



COLORADO
Department of Health Care
Policy & Financing

INTRODUCTION TO KEPRO

Colorado Department of Health Care Policy & Financing (HCPF) Utilization Management (UM)

The Department of Health Care Policy & Financing administers Health First Colorado (Colorado's Medicaid program), Child Health Plan *Plus* (CHP+) and other health care programs for Coloradans who qualify.

Presented By

Shannon Sheppard, MPH
Provider Education and Relations Coordinator



- 23 years Colorado resident
- 8 years as a health educator
- Experienced with Medicaid programs and Quality Improvement (QI) initiatives

Agenda

1. About Kepro
2. PAR Services
3. Atrezzo Provider Portal
4. Provider Training and Registration
5. Kepro contact information

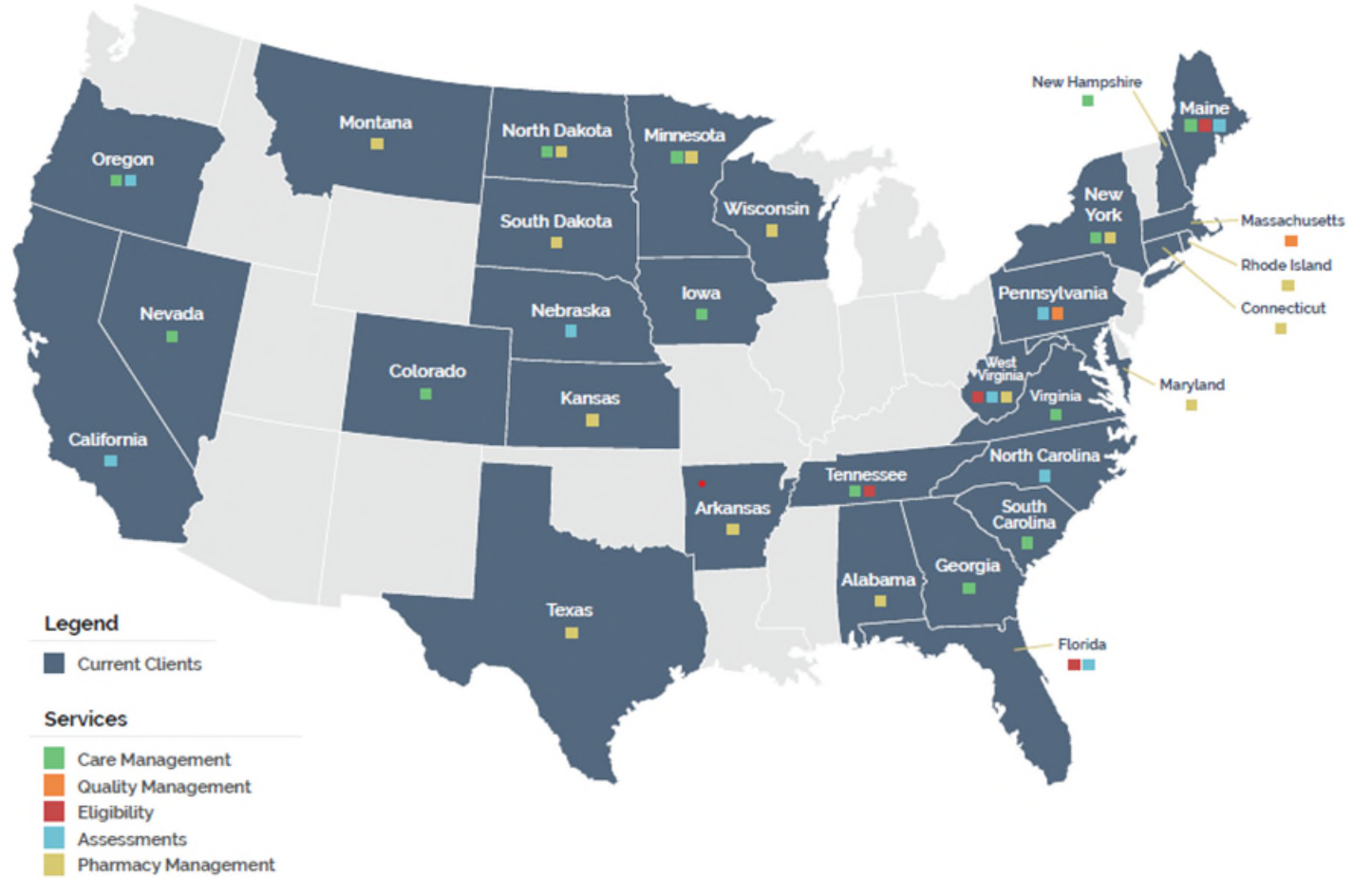


Kepro is an experienced partner to state Medicaid programs and providers



- Quality Improvement Organization (QIO), Utilization Review Accreditation Commission (URAC) accredited, and licensed to perform reviews in every state.
- One of the largest and most experienced federal, state, and local government review vendors in the nation, supporting government programs for over one billion covered individuals since 1985.
- Our innovative and proven IT system, Atrezzo, provides a technology solution that supports accuracy, timeliness and real-time client and provider reporting.
- Kepro was awarded the HCPF contract with the state of Colorado for Utilization Management (UM).

2021 Map of Kepro State Programs



Kepro Colorado Management Team

Job Title	Name
Program Director	Chantal Hunt, PhD, RN
Medical Director- UM	Angelique Ferayorni, MD
Medical Director- PAD	Susan Brasher, MD
Call Center Director	Tiffany Brooks
UM Manager	Amy Brintzinghoffer, RN
Quality Manager	Holli Masci, DNP, RN
Clinical Supervisors	Aimee Mosher, RN and Jennifer Davis, RN
Call Center Supervisor	Tujuana Staples
PAD Program Lead	Scott Donald, PharmD
Provider Relations Coordinator	Shannon Sheppard, MPH

PAR Services

Kepro will perform Prior Authorization Review (PAR) for the following services:

- Audiology
- Diagnostic Imaging
- Durable Medical Equipment (DME)
- Transplants
- Outpatient PT and OT
- Outpatient Molecular/Genetic Testing
- Medical Services including, but not limited to, select surgeries such as bariatric, solid organ transplants, transgender services, and other PAR'd surgeries
- Out-of-State (OOS) Inpatient Services
