

**Utilization Management
(UM) Vendor Transition**

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**Utilization Management
(UM) Vendor Transition**

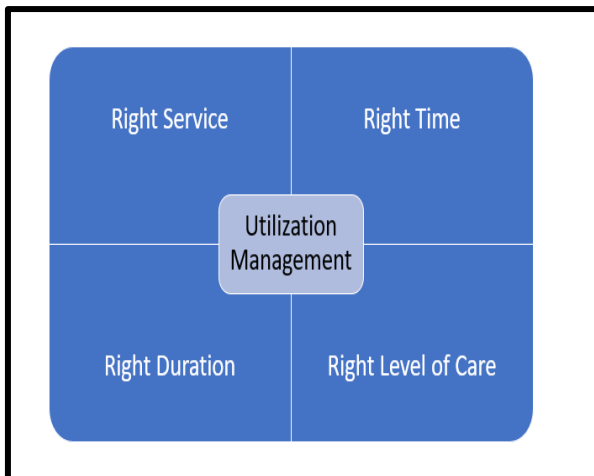
Transition Overview

Effective May 1, 2021, Keystone Peer Review Organization (Kepro) will replace eQHealth Solutions Inc. as the new Utilization Management (UM) vendor to administer the ColoradoPAR Program, the Department of Health Care Policy & Financing’s (the Department) Prior Authorization Request (PAR) program.

**ColoradoPAR Program:
Utilization Management (UM)
for Health First Colorado**

ColoradoPAR is Health First Colorado’s (Colorado’s Medicaid Program) Utilization Management (UM) program for select medical benefits and services. The ColoradoPAR program is an evaluation of medical necessity or medical appropriateness, and compliance to established rules, regulations and policy by appropriately licensed clinical reviewers (nurses and physicians) to approve or deny a request.

The ColoradoPAR program utilizes Prior Authorization Requests (PARs) or pre-approval of select services, benefits, equipment and supplies. Starting May 1, 2021, Kepro will review requests for benefits that require a PAR for compliance with federal and state regulation, rule and policy and medical necessity criteria, or to make a medical necessity determination on the appropriateness of the request. For outpatient services that require a PAR, Kepro will be utilizing nationally recognized, evidence-based medical necessity criteria called Interqual along with established state-approved criteria.



*Improving health care access and outcomes for the people we serve
while demonstrating sound stewardship of financial resources.*

PARs are required to be submitted to Kepro beginning May 1, 2021, for the benefits listed below:

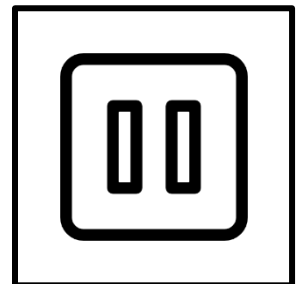
- Outpatient Physical and Occupational Therapy
- Outpatient Speech Therapy
- Pediatric Behavioral Therapy
- Pediatric Personal Care Services (PCS)
- Select Surgical Procedures (Aesthetic, Back, Bariatric)
- Durable Medical Equipment (DME) and Supplies
- Solid Organ Transplants
- Out of State Inpatient Admissions
- Molecular/Genetic Testing
- Diagnostic Imaging
- Audiology
- Select Transgender Services
- Synagis (seasonal)

Visit the [Health First Colorado Fee Schedule web page](#) for information regarding codes requiring prior authorization.

Note: The transition from eQHealth Solutions to Kepro does not affect those providers who were previously submitting reviews to eQHealth Solutions for Children’s Extensive Services (CES), Children’s Home and Community Based Services (CHCBS), Over Cost Containment (OCC), and Pre Admission Resident Review (PASRR). Telligen is providing these reviews as of March 1, 2021. Visit the [Long-Term Services and Supports Training web page](#) and scroll down to the section titled “Telligen’s Qualitrac Review and Provider Portal” for additional information about that transition. Similarly, the transition from eQHealth Solutions to Kepro does not affect providers who submit PARs for adult long-term home health through Single Entry Point (SEP) or Community Centered Board (CCB) Agencies.

Prior Authorization Request (PAR) Requirement for Home Health and In-state Inpatient Hospitals

The PAR requirement for Pediatric Long-Term Home Health (PLTHH) and Private Duty Nursing (PDN) have been suspended since July 1, 2020, and Inpatient Hospital Review Program (IHRP) since April 1, 2020. These PARs will resume **no earlier than August 1, 2021**. Sufficient and timely communication regarding those implementation plans will be provided to allow for planning and preparation and will be posted on the [Private Duty Nursing and Pediatric Long-Term Home Health Services Pre-Approval Project web page](#) and the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#).



Providers should continue to provide medically necessary services for PLTHH, PDN, and inpatient hospital services in compliance with the Department rules at 10 CCR 2505-10, Sections 8.520 and 8.540. Providers can submit the claims to the Department’s fiscal agent if the services are medically necessary and in compliance with rules and regulations.

Note: This PAR suspension does not affect Long-Term Home Health PARs for Adults (members aged 21 and over). For questions regarding **Adult** Long-Term Home Health (members aged 21+), providers should contact the appropriate Case Management Agency or hcpf_lthhPARs@state.co.us.

