span 5/18/16-6/16/16 and Code 81213 ONLY. Codes already reviewed do NOT need to be entered.
- Code 81211 has already been authorized for 1 unit and an additional unit is needed. Enter the from and thru date span an additional unit is needed. Enter 1 unit ONLY. Units already reviewed do NOT need to be entered.

IMPORTANT! Modify Authorization requests should ONLY contain procedure codes within the date span needed.

Clinical documentation must be attached/uploaded to this PAR to support medical necessity.

* Select Review Type: Modify Authorization and include the eQHealth PAR number*

Start

Review Type and Settings

Requesting Provider ID: Requesting Provider Name:

Are you the Billing Provider? Yes No

Billing Provider ID: Billing Provider Name:

Choose Setting: Surgical/Nonsurgical Outpt Therapy/CRT Eval Outpt Molecular Testing Outpt Diagnostic Imaging DME - Orthotics

Therapy Services: PT OT CRT Evaluation/Assessment

Review Type: **Modify Authorization** eQHealth PAR Number: (or) APS PAR Number:

RETRIEVE DATA



3. Submit an Admission Review Type:

- To change the billing provider (end non-affiliated provider services)
 - As the new provider of care, a *Change of Provider* form is required and must be uploaded or faxed with an Admission PAR.
 - The From Date will be the day after services end with previous provider.
- To extend the dates of the eQHealth PAR (requires new Admission request to begin after the end date of existing PAR).

Start

Review Type and Settings

Requesting Provider ID: Requesting Provider Name:

Are you the Billing Provider? Yes No

Billing Provider ID: Billing Provider Name:

Review Type: Admission eQHealth PAR Number: (or) APS PAR Number:



Definitions of Review Types

1. **Admission (Initial PAR request)** – Select this review type for a new/initial PAR request.

Please note: Admission is the terminology in eQSuite® for a new/initial PAR request and does not indicate a hospital inpatient admission. The review type “admission” should be used for the majority of PARs submitted through eQSuite®.

2. **Retrospective PAR** – Select this retrospective review type if the service has already been rendered. There are several reasons for a retrospective review, including retrospective eligibility. This type of request should be submitted as soon as possible to allow sufficient time for prior authorization to occur prior to submission of the claim within the HCPF timely billing requirements.

3. **Modify Authorization (PAR Revision)** – Select this review type when there is a clinical need to increase or decrease units a currently approved PAR or to add a new service code within the same “from” and “thru” dates to an existing eQHealth PAR.