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Independent Assessments (IA) & Referral Process

Behavioral Health Independent Assessments---includes mental health and substance abuse home and community based and residential services

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Who Needs a Referral

- Any youth who is receiving outpatient counseling for a mental health or substance use disorder and is not responding to treatment
- Any youth identified as in need of home and community based or residential services to treat a mental health or substance use disorder

Referral Process — Who Can Refer?

- Independent Assessment (IA) referrals are initiated by **Behavioral Health (BH) Service providers** identifying a beneficiary who may require services in addition to behavioral health counseling services and medication management. This includes mental health and substance abuse residential treatment. Requests for the assessment are transmitted from the provider to Acentra, the AR Medicaid Quality Improvement Organization vendor.
- Acentra accepts the request in their provider portal and:
 - A. Finalizes a referral after confirming Medicaid eligibility
 - B. Provides notification to the requesting entity that referral has been transmitted
- **Primary Care Provider (PCP) – Beginning 2024 the beneficiary's AR Medicaid PCP can initiate a referral for an Independent Assessment (IA).**
- Providers can send expedited requests for individuals who are in crisis or who do not have a behavioral health diagnosis in the Medicaid system
- AR Medicaid beneficiaries who are receiving services in a psychiatric acute hospital setting receive an automatic referral and the time of service authorization by Acentra

How to Register for the Portal

- Click on the registration link to fill out the electronic registration form - [Home \(eqhs.com\)](http://Home (eqhs.com)).
- Check your email for a confirmation email and follow the instructions to activate your new Provider Portal account.

The screenshot shows the 'Registration' page of the Provider Portal. The page title is 'Registration' and the subtitle is 'Create a new provider System Administrator account'. The form is divided into two main sections: 'System Administrator Account Information' and 'Provider Information'. The 'System Administrator Account Information' section includes fields for First Name*, Last Name*, Email*, and Credentials. The 'Provider Information' section includes fields for Provider Name*, Specialty, Phone Number*, Fax Number, NPI*, Medicaid ID*, Group Number, Address Line 1*, Address Line 2, City*, State* (with a dropdown menu showing 'Not Selected'), and Postal Code*. A 'SUBMIT' button is located at the bottom right of the form.

Registration

Create a new provider System Administrator account

Please check your Email Inbox. An email with an embedded link has been sent to you with the following directions in this email.

@eqhs.org. To confirm your newly registered account please follow the

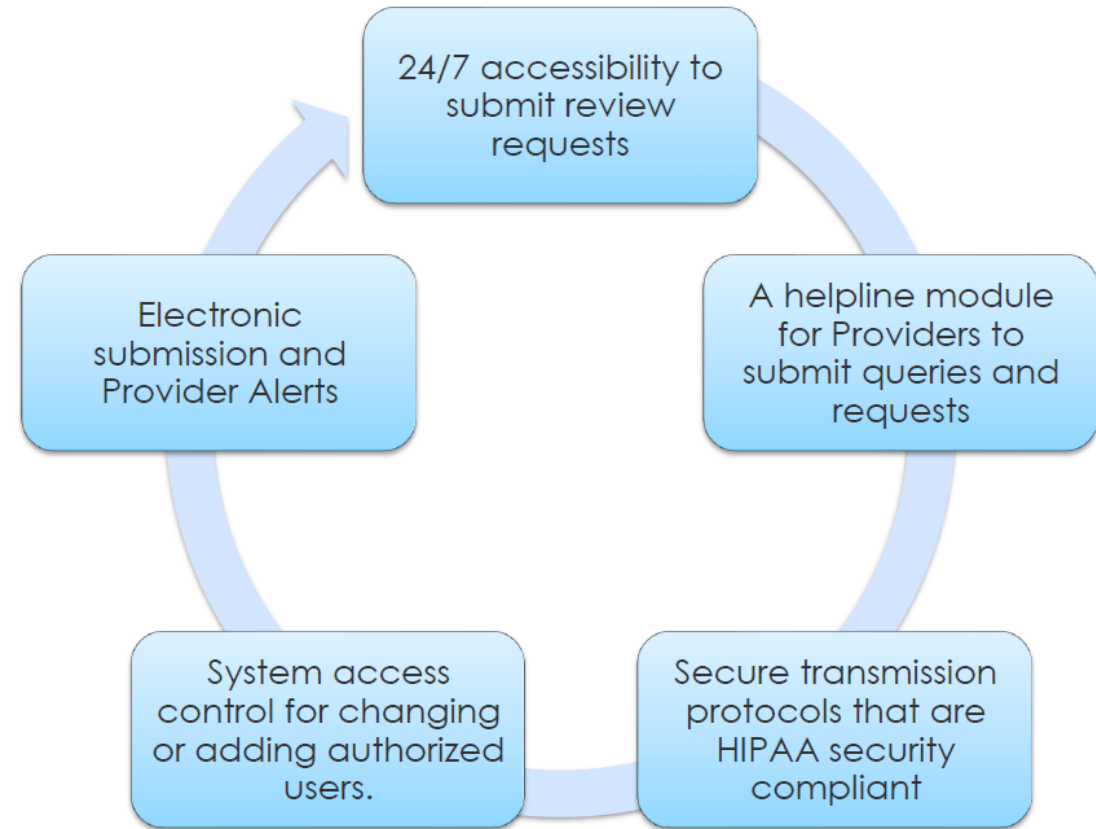
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Provider Portal Accounts

