



Provider Guide: Submitting Supporting Documentation

All Prior Authorization Requests (PARs) should include documentation to support the medical necessity of your request.

When additional information is needed to make a determination on a review, the review will be pended for additional information. If the additional information is not submitted within ten (10) days, the review will receive a technical denial for lack of information.

There are three scenarios in which you will need to submit supporting documentation with your PAR. The process for submitting documentation varies for each scenario, thus each section of this chapter is dedicated to a different scenario. It is imperative that you respond with additional information as soon as possible, because any delay in your response will cause a delay in the review process of your PAR.

Refer to the appropriate section below for step-by-step instructions on how to submit the needed documentation.

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1.1 – Pended for Additional Information

Summary

Record status “Pended for Add’l Info” indicates that although you have submitted a PAR, either no documentation was received at the time of submission or a nurse has reviewed the request and needs additional documentation to make a medical necessity determination. You will have **ten (10) business days** (from the date the PAR is set to the status of “Pended for Add’l Info”) to upload the requested documentation. If the requested documentation is not received within the ten (10) business days, your request will receive a *technical denial* and all involved parties, including the client, will receive a denial letter.

Required Items

Before beginning, please ensure you have each of the following items:

- The review number
- Clinical documentation that is being requested saved on your computer in **JPEG, PDF or TIF format**.

The following guide will outline where to find out what is being requested.

Instructions to identify the additional information that is needed

To begin, follow the step-by-step process detailed below:

1. *You will receive email notification that your review has been **Pended For Add’l Info**.*

From: noreply@eqhs.org
To: [redacted]
Cc: [redacted]
Subject: eQHealth ReviewID ([redacted])

The following action has been taken on the above referenced Review ID. The review has been **Pended for Info.**

Provider Medicaid Number: [redacted]
Provider Name: [redacted]

Please access the review in eQSuite for additional information.


Thank you.

2. Log into the PAR Portal eQSuite®. Visit <http://www.coloradopar.com> to access the eQSuite® login page.



The image shows the eQSuite® Login page. It features a header with the text "eQSuite® Login". Below the header, there are two input fields: "Username" and "Password". To the left of the input fields is a "Login" button. To the right of the input fields is a link that says "forgot password?".

3. To locate the information that is being requested
 - a. Click on the **Respond to Add'l info** tab
 - b. Select **Cases Needing Add'l Info**




The image shows a screenshot of the eQSuite® interface. At the top, there is a navigation bar with several tabs: "Create New Review", "Respond to Add'l Info", "Online Helpline", "Utilities", "Reports", "Search", and "Attachments". The "Respond to Add'l Info" tab is highlighted with a blue box and an arrow labeled "A". Below the navigation bar, there is a section titled "Additional Information". On the left side of this section, there is a "Menu" dropdown menu with the option "Cases Needing Add'l Info" selected, indicated by an arrow labeled "B".

4. Locate your review. **DO NOT** click to open. Instead, scroll to the far right of the page and click on **View Letter**.

Request Date	Requestor Name	Client ID	First Name	Last Name	Request Type	Setting	Admit Date	Requesting Provider ID	Requesting Provider Name	Billing Provider ID	Billing Provider Name	
												View Letter

5. The following box will pop up and you should select **View**.

Letter Type	Letter Date	
Admin info requested	10/19/2016	View 

6. A copy of the memo from the nurse will open which will state the documentation that is being requested for this review.

REQUEST FOR ADMINISTRATIVE INFORMATION

We received a PAR request for this Medicaid client. Our review of this request has been pended because of a lack of information as described below. The additional information must be submitted within ten business days of this notice. The date of the notice is day one. If the information is not received within this time frame, a Lack of Information denial will be issued. If you have questions you may contact our customer service line at (888) 801-9355.

The additional information requested is as follows:

Please submit required documentation: [Supporting Documentation](#)

If you receive a message that states to submit **supporting documentation**, please upload an **order**.

If the nurse needs specific information it will be clearly stated here.

****Before proceeding, make sure that all requested documents are saved to your computer and available to upload in PDF, JPEG or TIF format.****

