PROVIDER Bulletin

August 24, 2020

This Provider Bulletin applies to the lines of business and provider types checked below:

☒ **PHP (Medicare)** ☒ **Primary Care Physicians** ☒ **Specialists**
☒ **PHC (Medicaid)** ☒ **Hospitals** ☒ **Ancillary** ☒ **AHF Grants**

Training Opportunity- eQSuite

PHP/PHC is committed to improving our services and we are proud to share our successful launch of the **eQSuite Authorization Provider Portal,** by EQHealth Solutions. The eQSuite Authorization Provider Portal is now available and live for PHP, PHC, and Ryan White members. eQSuite enables providers to:

o   Submit and view status of inpatient/outpatient authorizations
o   Request an extension on an authorization
o   Request a reconsideration on an authorization

Our in-network providers have a **second opportunity** to register for eQSuite training session. Training sessions provide a detail overview of functions accessible within the eQSuite Authorization Provider Portal.

In order to ensure providers have a comprehensive understanding on how to use the new portal, eQSuite will be hosting trainings sessions for providers that will take place for the following dates:

September 16, 2020
Time
12pm-1pm (CDT)/ 1pm-2pm (PST)/ 10am-11am (EST)

September 18, 2020
Time
4pm-5pm (CDT)/ 5pm-6pm (PST)/ 2pm-3pm (EST)

Registration link will be available on our website:

Florida: https://positivehealthcare.net/florida/php/for-providers/portal/
California PHP: https://positivehealthcare.net/california/php/for-providers/portal/
California PHC: https://positivehealthcare.net/california/phc/providers/portal/
Georgia: https://positivehealthcare.net/georgia/php/for-providers/portal/

Please Note:
▪   eQSuite will be utilized by our providers for authorization purposes only.
▪   Supporting clinical documentation is required for all authorization request.
▪   CHAIN/Los Angeles Ryan White, San Diego Ryan White, Florida, and Georgia; issued eligibility verification form must be included in authorization request.
▪   If member's eligibility is unavailable, please submit your authorization via fax.
▪   Other portal functions such as submitting claims, checking member eligibility, and viewing claim status will still be utilized on our current eHealthSuite Portal.