- Physical and Occupational Therapy
- Pediatric Behavioral Therapy (PBT)
- Outpatient Speech Therapy
- Personal Care Services
- EPSDT exceptions

PAR Services Continued

At a later date (to be defined by HCPF)
Kepro will:

- Administer an Inpatient Hospital Review Program
- Prior authorize Pediatric Long-Term Home Health
- Prior authorize Pediatric Private Duty Nursing
- Prior authorize select Physician Administered Drugs

Colorado PAR

In addition, Kepro will participate in:

- Annual HCPCS code review
- Client Overutilization Program (COUP)
- Quality Program
- Reporting
- Review Criteria selection
- Customer Service Line
- Supports the Department with Member Appeals
- Peer-to-peer
- Reconsiderations
- Fraud & False Claims reporting

Atrezzo Platform

- **End to End Solution** -Efficient system that acts as a hub for the management of all services and aspects of the utilization management program for all fee for service Health First Colorado benefits that require prior authorization.
- **Request submission** for prior authorization of services.
- **Upload clinical information-** to support the prior authorization requests.
- **Submit reconsiderations** for services technically denied or denied for not meeting medical necessity.
- **Submit Peer-to-Peer- requests** for services denied for not meeting medical necessity.
- **Case Review** - Ability to review a submitted PAR with all clinical records, documentation, and determination letters in one place.

Atrezzo Provider Portal

Atrezzo Provider Portal Registration

- All requests for service authorization must be submitted via Kepro's Atrezzo Provider Portal *unless* fax exempt or Out of State provider
- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) must appoint one person to be the Group Administrator, or owner, of their provider portal account.
- The account Group Administrator is typically a supervisor, as this user role holds the highest system permissions. It is important the administrator keeps information up to date and manages accounts and access.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
- Facilities, clinics, and doctor's offices only need to register one time.
- After initial registration, the Group Administrator will also have the ability to create additional Atrezzo Provider Portal staff user accounts, including Provider Administrators, who can perform password resets on other user accounts under their NPI.

