

Section: General Billing Information

1.4 eQHealth Solutions

The Division of Medicaid has contracted with eQHealth Solutions to serve as the Utilization Management/Quality Improvement Organization (UM/QIO) for the State of Mississippi. The purpose of the UM/QIO is to evaluate medical necessity for the Medicaid services listed below.

The UM/QIO provides pre-certification and concurrent review for:

- Inpatient Medical/Surgical
- Acute Psychiatric
- Swing Bed
- Psychiatric Residential Treatment Facilities
- Private Duty Nursing
- Home Health Visits beginning with visit 26 for beneficiaries under age 21
- Durable Medical Equipment, Prosthetics, Orthotics, and Diapers/Underpads (**Other Medical Supplies Are Excluded**)
- Outpatient Hospital Mental Health Services
- Outpatient Physical, Occupational, and Speech Therapy
- Transplant Services
- Mississippi Youth Programs Around the Clock Waiver (MYPAC)
- Dental
- Oral Surgery
- Orthodontics
- Vision
- Hearing

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.

eQ Health Solutions 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
www.eqhs.org

CERTIFICATION CONTACT INFORMATION

Certifications may be submitted using the following contact information:

Type of Certification	Fax Number	Phone Number	Web Address
Inpatient Hospital	1-888-204-0504	1-888-204-0502	www.eqhs.org
Swing-bed	1-888-204-0504	1-888-204-0502	www.eqhs.org
Psychiatric Residential Treatment	1-888-204-0504	1-888-204-0502	www.eqhs.org
Private Duty Nursing	1-888-204-0504	1-888-204-0502	www.eqhs.org
Home Health	1-888-204-0377	1-888-204-0502	www.eqhs.org
Durable Medical Equipment	1-888-204-0159	1-888-204-0502	www.eqhs.org
Outpatient Therapy	1-888-557-1920	1-888-204-0502	www.eqhs.org
Acute Psychiatric Inpatient Care	1-888-204-0504	1-888-204-0502	www.eqhs.org
Transplant Services	1-888-204-0504	1-888-204-0502	www.eqhs.org
Dental	1-888-204-0504	1-888-204-0502	www.eqhs.org
Oral Surgery	1-888-204-0504	1-888-204-0502	www.eqhs.org
Orthodontic	1-888-204-0504	1-888-204-0502	www.eqhs.org
Hearing	1-888-204-0504	1-888-204-0502	www.eqhs.org
Vision	1-888-204-0504	1-888-204-0502	www.eqhs.org

HELPLINE AND HOTLINE TELEPHONE NUMBERS

Type of Line	Purpose	Phone Number
Helpline	Provide assistance to providers	Local - (601) 360-4949 Toll Free - 1-866-740-2221
Hotline	Report quality concerns	1-888-204-0221