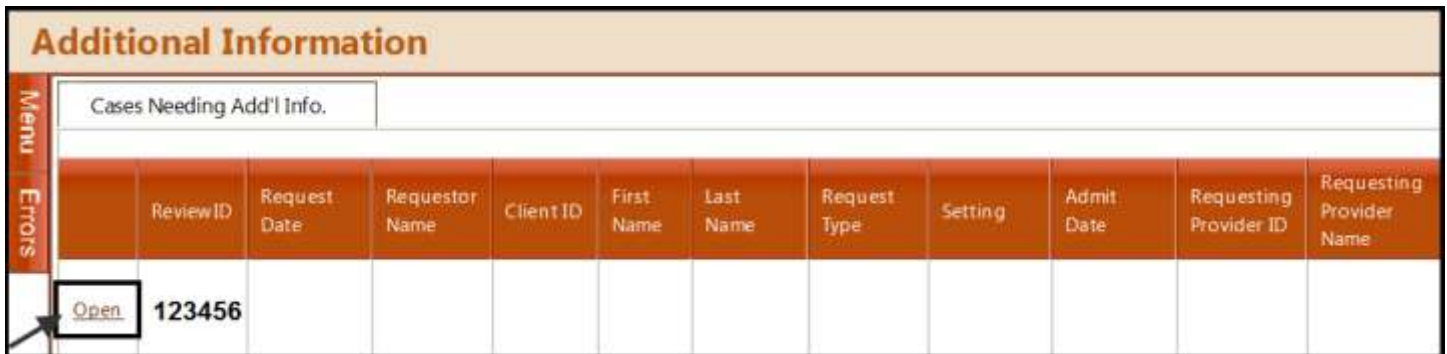
Instructions to upload the requested information

To begin, follow the step-by-step process detailed below:

1. Click on the **Respond to Add'l info** tab and select **Cases Needing Add'l Info**.
 - a. Click on the **Respond to Add'l info** tab
 - b. Select **Cases Needing Add'l Info**



2. Locate your review. Click on **open**.




3. The following box will open and you will see the requested documentation from the nurse listed again in the question box.

Review Header Information

Provider #: Provider Name:
Client ID: Client Name Admit Age: Current Age: Admit DT: Review ID:

Start DX CODES/ITEMS Clinical Info **SUMMARY** ADDL INFO

QUESTION:

Please submit required documentation: Supporting Documentation 

ADDITIONAL INFO:

Web submitted additional info 11/1/2016

4. The box titled *Additional Info* will be pre-populated with a date stamp: “Web submitted *Additional Info* (today’s date).” Please click into this box and type a short message to the nurse acknowledging this request. Your response can say something such as “information has been uploaded” or can include a detailed explanation of your clinical request.

Review Header Information

Provider #:	Provider Name:				
Client ID:	Client Name	Admit Age:	Current Age:	Admit DT:	Review ID:


Start
DX CODES/ITEMS
Clinical Info
SUMMARY
ADDL INFO

QUESTION:

Please submit required documentation: Supporting Documentation

ADDITIONAL INFO:

Web submitted additional info 11/1/2016



You must type something into this field.

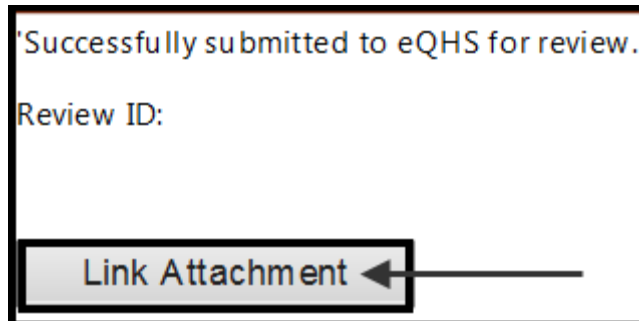
5. If you have all of the needed documentation ready to upload, you may click on **Submit Info**.

DO NOT click on Submit Info if the requested documentation is not ready to upload. Your review will be removed from this tab. You will be unable to upload the necessary information and your review will be denied.

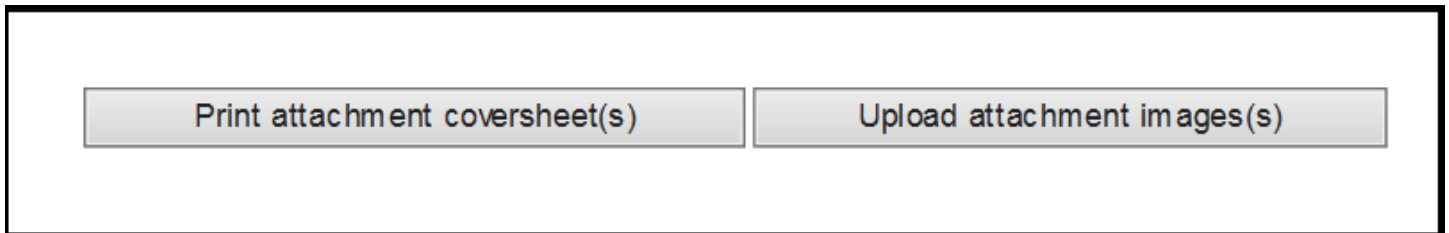
If you are not ready, click **Cancel**. When you have the necessary information/documents click the **Respond to Add'l Info** tab again.



