



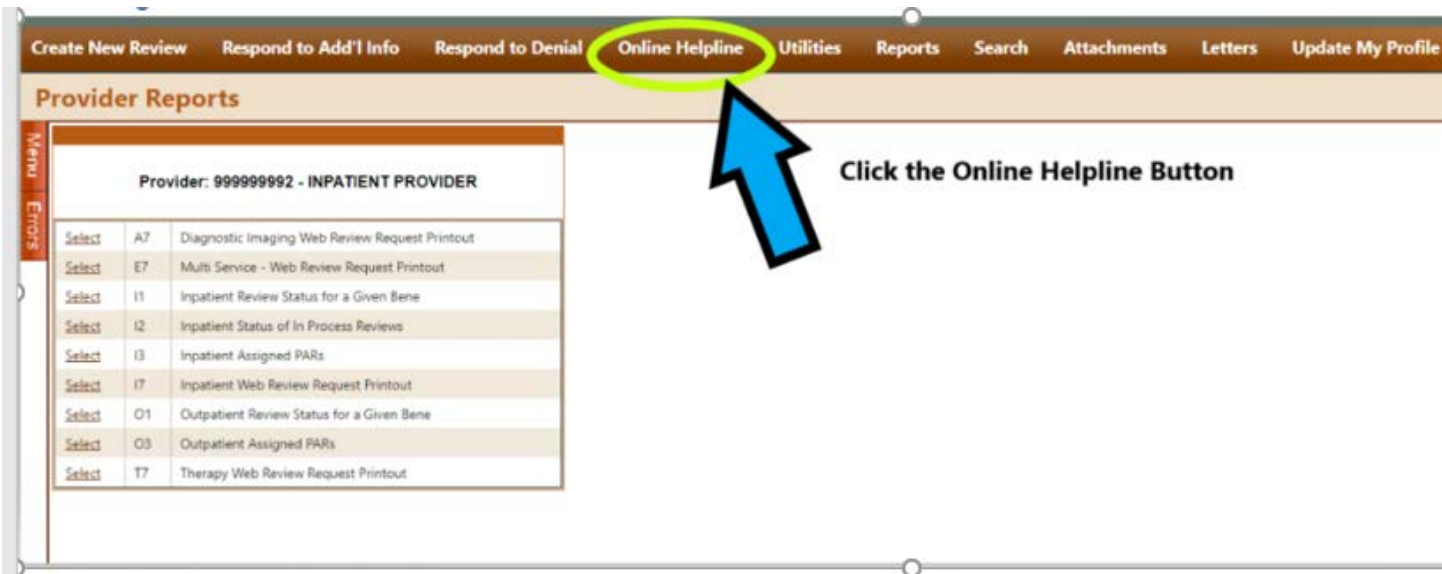
COVID-19 RESPONSE **How to Submit a PAR Date Span Adjustment**

Due to the recently declared Pandemic caused by the novel Coronavirus, COVID-19, the Centers for Disease Control and Prevention (CDC) [recommends](#) that facilities postpone or cancel non urgent and/or elective surgeries. As a result, many hospitals and outpatient facilities are having to postpone or cancel scheduled surgeries, medical procedures (including Diagnostic Imaging) and outpatient visits.