- The person who registers with a Medicaid Provider ID first will be the Account Administrator.
- Administrator will have the ability to create additional user accounts, deactivate accounts, and send password reset emails.
- One person can be the administrator over several accounts in the case that a facility has multiple Medicaid IDs for different providers/locations.
- A user can use one email for multiple registrations, but must use a unique username for each provider/location(s)
- Passwords **MUST** contain a capital letter, lowercase letter, numbers, special character (#,@,!) and be at least 8 characters long.
- Provider ID used must be the correct ID for the claims associated with that Provider Type

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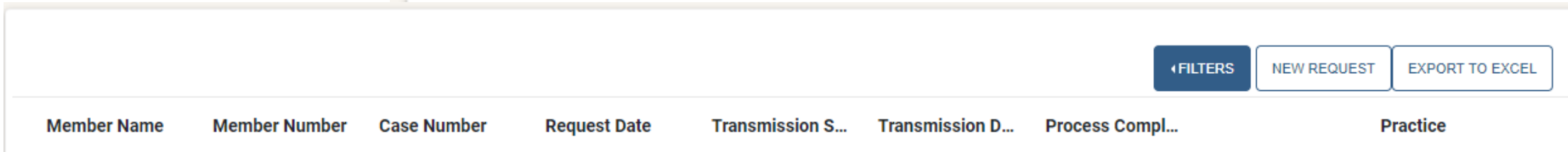
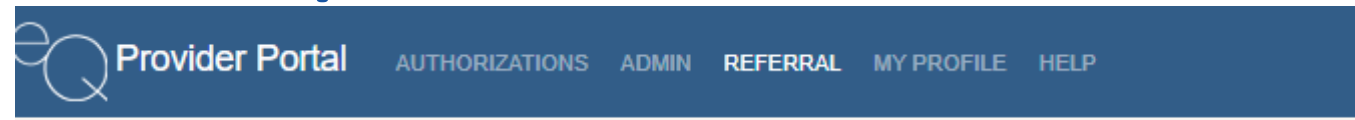
Overview of Portal



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Referral Request and Status Check



- You can view the status of an Independent Assessment by clicking on the “Referral” option on the top menu
- New Referral Requests are created by clicking on the “Referral” option on the top menu and then clicking on “New Request” within the Referral page.
- Information required for the referral:
 - Beneficiary
 - Ordering Provider (you)
 - Beneficiary Demographics

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eQSuite® Dashboard

Provider Portal AUTHORIZATIONS ADMIN REFERRAL MY PROFILE HELP

Rebecca Mason Logout

ACTION REQUIRED 0 COMPLETED SUBMITTED DRAFTS 2

↑ FILTERS NEW REQUEST EXPORT TO EXCEL

Case #	Member Name	Member Number	Review Type	Service Type	Case Status	Due Date	Request Date	Service Date	Ordering
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Once logging into eQSuite®, you will be directed to the home page, we call the “Dashboard”

On the dashboard, you will see PAs, referrals, and all administrative functions

- **Authorizations:** Serves as a “Home” button, bringing you back to the Dashboard, when clicked on from any page in the portal.
- **Admin:** Only visible for those listed as “Administrators” for their facility. All administrative functions can be found here.
- **Referral:** PCS and BH providers, who require Independent Assessments from Aria/Optum, can view their beneficiary assessment status.
- **My Profile:** Where you can access and edit your information that is tied to your specific login.
- **Help:** Access our Provider Support Portal to submit and check status of Help Tickets.