Prior Authorization Requests (PARs) for Select Physician Administered Drugs (PADs)

Kepro will also be responsible for processing Prior Authorization Requests (PARs) for select Physician Administered Drugs (PADs). PAD PARs will be required **no earlier than July 1, 2021**. Additional communication regarding PAD PARs will be sent to providers and posted on the [Physician Administered Drug web page](#). Please [sign up for Department communications](#) to ensure all communications regarding PAD implementation are received.

Utilization Management (UM) Vendor Transition Plan and Key Dates

Prior Authorization Requests (PARs) submitted to eQHealth Solutions Inc. on or before April 30, 2021, that have been reviewed by eQHealth Solutions, as well as any approved PARs that have end dates on or after May 1, 2021, will remain valid until the PAR expires so providers should be able to submit claims for services as appropriate.

The following plan for the transition from eQHealth Solutions to Kepro has been developed in consultation with the vendors, Health First Colorado members and providers.

1. eQHealth Solutions will continue to receive all types of PARs in eQSuite® through April 30, 2021.
2. As of April 13, 2021, PARs with a start date on or after May 8, 2021, should be held and submitted to Kepro beginning May 1, 2021.
3. Effective May 1, 2021, any new PARs (including those mentioned above with start dates on or after May 8), requests for modifications, should be submitted to Kepro's PAR portal, Atrezzo.
4. For PARs that were originally submitted to eQHealth Solutions, providers may submit a request for a reconsideration and Peer to Peer through May 17, 2021, to eQHealth Solutions. The last date to submit a correction or helpline ticket to eQHealth Solutions will be May 21, 2021. The last day to contact eQHealth Customer Service will be May 28, 2021.
5. eQHealth Solution's PAR portal, eQSuite®, will be available through May 31, 2021. Providers should ensure that any necessary documentation, including clinical documentation and determination letters, has been downloaded from eQSuite® on or before May 31, 2021.
6. Kepro will have access to historical PAR data from the last three (3) years, but the information and documentation will not be available to providers.

Dates Summary for eQHealth Solutions to Kepro Transition

Key Dates with eQHealth Solutions	
Last day to ...	Date ...
Submit a PAR with a start date on or after May 8, 2021	April 12, 2021
Submit a PAR with a start date prior to May 8, 2021	April 30, 2021
Request PAR modification	April 30, 2021
Submit Request for Reconsideration and Peer to Peer	May 17, 2021
Submit Correction or Helpline Ticket	May 21, 2021
Contact eQHealth Solutions Customer Service	May 28, 2021
Last Day to access eQSuite®	May 31, 2021

Key Dates for Kepro	
When to ...	Dates ...
Attend Kepro Trainings	Between March 2021 - April 2021
Register for Kepro's PAR Provider Portal, Atrezzo	Beginning April 1, 2021
Begin submitting PARs to Kepro	Beginning May 1, 2021

Modification of Prior Authorization Requests (PARs) Completed by eQHealth Solutions

Providers will be able to submit a form to Kepro to make a modification to a PAR that was approved or partially approved by eQHealth Solutions. All of the following is needed to request a modification:

- eQHealth Solutions PAR number
- Member demographic info (member name, member ID)
- Details of the modification request (add units, change end date, add or change units/modifiers)

The detailed process for modifying eQHealth Solutions PARs and the PAR Modification form will be located on the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#).

Note: Access to any information in eQSuite® such as PAR letters will not be available after May 31, 2021. Please ensure that any needed documentation is downloaded and saved from eQSuite® prior to that date.

Key Changes Between eQHealth Solutions and Kepro

Changes have been made between the current and new Utilization Management (UM) vendors in response to feedback from providers, members, stakeholders and staff to improve the experience, decrease provider burden and improve the quality of care provided to Health First Colorado members.

Review Time

The time for Prior Authorization Request (PAR) review completion will be extended to:

- Ensure a thorough and quality review of all PARs.
- Decrease number of unnecessary pends to request additional documentation or information.
- Ensure improved care coordination and data sharing between Kepro and the Department's partners, such as the Regional Accountable Entities (RAEs) and Case Management Agencies (CMAs).

The review time for PAR determinations:

Review Type	Review Time
Expedited UM PAR*	4 business hours
Standard Outpatient UM PAR	10 business days
PAR Determination following a Pend for Additional Information	2 business days

*If Kepro requires additional information to complete the medical necessity review, they may request additional information, also known as a pend. The provider will have 7 business days to respond to the pend, and if there is no response or insufficient response to the request, Kepro will have 2 business days to complete the review and technically deny for Lack of Information (LOI), if appropriate.

What is a Rapid Review?

Based on provider feedback, a new category of PARs was developed: rapid review. A rapid review is a PAR that is requested because a longer review period could result in a delay in the Health First Colorado member receiving care or services that would be detrimental to their ongoing, long term care.