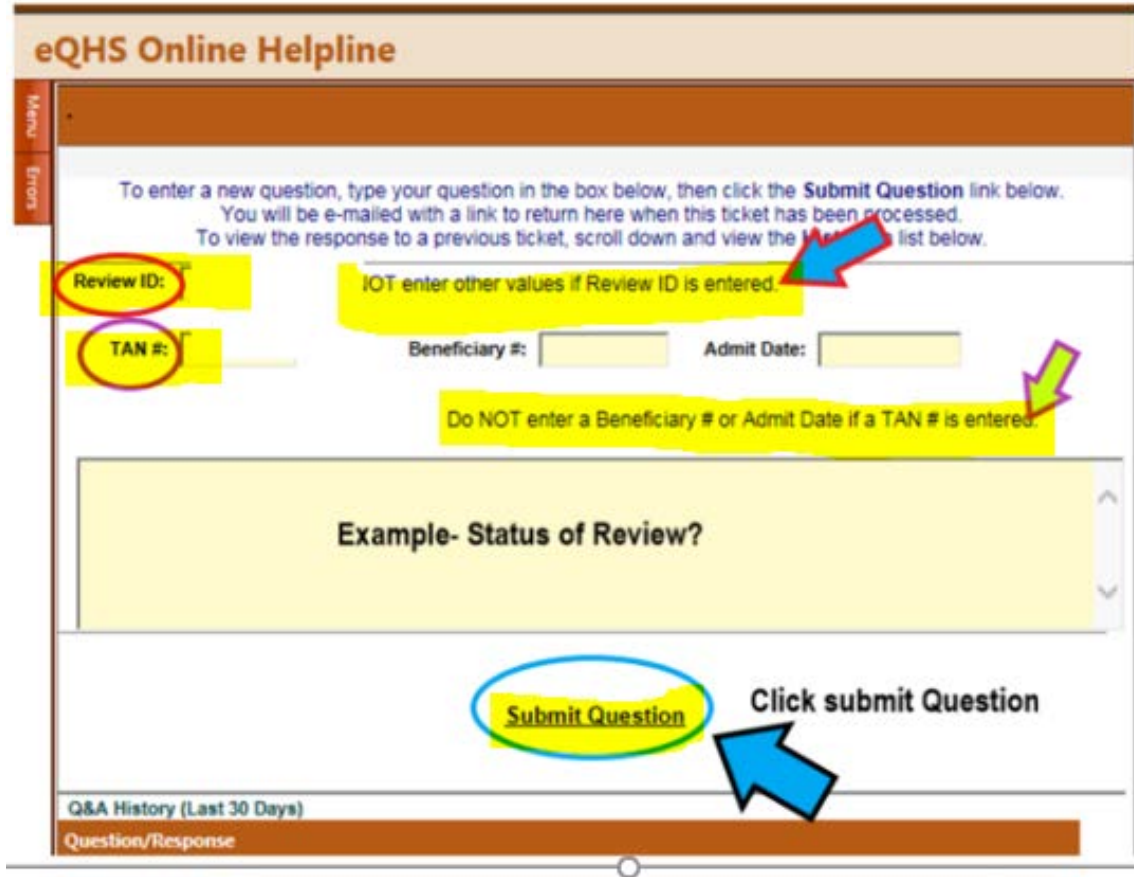
If you have a previously approved PAR that is affected by COVID-19, you may request a date span adjustment of PAR dates by either calling our Customer Service line at (888)801-9355 (available M-F 8am – 5pm MT) or by submitting an Online Helpline request through the eQSuite® portal.

Steps to Request a PAR Date Span Adjustment via the Online Helpline:

Click “Online Helpline” on the top toolbar, and then you will enter in that specific Review ID# or PAR#. You will then type in the notes that you are going to need to request a PAR date span adjustment due to COVID-19. Click “Submit Question”.



eQSuite® Online Helpline



eQHS Online Helpline

Menu Errors

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 **Q&A History** list below.

Review ID: **Do NOT enter other values if Review ID is entered.**

TAN #: **Beneficiary #:** **Admit Date:**

Do NOT enter a Beneficiary # or Admit Date if a TAN # is entered.

Example- Status of Review?

Submit Question **Click submit Question**

Q&A History (Last 30 Days)

Question/Response

A member of the Customer Service Team or Provider Education will confirm receipt of your request, and it will then be reviewed by our nurse review team. The provider will be notified of the outcome (approved, additional info needed, denied) via email.

*****IMPORTANT GUIDELINES TO REMEMBER:**

Date changes can be done for all queues via the Online Helpline as long as the PAR does not exceed the maximum days allowed under that service.

NO CHANGE TO PAR #:

- If the request causes the service end date to change, the entire date span will need to be adjusted but the original PAR # will not change.



NEW PAR # WILL BE REQUIRED:

- If the request causes the original PAR to extend past the allowable time frame (please reference the date range chart below), a new request will need to be submitted and a new PAR # will be issued.
- If the procedure is cancelled altogether and needs to be rescheduled at a later date, a new PAR request will need to be submitted.

Review Type	PAR Date Range (calendar days)
Audiology	Up to 1 year (365 days)
Behavioral Therapy	Up to 182 days
Diagnostic Imaging	Up to 90 days
DME	Up to 1 year (365 days)
Speech Therapy	Up to 182 days
LTHH	Up to 1 year (365 days)
Personal Care Services	Up to 1 year (365 days)
Molecular Testing	Up to 120 days
Private Duty Nursing	Up to 182 days (for admissions) Up to 1 year/365 days (for continued stays)
PT/ OT	Up to 1 year (365 days)
Surgical	Up to 90 days
Transplants	Up to 1 year (365 days)
Vision	Up to 1 year (365 days)
Inpatient	N/A

If you have any additional questions, you may call our Customer Service line at (888)801-9355 (available M-F 8am – 5pm MT), or you may send an email to: co.pr@eqhs.com.

If you have not been able to get your request resolved or question answered, please contact hcpf_um@state.co.us.