FSBA Training Document-EQ Health

Weekly spreadsheet sent to FSBA and all auths expiring within the next 3 weeks

EQ Health- <https://flwebapps.eqhs.org/webportal/Login.aspx>

EQ website has many How to documents and videos to review

<http://fl.eqhs.com/ProviderResources/HowToGuides.aspx>

Initial Assessment/Admission

Submit via EQ Health Options web portal. Will need diagnostic report and RX for ABA therapy w/ DOB, Date, and signed by MD

EQ Health suite

H0031

* Click create new review
* Review type: admission click enter
* Fill in recipient ID, enter
* Click edit (Physicians and Healthcare Practitioners)
* Click search
* Enter NPI or other field, click search, click select
* Click small box verifying info correct
* Click update
* Start date should be 5 days out on an H0031
* Answer next 3 questions (no,no,no)
* Click check key
* Click box address/phone verified
* Click add-put in ICD10 diagnosis code leaving out the period
* Click add, then click close.
* Click add for procedure code- H0031
* Mod1, BA
* From through dates- 5 days out. You can use the date calculator for 30 days.
* Total units=1
* Click save/continue
* Clinical info tab- answer questions, click save/continue
* Summary tab- “Please see attached……”  You will need to submit Rx and POD
* Link attachment, upload images, browse.
* Click upload when the dot turns green.
* You are done.

Ongoing/Cont Stay

Request online via EQ Health Options web portal.  Must submit current treatment plan.

EQ Health suite- instructions for codes other than H0031.    H0032 must be entered alone.  H2019, H2014, H2012, etc. are entered together.

* Create new review, review type= continued stay
* Enter eq case ID
* Click retrieve data
* Answer questions (yes, no, no)
* Click DX Codes/Items
* Click the 2nd “ADD” to enter the procedure codes.  H0032 will be for 30 days.  H2019, etc. will be for 180 days. Use the date calculator.
* Modifier BA
* Enter From/Thru dates
* Enter units  (H0032 will be 1 unit)
* Click add, enter more codes now if applicable.
* Click save/continue
* Clinical info tab- answer all the questions.
* Click save/continue.
* In the box “Please see attached treatment plan” (or wording of your choice)
* Save/continue
* Upload treatment plan.

Pends

Auth requests are "pended" when additional information is needed.  An email and letter are generated.  You have only 2 business days to respond.  You must notify the provider immediately and give them the deadline to respond with the verbiage stating what is needed.

If you do not respond in 2 business days, the auth will get a Technical Denial and you will have to resubmit.