

Section: General Billing Information

1.4 eQHealth Solutions

eQHealth Solutions (eQHS) is the Utilization Management and Quality Improvement Organization contracted with the Division of Medicaid (DOM) to review services provided to Medicaid beneficiaries in the State of Mississippi. Under this contract, eQHS assures that all Medicaid care meets medical guidelines for medical necessity, appropriateness and length of service.

Please be aware that this eQHealth Solutions determination does not guarantee Medicaid payment for services or the amount of payment for Medicaid services. Eligibility for and payment of Medicaid services are subject to all terms, conditions and limitations of the Medicaid program.

eQHS performs prior authorization certification for the following:

- Advanced Imaging
- Certain Community Mental Health Services
- Dental
- Dental Surgery
- Disable Child Living at Home
- Durable Medical Equipment and Some Supplies (Diapers/Underpads)
- Expanded Early, Periodic, Screening, Diagnosis and Treatment (EPSDT) Benefits
- Hearing
- Home Health
- Hospice
- Inpatient Hospital
- Inpatient Psychiatric Services
- Some Laboratory Services
- Mississippi Youth Programs Around the Clock (MYPAC)
- Occupational Therapy
- Organ Transplantation
- Orthodontia
- Orthotics
- Outpatient Hospital Mental Health Services
- Physical Therapy
- Prescribed Pediatric Extended Care (PPEC)
- Private Duty Nursing
- Prosthetics
- Psychiatric Residential Treatment Facility (PRTF)
- School Health Related Physical Therapy
- Speech Therapy
- Vision Services

For each of the type reviews listed above, the UM/QIO conducts quality review in all established review settings and offers due process for any confirmed quality issues. In addition, the scope of work

for the UM/QIO includes medical necessity reviews for transplants and management of the maternity reporting requirements.

eQHS may be contacted through the internet, by telephone, or by written correspondence. Telephone lines are staffed from 8:00 a.m. to 5:00 p.m., Monday through Friday, except holidays. The Inpatient and Swing-bed telephone lines have extended staffing hours from 7:00 a.m. to 5:30 p.m. Providers may use the contact information below to reach the office during regular business hours.

GENERAL CONTACT INFORMATION

eQHealth Solutions
460 Briarwood Drive, Suite 300 Jackson, MS 39206
Telephone and FAX Numbers
Telephone: (601) 352-6353 Facsimile: (601) 352-6358
Website Address
http://ms.eqhs.org/

CERTIFICATION CONTACT INFORMATION

Certifications may be submitted using the following contact information:

Type of Certification	Fax Number	Phone Number	Web Address
Advance Imaging	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Certain Community Mental Health	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Dental and Dental Surgery	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Disable Child Living at Home	1-877-272-8727	1-888-204-0502	http://ms.eqhs.org/
Durable Medical Equipment and Some Medical Supplies (Diapers/Underpads)	1-888-204-0159	1-888-204-0502	http://ms.eqhs.org/
Expanded Early, Periodic, Screening, Diagnosis and Treatment (EPSDT)	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Hearing	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/

Type of Certification	Fax Number	Phone Number	Web Address
Home Health	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Hospice	1-877-272-8727	1-888-204-0502	http://ms.eqhs.org/
Inpatient Hospital	1-888-204-0504	1-888-204-0502	http://ms.eqhs.org/
Inpatient Psychiatric Services	1-888-204-0504	1-888-204-0502	http://ms.eqhs.org/
Laboratory Services	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Mississippi Youth Programs Around the Clock (MYPAC)	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Occupational Therapy	1-888-557-1920	1-888-204-0502	http://ms.eqhs.org/
Organ Transplantation	1-877-272-8727	1-888-204-0502	http://ms.eqhs.org/
Orthodontia	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Orthotics Services	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Outpatient Mental Health	1-866-740-2292	1-888-204-0502	http://ms.eqhs.org/
Physical Therapy	1-888-557-1920	1-888-204-0502	http://ms.eqhs.org/
Prescribed Pediatric Extended Care (PPEC)	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Private Duty Nursing	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Prosthetics	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Psychiatric Residential Treatment Facility (PRTF)	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
School Health Related Physical Therapy Services	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Speech Therapy	1-888-557-1920	1-888-204-0502	http://ms.eqhs.org/
Swing Bed	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/
Vision Services	1-888-204-0377	1-888-204-0502	http://ms.eqhs.org/

HELPLINE AND HOTLINE TELEPHONE NUMBERS

Type of Line	Purpose	Phone Number
Helpline	Provider assistance to providers	601-360-4961
Hotline	Report quality concerns	1-888-204-0221
Reconsiderations		Local - 601-360-4875 Fax - 1-877-272-8706