6. The following box will pop up and you should click **Link Attachment**.

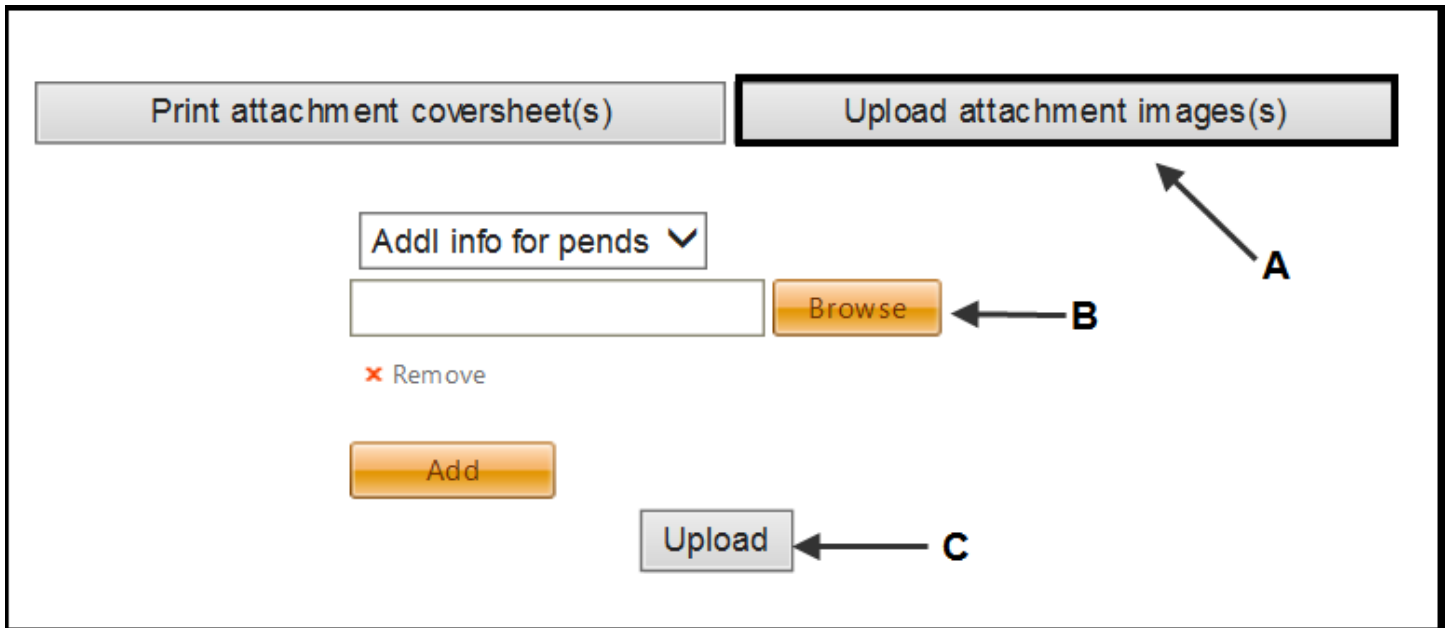


7. After you click Link attachment, the following box will open.



8. To upload your attachments electronically (this is the preferred method), select **Upload attachment image(s)**.

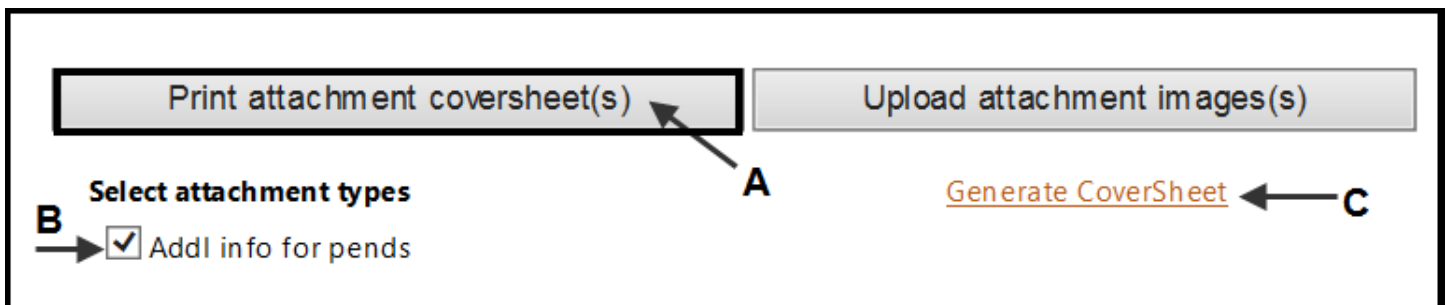
- a. Click on **Upload attachment images(s)**
- b. Select **Browse** to locate your file
- c. Click on **Upload**



If you need to upload more than one document, click on Add and repeat the steps above

9. To submit your documentation via fax, select **Print attachment coversheet(s)**. **Please note that you should only use this method of submission if you CANNOT upload electronically.**

- a. Click on **Print attachment coversheet(s)**
- b. Select **Addl info for pends**
- c. Click on **Generate Coversheet**



Please ensure that your popup blocked is turned off prior to clicking on Generate Coversheet



10. The following screen will pop up in a separate window showing your fax cover sheet. Print it.

This fax coversheet and your documentation should be faxed to: **1-866-940-4288**. Please use only this fax coversheet to submit your documentation. The barcode is linked to your review and specific documentation. Please do not reuse this coversheet.