Assessment Process



Optum receives referral, contacts beneficiary to schedule assessment



Trained assessor performs interview



Beneficiary



Family/
Guardian/
Caregiver



Platform calculates and Assessor Reviews Initial Tier Determination



Appropriate State Division Uses Tier Determination to Authorize Service Array

Tiering Definitions

- Tier definitions:
 - Tier 1 means the score reflected that the individual can continue Counseling and Medication Management services but is not eligible for the additional array of services available in Tier 2 or Tier 3
 - Tier 2 and 3 means the score reflected difficulties with certain behaviors allowing eligibility for a full array of services to help the beneficiary function in home and community settings and move towards recovery or services including 24 hours a day/7 days a week residential services
- See Tiering Logic in section 210.300 of the AR Medicaid ARIA Provider manual
- Youth receiving Tier 2 or 3 scores will be enrolled in the Provider-led AR Shared Savings Entity (PASSE) and will begin receiving care coordination that will assist them in finding a provider for the needed service

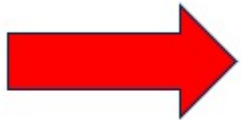
Resources & Education

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Webinar PowerPoint Trainings

- [eQHealth Solutions - Arkansas > Provider Education Resources > Webinar PowerPoint Trainings \(eqhs.com\)](http://eqhs.com)



Webinar Power Point Trainings

- New to eQSuite
- Retrospective Reviews/Claims Audits (Quality Reviews)
- ADDT/EIDT - Nursing Services
- Applied Behavior Analysis
- Day Habilitative Services
- Inpatient Behavioral Health
- Outpatient Behavioral Health
- Personal Care Services
- Therapy - OT/PT/SLP

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Submitting a PA or Referral

- [eQHealth Solutions - Arkansas > Provider Education Resources > Provider User Guides \(eqhs.com\)](https://eqhs.com)

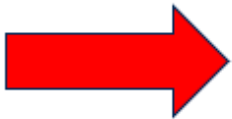
The screenshot shows the eQSuite website navigation menu and content area. The navigation menu is a blue bar with the following items: Home, Provider Education Resources, Provider Bulletins, ADDT/EIDT: Nursing Services, Behavioral Health, DCFS : Foster Care Evaluations, DYS: Alexander Unit, EPSDT: Applied Behavior Analysis (ABA), EPSDT: Day Habilitative Services, OT/PT/ST, Personal Care, Quality Review Requirements, and Contact Us. Below the navigation menu is a section titled 'Navigating EQSuite' with the following links: eQSuite Help Ticket User Guide, eQSuite Help Ticket User Guide for Assistance without a User Profile, How to view notes from Clinical Team in eQSuite, and Fulfilling a Quality Review/Retrospective Audit request in the eQSuite Portal. Below this is a section titled 'Submitting A PA Or Referral In EQSuite' with the following links: Entering a PA for Day Habilitative Services in the eQSuite Portal, Entering a PA for Therapy (OT/PT/ST) Services in the eQSuite Portal, Entering a PA for Personal Care Services in the eQSuite Portal, Entering a PA for EPSDT - Applied Behavior Analysis (ABA) Services in the eQSuite Portal, Entering a PA for ADDT/EIDT - Nursing Services in the eQSuite Portal, Entering a PA for Outpatient Behavioral Health in the eQSuite Portal, Entering a PA for Inpatient Behavioral Health in the eQSuite Portal, and Entering a Behavioral Health Referral Request in the eQSuite Portal. A red arrow points to the 'Submitting A PA Or Referral In EQSuite' section.

