

# FAQ on the Authorization Process for Special Needs Facilities

Learn more about how to use eQHealth Solutions provider portal through [this tutorial video](#).

These Frequently Asked Questions (FAQs) were compiled to assist providers when they request initial or continued services for Nebraska Medicaid patients who require residence in a special needs facility.

- 1 How do I request prior authorization for an **initial** patient admission to a special needs facility?
  - Go to the eQSuite Provider Portal
  - Select the 'New Request' button in the top right corner of your authorizations dashboard
  - Fill out the patient information in the 'Request' and 'Clinical' tabs
    - Be sure to press 'Save and Continue' at the bottom of these tabs
  - Review this information for accuracy before submitting on the 'Finalize' tab
  - You may also fax in the request utilizing the [Prior Authorization Fax Form](#). eQHealth Solutions' fax number is 800-316-0021
  
- 2 What information do I need to provide for an **initial** patient admission to a special needs facility?
  - Confirmation that Medicare days have been exhausted (if applicable)
  - Health plan denial letter (if the patient is a member of a Managed Care Organization)
  - Name of physician requesting the prior authorization
  - Name of the receiving special needs facility
  - Dates of service requested
  - Diagnosis for the admission
  - PASSR
  - ED note (if applicable)
  - Discharging facility History and Physical when the patient was admitted
  - Discharging facility progress notes and plan of care notes
  - Nursing assessment and nursing notes
  - Any Consultant notes
  - Any therapy notes: PT, OT, RT, ventilator notes
  - Discharge summary (if available)

- 3 How do I request an extension of a continued stay for an **existing** patient in a special needs facility?
- a. If this is the first time you are using eQHealth Solutions to request an extension for an existing patient, complete the steps detailed in numbers 1 and 2 above, and:
    - Under the 'Request' tab, in the 'Notes' section, type, "this is an extension for an existing patient"
    - Upload new attachments. Press 'Save and Continue'
    - Review this information for accuracy before submitting on the 'Finalize' tab
  - b. If this is the second or subsequent time you are requesting an extension for an existing patient:
    - Under the 'Completed' tab on the authorizations dashboard, click the "+" sign to the left of the authorization you would like to extend
    - Information about this patient should automatically populate
    - Update this authorization with the special needs facility:
      - Progress notes
      - Plan of care notes
      - Nursing assessment and nursing notes
      - Therapy notes: PT, OT, RT, ventilator notes
      - Anticipated discharge date and plan
      - New diagnoses and procedures
      - Enter any other relevant clinical information in the 'Notes' section
    - Upload new attachments. Press 'Save and Continue'
    - Review this information for accuracy before submitting on the 'Finalize' tab
- 4 Do I need to submit the MC-9 form?
- No, it is no longer required
- 5 What happens if the patient exceeds their bed hold days and needs an extension? What is the process and what documents are required?
- An existing authorization will remain valid for up to a 30-day acute facility stay. Once the patient has been in the acute facility for more than 30 days:
    - The existing authorization in the special needs facility will be closed with an end date of the 30<sup>th</sup> day of the inpatient stay in the acute facility
    - You must submit a new authorization request by following the steps detailed in numbers 1 and 2 above