**eQHealth Solutions
Fax Cover Page**



R-3429964 I-50

Provider ID:

Provider Name:

PAR:

Member ID:

Member Name:

Admit Date:

Review ID:

Pages (Including this one) _____

Only use coversheet once.

Please do not modify or duplicate bar code or cover sheet in any way.

ADDITIONAL INFORMATION REQUESTED BY eQHEALTH SOLUTIONS

11. You can verify that you have successfully uploaded or faxed the documentation because this review will no longer be listed under the **Respond to Addl info** tab and also because you will see the record status of this review change to **“At Nurse Review.”** You can view the status of your request by clicking on the Attachments tab.

Attachments												
Menu Errors	In Process			Completed Inpatient			Completed Outpatient					
	ReviewID	Client ID	First Name	Last Name	Admit Date	PAR	Account Number	Receipt Date	Record Status			
										At Nurse Review	Open Review	Link Attachment

Intermediate Statuses:

- **At Nurse Review:** The PAR is currently being reviewed by a first level clinical nurse reviewer.
- **At PR Review:** The PAR is currently being reviewed by a physician.
- **Pended for Add'l Info:** If your request receives Pended For Add'l Info Status again, please review the steps listed above.

What to Expect Next

Once the required documentation has been received, your PAR as well as the documentation submitted will be reviewed. On average, it will take up to four (4) business days from the time your documentation is received receive a determination.

Final Determinations:

- **Approved:** If your request is approved, you will receive a notification email, and within two business days of receiving this email, a PAR Number will be generated. You may log into eQSuite® or into the Colorado Medical Assistance Program Web Portal to view your PAR Number.
- **Partial of Full Medical Denial:** If the PAR receives a medical denial, the provider and the member will receive a denial letter. If you disagree with this decision, you may request a reconsideration or schedule a peer to peer consultation. Please see the reconsideration and peer-to-peer provider guides located under the provider resources tab on <http://www.coloradopar.com>
- **Technical Denial:** If your request is denied, the provider and the member will receive a denial letter. If you disagree with this decision, you may request a reconsideration via fax or submit a new PAR through eQSuite®.

1.2 – Awaiting Required Attachments

Summary

Record status “Awaiting Required Attachments” indicates that although you have submitted a PAR, you have yet to upload the necessary documentation for this review. You will have up to **ten (10) business days** (from the date of PAR submission) to upload required documentation. If the required documentation is not received within the ten (10) business days, your request will receive a *technical denial* and all involved parties, including the member, will receive a denial letter.

To avoid receiving a technical denial, it is recommended that you have all of the required clinical documentation to support your request available to upload at the time of your PAR submission.

Required Items

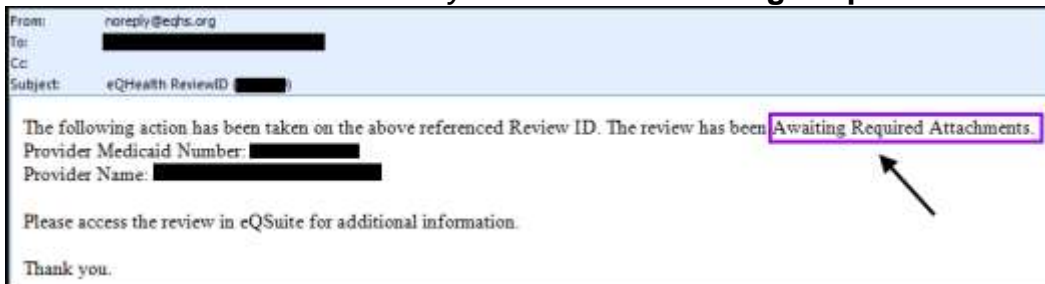
Before beginning, ensure you have each of the following items:

- The Review ID number
- Clinical documentation to support your request saved on your computer in **JPEG, PDF or TIF format**

Instructions

To begin, follow the step-by-step process detailed below:

1. You will receive email notification that your review is **Awaiting Required Attachments**.



2. Log into the PAR Portal/eQSuite®.

Go to <http://www.coloradopar.com> and log into the system using your unique username and password.



3. Begin by clicking on the **Attachments** tab in eQSuite®.



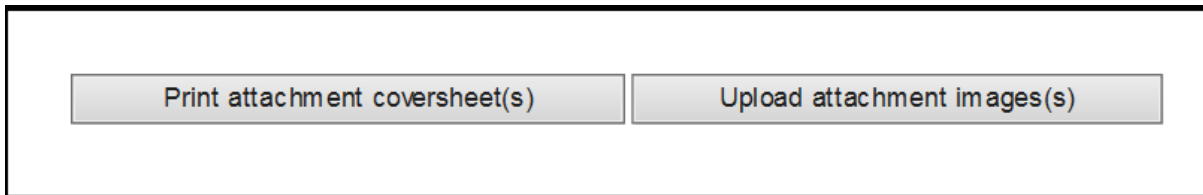
4. Locate your review number.

