



# Provider Bulletin

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[colorado.gov/hcpf](http://colorado.gov/hcpf)

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## ColoradoPAR New Vendor Special Bulletin

### ColoradoPAR Future Vendor Notification



eQHealth Solutions was selected by the Department of Health Care Policy and Financing (the Department) to provide utilization management services

**beginning September 1, 2015.** eQHealth Solutions will review and authorize prior authorization requests (PARs) for the ColoradoPAR Program.

The ColoradoPAR Program reviews PARs for the following categories of services and supplies:

- Audiology
- Diagnostic Imaging
- Durable Medical Equipment (DME)
- Inpatient Out-of-State admissions
- Medical Services, including Transplants and Bariatric Surgery
- Physical & Occupational Therapy (PT/OT)
- Pediatric Long Term Home Health (LTHH)
- Private Duty Nursing (PDN)
- Synagis®
- Vision

eQHealth Solutions will help modernize the ColoradoPAR Program to improve provider satisfaction and member access to appropriate care.

Plans to improve the ColoradoPAR Program include:

- State of the art online provider PAR portal
- Improved turnaround times, including PAR revision requests
- Initiating contact with ordering physicians for a Peer-to-Peer (physician-to-physician) review prior to issuing a PAR denial
- Dedicated staff for provider relations and outreach
- Provider email communication containing important information, including specific information for provider specialties (i.e. LTHH, DME, Audiology)

**Xerox State Healthcare  
Denver Club Building  
518 17th Street, 4th floor  
Denver, CO 80202**

#### Contacts

**Billing and Bulletin Questions**  
1-800-237-0757

**Claims and PARs Submission**  
P.O. Box 30  
Denver, CO 80201

**Correspondence, Inquiries, and Adjustments**  
P.O. Box 90  
Denver, CO 80201

**Enrollment, Changes, Signature Authorization and Claim Requisitions**  
P.O. Box 1100 Denver, CO 80201

**ColoradoPAR Program PARs**  
[www.coloradopar.com](http://www.coloradopar.com)

## Future ColoradoPAR Provider Portal: eQSuite®

eQSuite® is eQHealth Solutions' proprietary, web-based, HIPAA-compliant prior authorization request system, which offers providers 24 hours, 7 days a week accessibility to the information and functions providers need.

eQSuite® features include:

- Paperless authorization request submission
- Secure transmission protocols, including encryption of all data transfers
- System access control for changing authorized users
- Rules-driven functionality and system edits
- Provider access to real time reports
- Help-line module for submission of inquiries and issues.



### eQSuite® Webinars

eQHealth Solutions will begin webinar trainings on **Monday, August 17, 2015**. [Registration](#) for eQSuite® trainings began the first week of August 2015. Providers must register in order to submit PARs after September 1, 2015.

- Webinars will be held multiple times per weekday, as well as evenings and some Saturdays, to accommodate providers' busy schedules.
- Webinars for each PAR type will be recorded and available for review at a later date.
- There are no attendance limitations. Providers are encouraged to attend more than one (1) training if extra sessions are needed.
- Attendees will receive an email following each webinar that can be used for questions. Questions will be answered and posted to a FAQ sheet available to all providers.

Providers must **complete** and **submit** a Request for eQSuite® Access form. Login information must be assigned and a system administrator designated for each individual provider Medicaid number. The system administrator assigns and maintains login information for all eQSuite® users assigned to enter PARs under that Medicaid number. This form can be accessed at the [eQHealth Solution ColoradoPAR Program provider website](#), under the Provider Resources menu, and by clicking on Forms and Instructions.

### Important Prior Authorization Request Dates

**Providers should continue to submit online PARs using the current provider portal, CareWebQI, until the following dates:**

- Last day to request a PAR Revision is Monday, August 17, 2015.
  - All requests for PAR Revisions after Monday, August 17, 2015 will need to be submitted in eQSuite® as a new PAR beginning September 1, 2015.
- Last day to request a Peer-to-Peer following a PAR denial is Monday, August 24, 2015.
  - If the ordering provider disagrees with an adverse PAR determination after Monday, August 24, 2015, a new PAR must be submitted in eQSuite® on or after September 1, 2015.



- Last day to request a PAR Reconsideration is Tuesday, August 25, 2015.
  - If a provider disagrees with an adverse PAR determination after Tuesday, August 25, 2015, a new PAR must be submitted in eQSuite® on or after September 1, 2015.
- Last day to submit a new non-urgent PAR is Tuesday, August 25, 2015. If a provider does not submit a new PAR by August 25, 2015, the provider must wait until September 1, 2015 to submit the PAR in eQSuite®.
  - Requests for new, non-urgent PARs must be submitted in eQSuite® on or after September 1, 2015.
  - All new PARs submitted in eQSuite® on or after September 1, 2015 may be backdated to Wednesday, August 26, 2015.
    - Please refer to the Department's [Retroactive PAR Request](#) policy for ongoing PARs not directly related to the vendor transition under the Provider Resources menu.
    - Providers may submit claims beginning September 1, 2015 for approved backdated PARs.
- Last day to submit an Urgent PAR\* is Friday, August 28, 2015.
  - Urgent PARs may be submitted on September 1, 2015 and backdated to Monday, August 31, 2015 if a member meets criteria for an urgent PAR.
- First day to submit PARs to eQHealth Solutions is Tuesday, September 1, 2015.

\*An urgent or expedited PAR may only be requested when a delay in services could:

- a) Jeopardize the life or health of the member or ability of the member to regain maximum function, or
- b) Cause severe pain; and the member cannot be adequately managed without the care or treatment that is being requested.