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Video Tutorials

- [eQHealth Solutions - Arkansas > Provider Education Resources > Video Tutorials \(eqhs.com\)](http://eqhs.com)



Video Tutorials

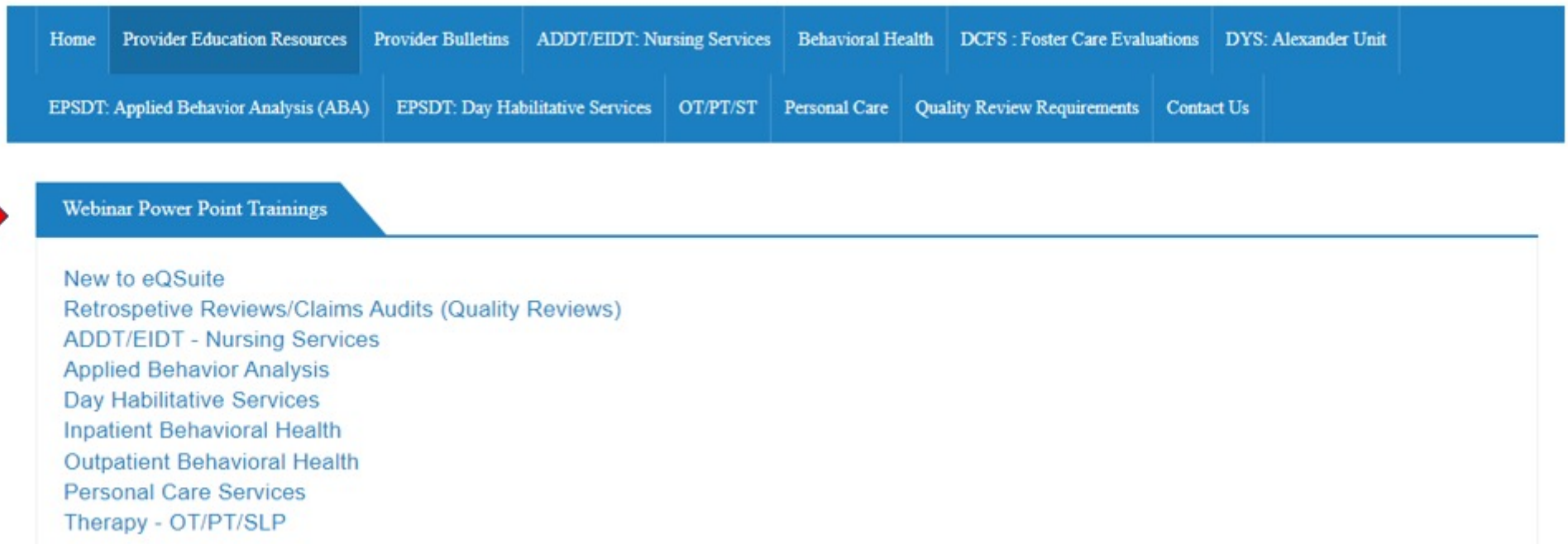
- "New" Help Ticket Video Tutorial
- How to Register for the Portal Video Tutorial
- Navigating eQSuite Video Tutorial
- Administrative Functions Video Tutorial
- How to Submit a Prior Authorization Video Tutorial
- How to Submit a Referral Video Tutorial

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PowerPoint Trainings

- [eQHealth Solutions - Arkansas > Provider Education Resources > Webinar Power Point Trainings \(eqhs.com\)](http://eqhs.com)



Home Provider Education Resources Provider Bulletins ADDT/EIDT: Nursing Services Behavioral Health DCFS : Foster Care Evaluations DYS: Alexander Unit

EPSDT: Applied Behavior Analysis (ABA) EPSDT: Day Habilitative Services OT/PT/ST Personal Care Quality Review Requirements Contact Us

Webinar Power Point Trainings

- New to eQSuite
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Additional Resources

- [eQHealth Solutions - Arkansas > Behavioral Health \(eqhs.com\)](#)
 - Behavioral Health Services
 - Outpatient
 - Inpatient
 - Documents
 - Outpatient Training Resources
 - Inpatient Training Resources
 - Independent Assessment Training

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Acentra Resources

Phone: 888-660-3831

Fax: 855-997-3707

(General inquiries/questions/status updates)

Provider Website:

<http://ar.eqhs.com/>

(Provider Forms/Education and Training Material)