In the Record Status column it will say **Awaiting Required Attachments**.

a. Click on **Link Attachment**

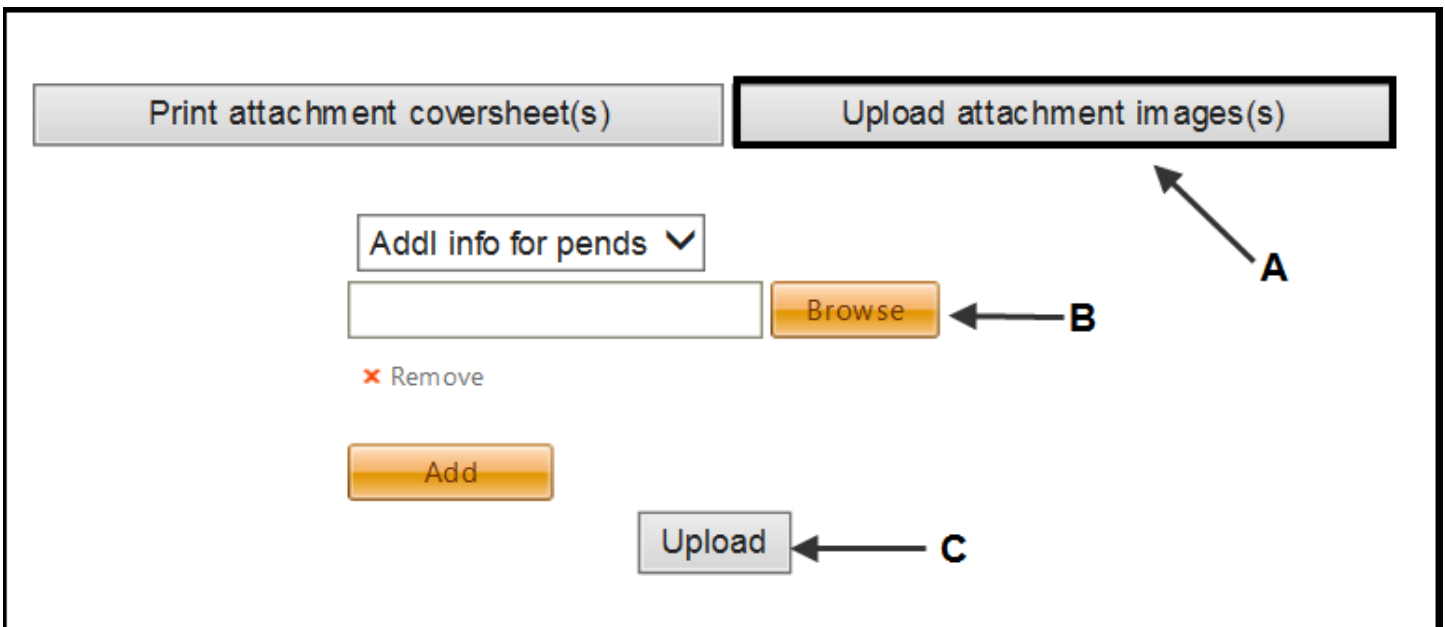


5. After you click Link attachment, the following box will open.

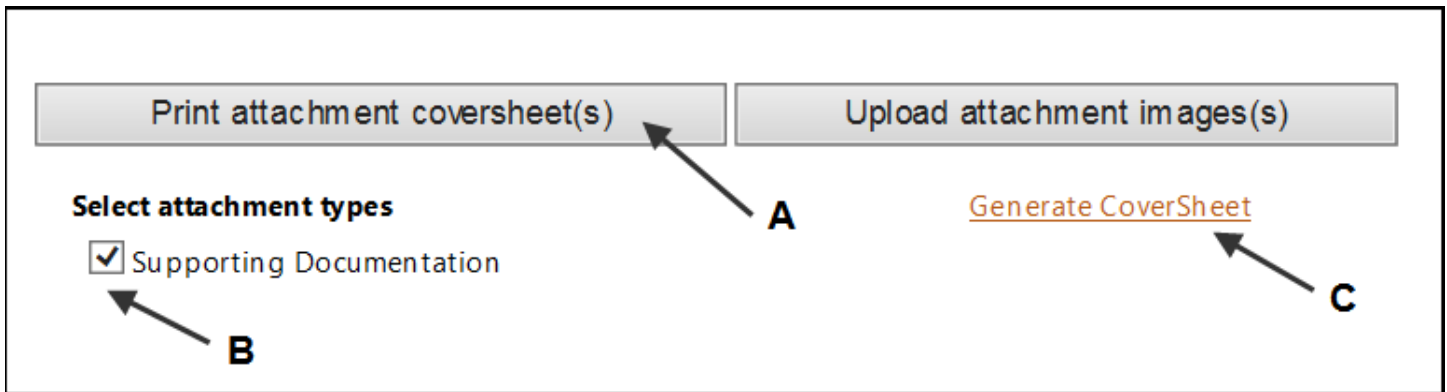


6. To upload your attachments electronically (this is the preferred method), select **Upload attachment image(s)**. * If you need to upload more than one document, click on Add and then follow the steps below.

