

**To:** All Providers Participating in the Nebraska Medicaid Program  
**From:** Jeremy Brunssen, Interim Director   
**Date:** September 24, 2020  
**Re:** New Utilization Management Contractor

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This Provider Bulletin is being issued to inform Medicaid providers of the new contracted vendor for utilization management. eQHealth Solutions will perform utilization management activities for Medicaid fee-for-service members starting October 1, 2020. This Provider Bulletin supersedes Provider Bulletin 14-14 to this extent, effective September 24, 2020. Provider Bulletin 14-14 otherwise remains in effect.

eQHealth Solutions's services, called eQCare Utilization Management, provides a multi-faceted approach to managing requests for healthcare services through the use of evidence-based clinical guidelines and physician input. This approach ensures that the services are both medically appropriate and necessary. eQHealth Solutions has been providing utilization management services for more than 20 years.

### Important points to note:

- Coverage determinations made prior to October 1, 2020, by the current vendor Telligen, will continue to be valid beyond October 1, 2020.
- Requests for coverage submitted to Telligen or currently in process with Telligen prior to October 1, 2020, will continue to be managed by Telligen for continuity of care until March 31, 2021, or the conclusion of the coverage determination or appeal, whichever is sooner.
- If it is necessary to make a change to the request for coverage determination that was previously managed by Telligen, the request for the change must be submitted to eQHealth Solutions instead as a new request. For example, when additional units of service are needed for the patient or an alteration in medical management is made.

### Enrolling with eQHealth Solutions:

Please utilize the following link to begin registration with eQHealth Solutions' provider web portal:

<https://eqsuite.eqhs.com/register/NebraskaProviders>

### eQHealth Solutions contact information:

Toll free number: (888) 498-0939  
Fax number: 1 (800) 316-0021  
Address: 1431 Greenway Drive  
Suite #500  
Irving, TX 75038

If you have questions regarding this Provider Bulletin, please contact [DHHS.MLTCUtilizationManagement@Nebraska.gov](mailto:DHHS.MLTCUtilizationManagement@Nebraska.gov). This Provider Bulletin applies only to Medicaid fee-for-service members.

Provider Bulletins, such as this one, are posted on the DHHS website at <http://dhhs.ne.gov/pages/MedicaidProvider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.