



## **EQSUITE CARE COORDINATION PROVIDER PORTAL Q & A**

**Q: Who is this portal for and does it replace the original OHCA Secure SoonerCare portal?**

**A:** The eQSuite Care Coordination Provider Portal ("eQSuite") is the second Provider Portal and will work alongside the original OHCA Secure SoonerCare Portal. Those invited to have access to the eQSuite portal are Inpatient Behavioral Health Providers already submitting Prior Authorization Requests (PARs) to OHCA for reimbursement of Inpatient Behavioral Health services. Prior Authorizations generated in eQSuite will be visible in the OHCA Secure SoonerCare Portal the following business day. In addition to Inpatient providers, ABA, TFC and ITFC providers will soon be added to eQSuite for their Prior Authorization Requests.

**Q: Is there a recording of today's webinar? Any handouts of the PowerPoint slide decks used?**

**A:** Yes and yes. There are videos of the full webinar and breakout videos available on the OHCA Provider Training page. PDFs of each breakout video are also available under Training Materials. Access the OHCA Provider Training page here: [Provider Training](#).

**Q: What is a Practice Administrator? Does my facility have an administrator assigned?**

**A:** Every Inpatient Behavioral Health facility will have an assigned Practice Administrator. This is the person identified to oversee all the facility's users in eQSuite; meaning they will add users, create accounts, grant access to those users as appropriate to their role and disable users as needed. These accounts should become part of each facility's onboarding and offboarding procedures. The practice administrator will be the go-to person for any issues with access a user may have, such as password resets and the ability to see different practices within a facility. Practice Administrators have the ability to grant Administrator rights to another user for each practice location.

**Q: When does this portal Go Live? What date will we be required to upload clinical to the portal instead of faxing?**

**A:** The portal is currently live with some providers already up and running. For Providers not yet active in eQSuite, watching the webinar was the first step in gaining access. Next your identified Practice Administrator will receive a link to register in eQSuite. After the administrator registers they will verify each practice and add all users for each practice. While we do not yet have a cutoff date for faxes, we encourage all users to begin using eQSuite for all new admissions. Some facilities may submit extensions for existing patients depending on our type of facility and level of care. See the training resources for details.



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**Q. Part of the Prior Authorization process in eQSuite is attaching an OHCA Prior Authorization template. Since we'll be entering the level of care, diagnoses and services into eQSuite do users still have to complete those sections of the template?**

**A.** Yes. Only complete templates will be accepted as part of the PAR. As of date of this publication, the same templates are to be used. If there are any changes, there will be a global alert announcing said change.

**Q. Can a provider have a designee who can file prior authorizations for them? If so, are there credentials required for such a designee?**

**A.** Yes, a provider can identify any staff as a portal user to complete PA templates and to submit them into the portal. No credentials are required as all clinical information should be taken directly from the patient's medical record.

**Q. Will users be able to submit transfers to other facilities in eQSuite?**

**A.** Yes. If your practice has confirmed that the receiving facility will accept the patient and a date of admission has been agreed upon, you will enter a new request with your practice set as the Ordering Provider. The receiving facility must be entered as the Servicing Provider. If the Servicing Provider is in eQSuite, they will be able to see the PA Request in their Completed tab once the PA has been processed and completed. Any letters or certificates generated from this transfer will only be sent to the Servicing provider.

**Q. Can users download and print letters and Certificates of Need for their practice?**

**A.** Yes, the Servicing Provider will be able to see any letters or Certificates immediately in the Letters tab on the Summary page. These documents can be saved as PDFs or sent to your local printer for hard copies. Letters will include authorizations and extensions, and for MNC denials they will include any specific feedback given by the OHCA Physician Consultant.

**Q. When requesting services, I've noticed the descriptor following the revenue codes. Our facility has private rooms. Should we still request semi-private 2 bed?**

**A.** Yes. Whether a private room or semi-private, the revenue codes pay the same amount. Choose the correct code for the service to be provided:

- 0124 for Acute
- 0126 for Detox
- 0129 for Acute 2
- 1001 for PRTF

**Q. Are users able to request 1:1, Nonverbal or other Specialty Add-On payments in eQSuite?**

**A.** Yes. These payments are only available to patients in Acute 2 or PRTF levels of care. To make a request, providers must attach the appropriate completed request template in eQSuite along with inpatient facility request and enter the specified revenue code in the Services widget in addition to the basic Room & Board revenue code.

**Q. Let's talk about the due dates. Since there is no more faxing but instead attaching through the portal, do we still have to watch for the dates we submit admissions and extensions?**

**A.** Yes, with the transition to the portal and adding an expiration date to the PA, OHCA is updating extension submission timelines:

- For Acute admissions, the request must be submitted through the portal no later than 5pm on the first business day following the admission date.
- For Acute extensions, the request must be submitted through the portal no later than 5pm one day prior to the expiration date of the PA.
- Acute 2 and PRTF admissions are due by 5pm the first business day following the admission date.
- For Acute 2 and PRTF extensions, PARs must be submitted no later than 5pm three days prior to the expiration date of the PA.

Remember that the final day of an authorization beginning with QD is the "expiration date," is a non-payable unit and is not configured in the authorization total. Any extension must start on the previous authorization's expiration date.

**Q. Will users submit discharges through eQSuite or continue to send them by fax?**

**A.** Users are to complete discharges in eQSuite on PAs Issued In eQSuite, indicated as such by the letters QD. For discharges from a facility, attach the patient's discharge instructions to the PA and then enter the discharge date and disposition. When a child changes levels of care during the same admission the user must enter the discharge date for the current authorization before submitting a new request under the different Provider ID/Practice.

**Q. How can providers amend authorizations or ask for corrections to Prior Authorizations?**

**A.** Just as before, use the OHCA Prior Authorization Amendment Form and attach it to the PA in question. When a new file is attached, the OHCA reviewer will receive an alert and will respond to the request as soon as possible. A letter verifying the amendment will be issued and will be available in the Letters tab on the Summary Page.