- Click on **Upload attachment images(s)**
- Select **Browse** to locate your file
- Click on **Upload**




7. To submit your documentation via fax, select **Print attachment coversheet(s)**. **Please note that you should only use this method of submission if you CANNOT upload electronically.**
 - a. Click on **Print attachment coversheet(s)**
 - b. Select **Supporting Documentation**
 - c. Click on **Generate Coversheet**



Please ensure that your popup blocked is turned off prior to clicking on Generate Coversheet

8. The following screen will pop up in a separate window showing your fax cover sheet. Print it. This fax coversheet and your documentation should be faxed to: **1-866-940-4288**. Please use only this fax coversheet to submit your documentation. The barcode is linked to your review and specific documentation. Please do not reuse this coversheet.

eQHealth Solutions
Fax Cover Page



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Provider ID:
 Provider Name:
 PAR:
 Member ID:
 Member Name:
 Admit Date:
 Review ID:
 # Pages (Including this one) _____

Only use coversheet once.
Please do not modify or duplicate bar code or cover sheet in any way.

ADDITIONAL INFORMATION REQUESTED BY eQHEALTH SOLUTIONS

9. You can verify that you have successfully uploaded or faxed the documentation because this review will no longer be listed under **“Awaiting Required Attachments”** and also because you will see the record status of this review change to **“At Nurse Review.”** You can view the status of your request by clicking on the Attachments tab.

Attachments											
In Process			Completed Inpatient			Completed Outpatient					
ReviewID	Client ID	First Name	Last Name	Admit Date	PAR	Account Number	Receipt Date	Record Status			
								At Nurse Review	Open Review	Link Attachment	Attachment(s)

Intermediate Statuses:

- **At Nurse Review:** The PAR is currently being reviewed by a first level clinical nurse reviewer.
- **At PR Review:** The PAR is currently being reviewed by a physician.
- **Pended for Add'l Info:** If your request receives Pended For Add'l Info Status again, please review the steps listed above.

What to Expect Next

Once the required documentation has been received, your PAR as well as the documentation submitted will be reviewed. On average, it will take up to four (4) business days from the time your documentation is received receive a determination.

Final Determinations:

- **Approved:** If your request is approved, you will receive a notification email, and within two business days of receiving this email, a PAR Number will be generated. You may log into eQSuite® or into the Colorado Medical Assistance Program Web Portal to view your PAR Number.
- **Partial of Full Medical Denial:** If the PAR receives a medical denial, the provider and the member will receive a denial letter. If you disagree with this decision, you may request a reconsideration or schedule a peer to peer consultation. Please see the reconsideration and peer-to-peer provider guides located under the provider resources tab on <http://www.coloradopar.com>
- **Technical Denial:** If your request is denied, the provider and the member will receive a denial letter. If you disagree with this decision, you may request a reconsideration via fax or submit a new PAR through eQSuite®.

1.3 – PARs approved through Smart Review

Summary:

When your PAR request receives immediate approval, it has successfully gone through and been approved by the Smart Review algorithm. The benefit of having your review approved this way is that it is instant and you will not need to wait for it to be reviewed by the nurse. If you receive immediate approval for PAR request, you still need to upload the required supporting documentation for the review.

Required Items

Before beginning, ensure you have each of the following items:

- The Review ID number
- Clinical documentation to support your request saved on your computer in **JPEG, PDF or TIF format**

