



PROVIDER REVISION GUIDE: Diagnostic Imaging

(Prior Authorization Reviews (PARs) issued by eQHealth Solutions
Dated on or after September 1, 2015)

Use APS revision guide instructions for all PARs issued prior to September 1, 2015

A revision is considered a change to an existing PAR. Please follow the specific guidelines below when requesting a change to an *eQHealth issued PAR*.

When would a Diagnostic Imaging PAR need to be revised?

Only 5 Scenarios:

- ✓ Changing the Billing Provider
- ✓ Updating a Procedure code (contrast/no contrast)
- ✓ Extending or shifting a Procedure's date range
- ✓ Adding/Updating/Removing a Modifier
- ✓ Increasing the number of units for a Procedure

There are two PAR revision methods:

- ✓ Submitting a Helpline Ticket
- ✓ Submitting a Modification

Some revisions must be made by submitting a Helpline Ticket, others by submitting a Modify Authorization review.

When to submit a Helpline Ticket:

- ✓ When the revision does not require clinical review
- ✓ Changing the Billing Provider
- ✓ Updating a Procedure Code
- ✓ Extending or shifting a Procedure's Date Range
- ✓ Adding/Updating/Removing a Modifier

***Helpline Ticket requests do not guarantee that the changes will be honored. They will all be reviewed for appropriateness and must be supported by the clinical documentation attached to the review to be applied.**

Helpline Ticket Example:

Background:

- ✓ In this example we will be changing a PAR's Billing Provider ID
- ✓ This is something you would do if, for instance, if a patient were originally approved to receive an MRI at one facility (original Billing Provider) but must now receive it at another facility (new Billing Provider)

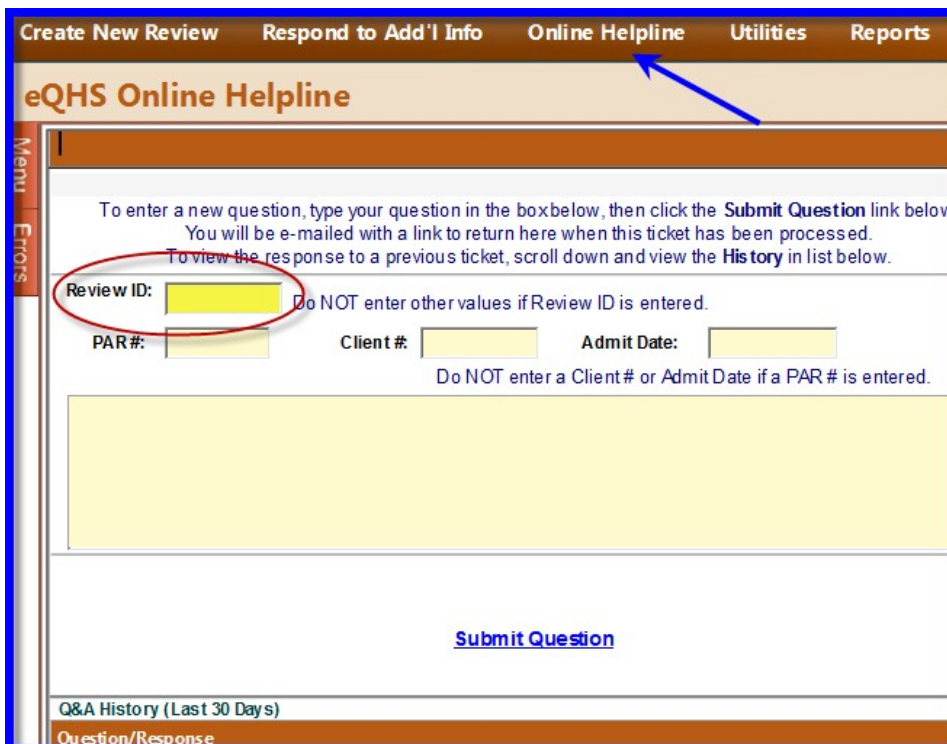
✓

What we'll need before beginning:

- ✓ The PAR's review ID number
- ✓ Info to include in the message, in this case:
- ✓ Original Billing Provider ID
- ✓ New Billing Provider ID
- ✓ Original PAR number

How to Submit a Helpline Ticket:

- Click on "Online Helpline"
- Enter the PAR's review ID in the Review ID field, then type your message in the space provided
- Click Submit Question when finished



Create New Review Respond to Add'l Info **Online Helpline** Utilities Reports

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 **History** in list below.

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

PAR #: Client #: Admit Date:

Do NOT enter a Client # or Admit Date if a PAR # is entered.

[Submit Question](#)

Q&A History (Last 30 Days)

Question/Response

What happens next?

- Your request will be processed within two business days
- Once processed, you will receive a **new PAR number** (the original PAR number will become inactive)
- You may log in to eQSuite® to view the new PAR number

Submitting a Modify Authorization Review Type*:

What is a Modify Authorization?