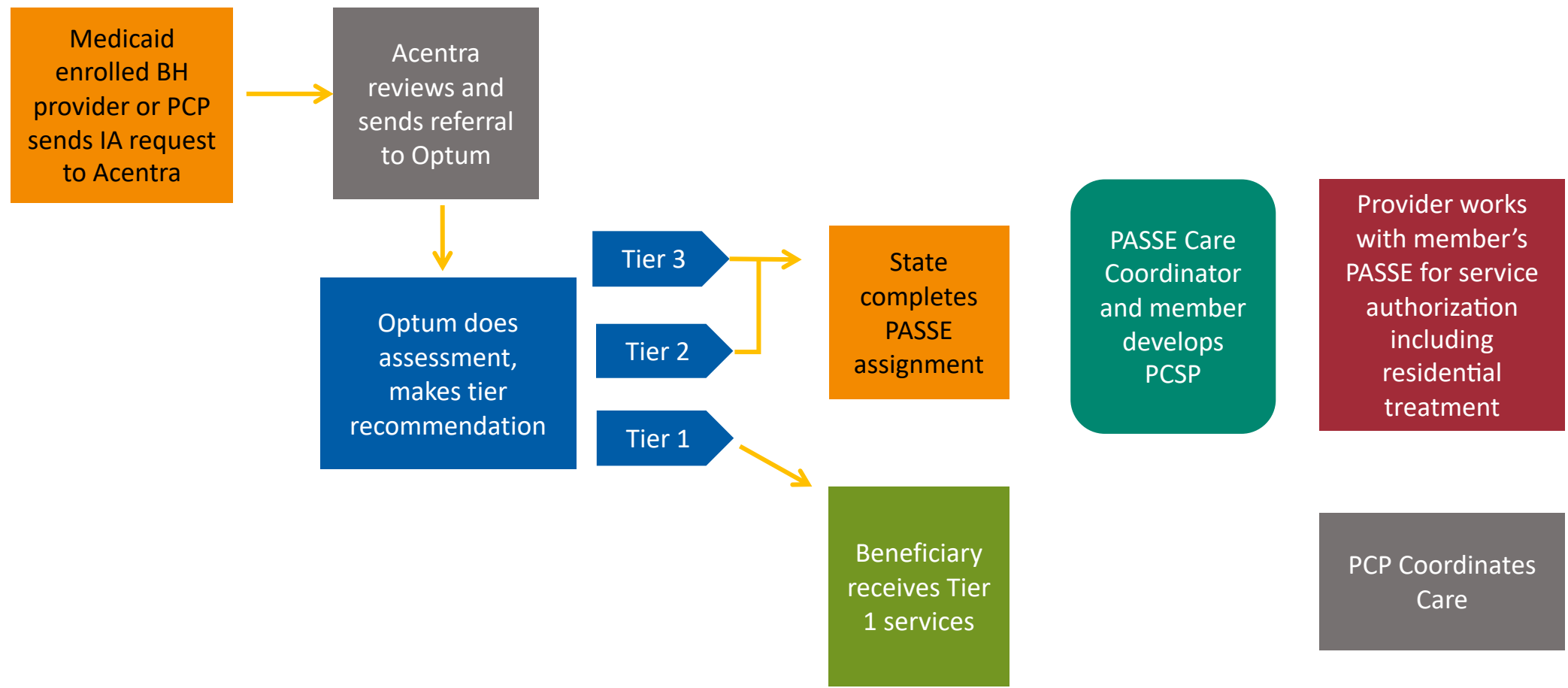
Provider Outreach Email:

AR.PR@EQHS.COM

(Provider Education/Training Assistance)

Workflows

BH Independent Assessment Workflow



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Upcoming Trainings

- ARKANSAS PHYSICIAN MEDICAID UPDATE newsletters, SFY 2025, Q1, Q2, and Q3
- Educational Conferences on December 5, 2023 – announced in Q1 and Q2 newsletter; link to recorded events provided in Q3
- Provider Relations Team Educational Plan on Independent Assessment – Referral Process and Billing; SFY 2023 and 2024
- Announcement, Emotional-Behavioral Health Assessment availability (to aid providers in determining need for services and possible referral for IA)