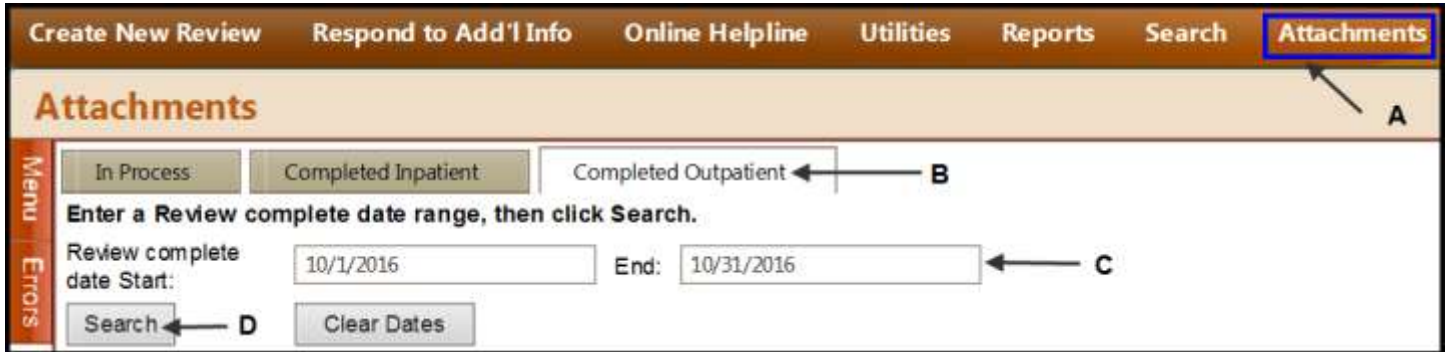
Instructions

To begin, follow the step-by-step process detailed below:

1. If you receive immediate **approval** for your request as soon as you click on “submit for review”, your review has been approved by the SmartReview algorithm. You will see the record status as “Approved.” See the arrow below.



2.
 - a. Click on the Attachment Tab
 - b. Click on Completed Outpatient
 - c. Enter a date range that includes the date of your submission
 - d. Click on Search

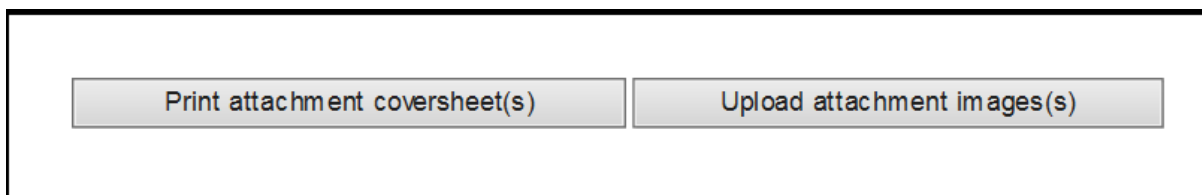


The screenshot shows the 'Attachments' section of a software interface. At the top, there is a navigation bar with buttons for 'Create New Review', 'Respond to Add'l Info', 'Online Helpline', 'Utilities', 'Reports', 'Search', and 'Attachments'. The 'Attachments' button is highlighted with a blue box and labeled 'A'. Below this, there are three tabs: 'In Process', 'Completed Inpatient', and 'Completed Outpatient'. The 'Completed Outpatient' tab is selected and labeled 'B'. Below the tabs, there is a text prompt: 'Enter a Review complete date range, then click Search.' Underneath, there are two date input fields: 'Review complete date Start:' with the value '10/1/2016' and 'End:' with the value '10/31/2016'. The 'End' field is labeled 'C'. Below the date fields are two buttons: 'Search' (labeled 'D') and 'Clear Dates'.

3. Locate the review.
 - a. Please note that the far right column will be blank instead of saying Attachments.
 - b. Click on **Link attachment**.

11/01/2016				11/01/2016	Open Review	Link Attachment	
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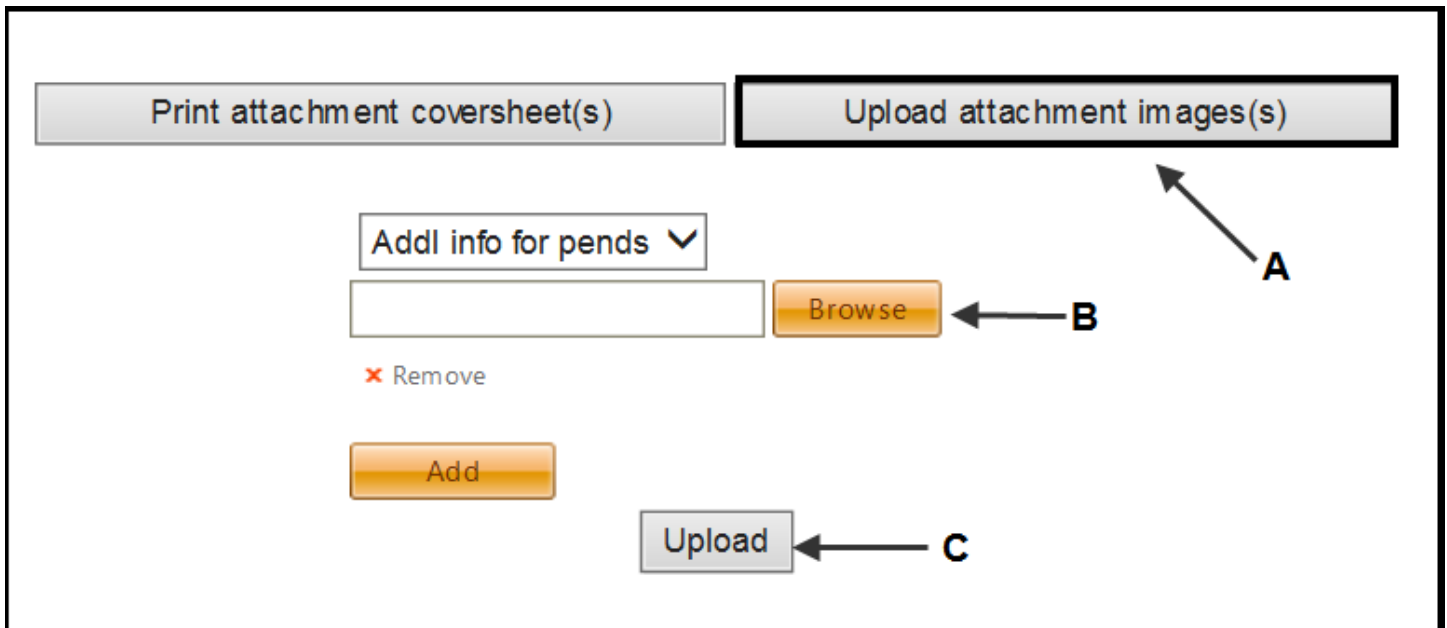
4. After you click on Link Attachment. The following box will appear.