Atrezzo Access & Registration

- **Provider portal is not yet available to register.** It will not be available now to register and will be available no earlier than 4/1/21.
- You will need to designate a Group Administrator for your facility (the first person to register the account).
- To complete the registration process, the Group Administrator will need the facility, or clinic, NPI and Medicaid ID numbers.
 - For those facilities or clinics that do not have an NPI, the Medicaid ID will be used for the NPI and Registration Code.
- The Group Administrator will need to add and manage all other users of the Provider Portal

Provider Training and Registration

- Kepro will be offering provider-specific training on our Atrezzo Provider Portal for submitting Prior Authorization Reviews (PARs)
- The times for all the webinars are: 8:30 am, 12:00, and 4:00 pm each day **unless** otherwise noted on the training schedule.
- You will need to register for the introductory webinar and specific provider trainings.

Provider Trainings	Training Dates	Training Times
Introduction to Kepro and Provider Portal Overview	March 9 th , 10 th , 11 th	8:30 am, 12:00 and 4:00 pm
System Administrator Overview 1.1	March 16 th , 17 th , 18 th March 23 rd , 24 th , 25 th	8:30 am, 12:00 and 4:00 pm
Part Two- System Overview 2.1	March 30 th , 31 st , & April 1 st April 5 th , 6 th , 7 th	8:30 am, 12:00 and 4:00 pm
Part Two- System Overview 2.2	April 13 th , 14 th , 15 th April 20 th , 21 st , 22 nd	8:30 am, 12:00 and 4:00 pm
Benefit-Specific Trainings: Physical/Occupational Therapies, Pediatric Behavioral Therapy, Genetic/Molecular Testing, Out of State Inpatient, Speech therapy, Diagnostic Imaging, Audiology, Durable Medical Equipment, Medical Surgeries, Transplants	April 27 th , 28 th , 29 th	TBD

More on Provider Training and Registration

You can find more information about provider training on [Colorado PAR Website](#)

That includes a provider training calendar and details about the training modules.

Training Calendars: See next slide

[CO UM Training Modules](#)

Training Calendars for March and April 2021

March 2021

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
01	02	03	04	05	06	07
08	09	10	11	12	13	14
	Introductory Provider Portal & Registration	Introductory Provider Portal & Registration	Introductory Provider Portal & Registration			
15	16	17	18	19	20	21
	System Administrator Overview 1.1	System Administrator Overview 1.1	System Administrator Overview 1.1			
22	23	24	25	26	27	28
	System Administrator Overview 1.1	System Administrator Overview 1.1	System Administrator Overview 1.1			
29	30	31	01	02	03	04
	System Overview 2.1	System Overview 2.1	System Overview 2.1			

April 2021

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29	30	31	01	02	03	04
			System Overview 2.1			
05	06	07	08	09	10	11
System Overview 2.1	System Overview 2.1	System Overview 2.1				
12	13	14	15	16	17	18
	System Overview 2.2	System Overview 2.2	System Overview 2.2			
19	20	21	22	23	24	25
	System Overview 2.2	System Overview 2.2	System Overview 2.2			
26	27	28	29	30	01	02
	Benefits Specific Training	Benefits Specific Training	Benefits Specific Training			


Kepro Contact Information

- Provider Issues Email Address: COproviderissue@kepro.com
- Provider Training Registration email: Coproviderregistration@kepro.com
- Website: www.ColoradoPAR.com
- Providers will continue to use the [Colorado PAR Website](#)
- Website to access:
 - General Information
 - Program Updates
 - Training Resources and User Guides
 - Link to Kepro's Atrezzo Provider Portal when available

Conclusion

Thank you for your time and participation!

Contact Info

 Call center will be available no earlier than April 14th

 COproviderissue@kepro.com

 Coproviderregistration@kepro.com

For escalated concerns
please contact:
hcpf_um@state.co.us