Please continue to look for updates regarding this transition in future [Provider Bulletins](#), [At-A-Glance newsletters](#), on [CareWebQI](#), [ColoradoPAR.com](#), [co.eqhs.org](#) and the Department's [PAR information](#) website.

## **ColoradoPAR Program Vendor Transition Frequently Asked Questions (FAQ)**

### **What is the ColoradoPAR Program?**

The ColoradoPAR Program is Colorado Medicaid's utilization management (UM) program. A third party vendor reviews Prior Authorization Requests (PARs) to ensure items and services requested meet medical necessity guidelines and are within Colorado Medicaid's policies.



### **What services or supplies require a PAR?**

The Colorado PAR Program reviews PARs for the following categories of services and supplies:

- Audiology
- Diagnostic Imaging
- Durable Medical Equipment (DME)
- Inpatient out-of-state admissions

- Medical services, including Transplant and Bariatric Surgery
- Physical & occupational therapy
- Pediatric Long Term Home Health (LTHH)
- Private Duty Nursing (PDN)
- Synagis®
- Vision

### Who is the future third party vendor?

eQHealth Solutions was selected by the Department to provide UM services beginning September 1, 2015. eQHealth Solutions will review and authorize PARs for the ColoradoPAR Program.



### How will changing vendors improve the ColoradoPAR Program?

eQHealth Solutions will help modernize the ColoradoPAR Program to improve provider satisfaction and member access to appropriate care. Plans to improve the ColoradoPAR Program include:

- State of the art online provider PAR portal
- Real-time determinations for the majority of PARs
- Improved turnaround times, including PAR revision requests
- Initiating contact with ordering physicians for a Peer-to-Peer (physician-to-physician) review prior to issuing a PAR denial
- Dedicated staff for provider relations and outreach
- Provider email communication containing important information, including specific information for provider specialties (i.e. LTHH, DME, Audiology).

### Where do I submit a PAR prior to September 1, 2015?

Providers should continue to submit online PARs using the current provider portal, CareWebQI, until the following dates:

- Last day to submit a new non-urgent PAR is Tuesday, August 25, 2015. If a provider does not submit the new PAR by August 25, 2015, the provider must wait until September 1, 2015 to submit the PAR.
  - Requests for new non-urgent PARs must be submitted in eQSuite® on or after September 1, 2015.
  - All new PARs submitted in eQSuite® on or after September 1, 2015 may be backdated to Wednesday, August 26, 2015.
    - Please refer to the [Department's Retroactive PAR Request](#) policy for ongoing PARs not directly related to the vendor.
    - Providers may submit claims after September 1, 2015 for approved backdated PARs.
- Last day to submit an Urgent PAR\* is Friday, August 28, 2015.
  - Urgent PARs may be submitted on September 1, 2015 and backdated to Monday, August 31, 2015 if a member meets criteria for an urgent PAR.



\*An urgent or expedited PAR may only be requested when a delay in services could

- a) Jeopardize the life or health of the client or ability of the client to regain maximum function, or

- b) Cause severe pain; and the client cannot be adequately managed without the care or treatment that is being requested.

### **What are the deadlines to request a PAR revision, Peer-to-Peer, or Reconsideration prior to September 1, 2015?**

- Last day to request a PAR Revision is Monday, August 17, 2015.
  - All requests for PAR Revisions after Monday, August 17, 2015 will need to be submitted in eQSuite® as a new PAR after September 1, 2015.
- Last day to request a Peer-to-Peer following a PAR denial is Monday, August 24, 2015.
  - If the ordering provider disagrees with an adverse PAR determination after Monday, August 24, 2015, a new PAR must be submitted in eQSuite® on or after September 1, 2015.
- Last day to request a PAR Reconsideration is Tuesday, August 25, 2015.
  - If a provider disagrees with an adverse PAR determination after Tuesday, August 25, 2015, a new PAR must be submitted in eQSuite® on or after September 1, 2015.

### **Where do I submit a PAR Beginning September 1, 2015?**

Providers will submit PAR requests using the [eQSuite®](#) online PAR portal. Please see [PAR Portal](#) for information on accessing the new portal.

### **Do I need to be trained to use eQSuite®, the future online PAR portal?**

Yes, all providers must receive training prior to submitting PARs using the eQSuite® online PAR portal.

### **How do I receive eQSuite® training?**

eQHealth Solutions will offer general and customized webinar trainings beginning Monday, August 17, 2015. Providers may register for eQSuite® trainings on the [PAR Portal](#) now.



### **How often are eQSuite® webinars held?**

Webinars will be held multiple times per weekday, as well as evenings and some Saturdays, to accommodate providers' busy schedules. Webinars for each PAR type will be recorded and available for review at a later date.

### **Can I attend more than one (1) eQSuite® webinar?**

Yes, there are no attendance limitations. Providers are encouraged to attend more than one training if they feel additional sessions are needed.

### **How do I get access to eQSuite®?**

Providers must **complete** and **submit** a Request for eQSuite® Access form. Login information must be assigned and a system administrator designated for each individual provider Medicaid number. The system administrator assigns and maintains login information for all eQSuite® users assigned to enter PARs under that Medicaid number. This form can be accessed at the eQHealth Solution ColoradoPAR Program provider website, under the Provider Resources menu, and by clicking on Forms and Instructions. Providers must complete and submit the [Request for eQSuite® Access form](#).

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## Where can I find more information on the vendor transition?

Please continue to look for updates regarding this transition in future [Provider Bulletins](#), [At-A-Glance newsletters](#), on [CareWebQI](#), [ColoradoPAR.com](#), [co.eqhs.org](#) and the Department's [PAR information](#) website.

### Image Attribution:

Internet by Martin Vanco

Document Update by Dan Hetteix

Question by Alex Tai

New by Muneer A. Safiah

Teaching by Creative Stall