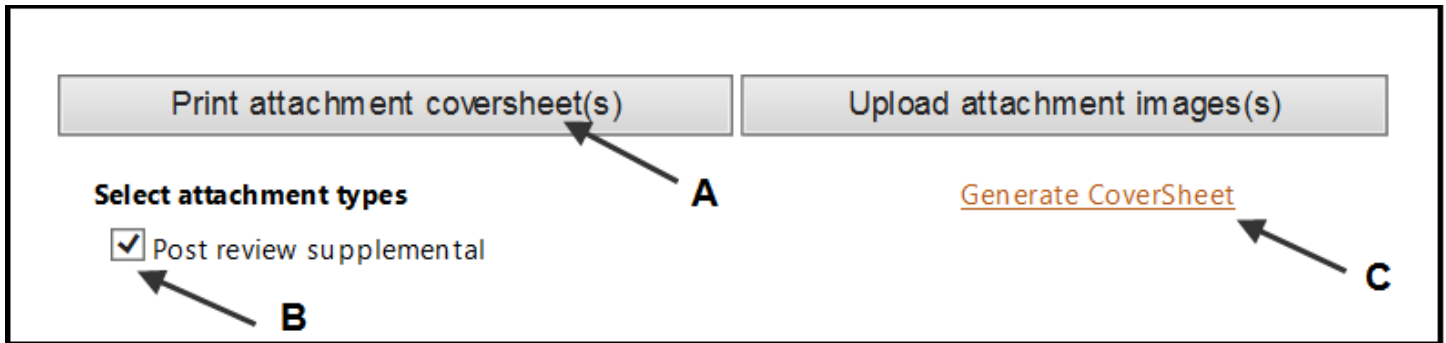
The screenshot shows a rectangular box containing two buttons side-by-side. The left button is labeled 'Print attachment coversheet(s)' and the right button is labeled 'Upload attachment images(s)'.

5. To upload your attachments electronically

- a. Select **Upload Attachment images(s)**
- b. Click on **Browse** to locate your saved file.
- c. After you have finished selecting all of your necessary attachments, click **Upload**.



6. To submit your documentation via fax
 - a. Select **Print attachment coversheet(s)**.
 - b. Click on *post review supplemental*
 - c. Click on *Generate Coversheet*




*Please ensure that your **pop up blocker is turned off** prior to clicking on generate coversheet.*

7. The following screen will pop up in a separate window showing your fax cover sheet. Print it.

This fax coversheet and your documentation should be faxed to: **1-866-940-4288**. Please use only this fax cover sheet to submit your documentation. The barcode is linked to your review and specific documentation. Please do not reuse this coversheet.

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Fax Cover Page**



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Provider ID:
 Provider Name:
 PAR:
 Member ID:
 Member Name:
 Admit Date:
 Review ID:
 # Pages (Including this one) _____

**Only use coversheet once.
Please do not modify or duplicate bar code or cover sheet in any way.**

ADDITIONAL INFORMATION REQUESTED BY eQHEALTH SOLUTIONS



8. You will know that you have successfully uploaded the documentation by seeing the attachments linked to the review. See the outlined box below. If the word **Attachment(s)** is showing in this column, your attachments have been received. You can view what you have uploaded by clicking on the link titled **Attachment(s)**.

11/01/2016				10/25/2016	Open Review	Link Attachment	Attachment(s)
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What to Expect Next

Once the required documentation is submitted, then within two business days of receiving the approval email, a new PAR Number will be generated. You may log into eQSuite® or into the Colorado Medical Assistance Program Web Portal to view your PAR number.