Benefit Updates

New Prior Authorization Request Portal Effective September 1, 2015

Through the ColoradoPAR Program for Medicaid utilization management, a third party vendor reviews prior authorization requests (PARs) to ensure items and services requested meet medical necessity guidelines and are within Colorado Medicaid's policies.

On September 1, 2015, **eQHealth Solutions** began work as the Department of Health Care Policy and Financing's third party utilization management vendor. eQHealth Solutions will review and authorize prior authorization requests (PARs) for the ColoradoPAR Program. PARs will be submitted through eQSuite®, a proprietary, web-based, HIPAA-compliant system that offers providers 24/7 access to information and functions they need.

The ColoradoPAR Program reviews PARs for the following categories of services and supplies:

- Audiology
- Diagnostic imaging
- Durable medical equipment (DME)
- Inpatient out-of-state admissions
- Medical services, including transplant and bariatric surgery
- Physical and occupational therapy
- Pediatric long term home health (LTHH)
- Private duty nursing
- Synagis®
- Vision

Please note: For the above categories, all PARs for members age 20 and under are reviewed according to Early and Periodic Screening, Diagnosis and Treatment (EPSDT) guidelines.

REQUIRED ACTION ITEMS

Access to eQSuite: Providers must complete and submit a Request for eQSuite Access form prior to utilizing eQSuite. A logon must be assigned and system administrator designated for each individual provider Medicaid number. The system administrator assigns and maintains logons for all eQSuite users assigned to enter PARs under a specific Medicaid number. The form can be accessed at ColoradoPAR.com, under *Provider Resources, Forms and Instructions.*

Provider Training: All providers must receive training prior to submitting PARs using the online eQSuite PAR portal. eQHealth Solutions is offering general and customized webinar trainings. For providers who are unable to attend a live webinar, webinars for each PAR type have been recorded and are available for review at any time. To view webinar training options and register, go to *Provider Education/Training* on the ColoradoPAR provider website ColoradoPAR.com.

Important Prior Authorization Request Dates
Providers should follow the PAR submission guidelines below:
• All new PAR requests must be submitted to eQSuite as of September 1, 2015. **CareWebQI is no longer available for PAR entry.**
• All requests for PAR Revisions for PARs approved prior to September 1, 2015 must be resubmitted as a new PAR in eQSuite.
• Ordering providers who disagree with an adverse PAR determination made prior to September 1, 2015 may submit a new PAR request into eQSuite.

In order to better facilitate the transition between PAR vendors, **the Department's Retroactive PAR Policy will be waived from September 1, 2015 to October 31, 2015. Providers must again adhere to the Retroactive PAR Policy beginning November 1, 2015.** A copy of the policy can be found at ColoradoPAR.com.

Please take note of the NEW contact information for the ColoradoPAR program:

ColoradoPAR Provider Line eQHealth Solutions Customer Service	ColoradoPAR Provider Fax eQHealth Solutions Fax Line
888-801-9355 (toll free phone)	866-940-4288 (toll free fax)

Additional information and ongoing updates can be found on ColoradoPAR.com or the Department of Health Care Policy and Financing website colorado.gov/hcpf.

For additional provider resources and information about CCHA, visit www.CCHAcares.com.