- A “re-submission” of an existing PAR, but with modifications

Process:

- User creates new review, but links to original PAR and makes desired change(s)
- eQHealth clinical reviewer approves or denies new request
- If approved, **a new Review ID # is issued** (original PAR # stays the same)

When is it used?

- When the revision requires clinical review
- Increasing the number of units for a Procedure

Modify Authorization Example:

Background:

- ✓ In this example, we will be increasing the number of units for a CT Scan
- ✓ This is something you would do if, for instance, a patient had a CT Scan performed during a specific timeframe but the scan needed to be repeated once more during the same timeframe

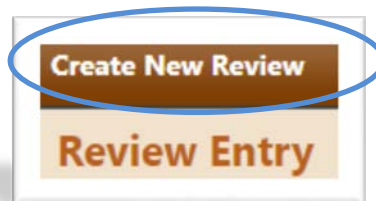
What we'll need before beginning:

- ✓ Original PAR number
- ✓ CPT Code of the CT Scan procedure
- ✓ Original procedure's date range

Clinical documentation must be attached/uploaded to this PAR to support medical necessity.

How to Submit a Modify Authorization Review Type*:

- *Once you log in to the eQSuite portal, first you will click on “Create New Review”:*





- Select the **Outpt Diag Imaging** setting
- Select Review Type **Modify Authorization** in the drop down menu
- Enter the eQSuite® PAR number
- Then click **RETRIEVE DATA**

Specify Procedure Information:

- Click the DX Codes/Items tab to display its contents
- Click Add in the Procedure grid



Specify the following information:

- The Procedure code for which you are adding units
- The Procedure's date range (Note: these dates must fall within the PAR's original date range)
- The number of units you would like to add
- Click Add, then manually close the Item Code Add/Edit screen
- Click **Continue** to proceed



Item Code Add/Edit Page

Code: 71260

Description: CT Chest with contrast

Modifier: (Select Modifier) ▼

Modifier 2: (Select Modifier) ▼

Modifier 3: (Select Modifier) ▼

Modifier 4: (Select Modifier) ▼

From Date: 4/30/2020 [calendar icon]

Thru Date: 6/29/2020 [calendar icon]

[Date Calculator](#)

Total Units: [input field]

[Add](#) [Close](#)

CANCEL PARTIAL SAVE **CONTINUE**

Specify clinical information:

- Click the Clinical Info tab to display its contents
- Answer each question appropriately
- Click **Continue** to proceed

Create New Review Respond to Add'l Info Online Helpline Utilities Reports Search Attachments Letters

Menu Review Header Information
Provider # 12345678 Provider Name: Example Provider

Errors Start DX CODES/ITEMS Clinical Info **SUMMARY**

Hilar enlargement or mediastinal adenopathy	<input checked="" type="checkbox"/>
Hoarseness or vocal cord weakness resulting from recurrent laryngeal nerve injury	<input type="checkbox"/>
Acute post-operative complications following cardio-thoracic surgery	<input type="checkbox"/>
Chest wall trauma including cardiomeastinal structures, lungs, and/or aorta	<input checked="" type="checkbox"/>
Subacute cough lasting at least 3 weeks after chest xray	<input type="checkbox"/>
Other (explain in the text box)	<input type="text"/>

CANCEL PARTIAL SAVE **CONTINUE**



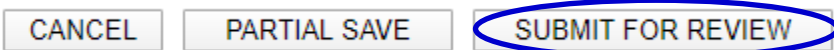
Provide an explanation for the PAR revision:

- Click the Summary tab to display its contents
- Use the space provided to briefly explain the clinical need for adding units of the Procedure
- Click **Submit for Review** when finished

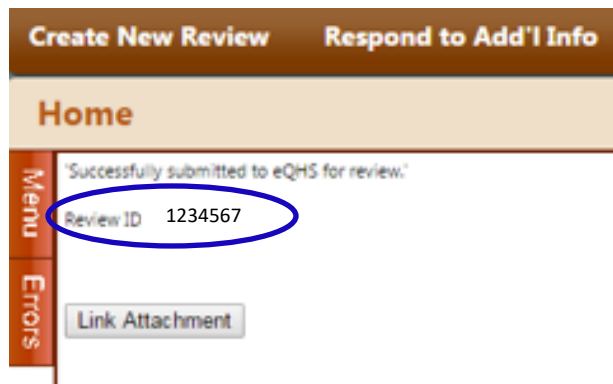


Please summarize the recipient's history related to the diagnosis for which the study is requested, including previous studies, treatments, and interventions. Explain the reason for untimely submission of the PAR request, when applicable.

Type your explanation here



Write down your new Review ID #:





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What happens next?

- You will be prompted to link any and all documents supporting the medical necessity of your request
- Once received, your request will be processed within 4 business days
- If approved, you will receive an approval notification email and letter in eQSuite®

CONTACT US

Customer Service

Phone: 1-888-801-9355
(M-F, 8am-5pm, MT)

Email Provider Relations

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