



Dear PASRR Providers,

Effective September 1, 2019 eQHealth assumed statewide responsibility for Pre-Admission Screening and Resident Review (PASRR). Over the last few weeks, eQHealth provided training regarding the submission process for PASRR documents, including training on the portal. The Department of Health Care Policy and Financing (Department) has become aware that some hospitals are experiencing difficulty accessing and/or submitting documents to the eQHealth portal. During this transition period, in an effort to ensure Members do not remain in the hospital longer than necessary and are discharged to the appropriate setting and facility, Nursing Facilities can partner with hospitals to submit the Level I Screens into the eQHealth portal.

As this transition moves forward, the Department will continue to provide communication and role clarity for all agencies.

eQHealth and the Department have also received concerns regarding access issues to eQSuite® and difficulty navigating the system. eQHealth Solutions has a wide variety of educational tools available to provide system guidance and assist you with entering requests. These tools are located at [www.coloradopar.com](http://www.coloradopar.com). Below are a few quick tips and links to available resources to help get you started:

- Ensure you have the latest version of your current internet browser.
- While eQSuite® supports a few different browsers, Google Chrome works best.
- Ensure your pop-up blocker is disabled as this may prevent viewing documents.
- To view documents, you will need a PDF reader installed on your computer.
- If you continue to experience issues, please attempt to [clear your cache](#).

For additional information, please view the [Minimum IT System Requirements and Recommendations for eQSuite®](#).

Other helpful resources:

- [Request for eQSuite® Access](#) (For faster processing, please submit via email to [co.pr@eqhs.org](mailto:co.pr@eqhs.org) rather than faxing)
- [eQSuite® User Administrator Guide](#)
- [PASRR Training Tutorials](#)- These are our live training sessions recorded so you may watch them at any time or re-review as needed.

HCPF and eQHealth Solutions are committed to delivering exceptional customer service. There are a variety of ways to efficiently obtain information and assistance. Checking the status of a previously submitted request is available 24 hours per day, seven days per week by logging into eQSuite®.

The toll-free customer service number is: 1-888-801-9355. Staff are available 8:00AM – 5:00PM Mountain Standard Time, Monday through Friday, excluding all state observed holidays. If you call during non-business hours, you will have the option of leaving a message. Calls received after business hours are answered by our customer service staff the following business day.

In addition to customer service, eQHealth Provider Relations staff are also available to assist during regular business hours and can be reached via email at [co.pr@eqhs.org](mailto:co.pr@eqhs.org).

eQHealth Solutions has created an email address specifically for PASRR providers. This email box is designed for the PASRR staff to answer program questions, documentation questions, or other clinical questions that cannot be addressed by our Customer Service or Provider Relations representatives. This email address is [eq.pasrrco@eqhs.org](mailto:eq.pasrrco@eqhs.org).

With this email, you should also find a detailed communication plan to guide you on who you should contact when specific questions arise. Please utilize this guide when contacting eQHealth or HCPF with questions as it will prevent delay in routing your questions to the appropriate answer source.

Thank you,

eQHealth Provider Relations Team



E-mail: [co.pr@eqhs.org](mailto:co.pr@eqhs.org)

Customer Service: 1-888-801-9355

Fax: 1-866-940-4288

[www.eqhs.org](http://www.eqhs.org)