A rapid review may be requested by the provider in very specific circumstances including:

- A service or benefit that requires a PAR and is needed prior to a Health First Colorado member's inpatient hospital discharge
- A lack of DME supplies that immediately and adversely impacts a Health First Colorado member's ability to perform activities of daily living
- Same-Day Diagnostic studies required for cancer treatments
- Genetic or Molecular testing requiring amniocentesis

Rapid Review Versus Expedited Review



An expedited review is a PAR that is expedited because a delay could seriously jeopardize the life or health of the member or the ability of the member to regain maximum function; or in the opinion of a physician with knowledge of the member's medical condition, would subject the member to severe pain; and cannot be adequately managed without the care or treatment that is the subject of the claim. This may be also known as an urgent review. An expedited or urgent review is not limited to any specific benefit or service or situation but is designated as an expedited or urgent by the submitting provider. Rapid reviews are for specifically defined circumstances as described above.

For both urgent/expedited PARs and rapid reviews, the provider will be responsible for identifying that the member meets the criteria. Please ensure that requested urgent/expedited PARs are truly urgent and need to be expedited based on the definitions and descriptions above. Kepro will monitor PARs identified this way

and provide feedback and training to providers if rapid review and expedited PARs are being inappropriately requested.

The PAR Portal: Atrezzo

Providers will be entering PARs into Kepro’s PAR portal, Atrezzo, as of May 1, 2021, and will no longer utilize eQSuite® as the PAR portal. Atrezzo has been configured to meet the unique needs of Health First Colorado providers per Colorado rule and policies. Atrezzo has been designed to decrease administrative burden, confusion, frustration and unnecessary or preventable delays.

Some of the functionalities that will be available to providers in Atrezzo as of May 1, 2021, are:

- Clear confirmation that documentation was successfully uploaded to the PAR.
- The ability to review PAR status updates through email and in the Provider Portal.
- A messaging platform directly in the provider portal that connects users to clinical reviewers for specific clinical questions about a review.
- A status box to provide a clear explanation of the current status of the PAR in the review process.
- The ability to save a started PAR to allow work at a later time, prior to submitting it for review.
- The ability for the user to create a list of preferred frequently used codes that will be available when entering new authorizations.

Work will continue with providers and Kepro to identify additional ways and areas that can be improved in the PAR portal and the ColoradoPAR Program as a whole. All feedback submitted to improve the PAR process is being considered and evaluated. Further provider feedback on how to decrease provider burden to improve the service provided to Health First Colorado members is welcomed.

Kepro’s Provider Training Schedule

Visit the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#) and click on the green box titled “[eQ to Kepro Transition Information](#)” for access to Kepro’s training schedule, links to register for training, and training materials. Providers are currently able to register for training 1.1, 2.1, 2.2 and benefit-specific training. Recordings of the webinars will be posted to the [ColoradoPAR: Utilization Management \(UM\) Vendor Transition from eQHealth to Kepro web page](#) in the near future.

Benefit Specific Training Sessions		
Training Name	Date	Time
Physical Therapy, Occupational Therapy, Speech Therapy	April 26, 2021	12:00 p.m.
Diagnostic Imaging	April 26, 2021	3:30 p.m.
Pediatric Behavioral Therapy	April 27, 2021	8:30 a.m.
Audiology	April 27, 2021	12:00 p.m.
Durable Medical Equipment (DME)	April 28, 2021	3:30 p.m.
Diagnostic Imaging	April 28, 2021	8:30 a.m.
Physical Therapy, Occupational Therapy, Speech Therapy	April 28, 2021	12:00 p.m.
Molecular and Genetics	April 29, 2021	3:30 p.m.
Pediatric Behavioral Therapy	April 29, 2021	12:00 p.m.
Surgeries	April 29, 2021	3:30 p.m.
Physical Therapy, Occupational Therapy, Speech Therapy	April 30, 2021	8:30 a.m.
Pediatric Behavioral Therapy	April 30, 2021	12:00 p.m.

Contact coproviderregistration@kepro.com for questions or issues with registering for provider training.

Kepro's Provider Portal Registration Information

Providers are able to register for Kepro's Prior Authorization Request (PAR) portal, Atrezzo by visiting the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#) and clicking on the green box titled "[Kepro PAR Portal Registration](#)". Click on the green box titled "[eQ to Kepro Transition Information](#)" for Atrezzo user guides and information on registering for the portal.

Key Terms for Kepro's Provider Registration

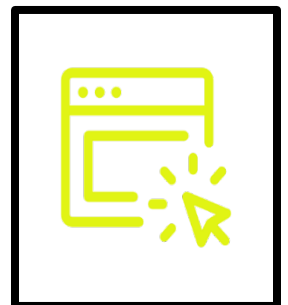
- **Atrezzo** - Atrezzo is the name of Kepro's proprietary PAR portal that providers will access to submit PARs, respond to requests for additional information, review PAR outcomes and determination letters, request Peer to Peers and Reconsiderations. The previous PAR portal was known as eQSuite® and will no longer be in use as of May 31, 2021.
- **Billing Individual** - This enrollment type is an individual who receives direct payment for services rendered and submits claims for their own services.
- **Ordering, Prescribing, Referring (OPR)** - This enrollment type is for individuals who only order, prescribe or refer items or services covered by Health First Colorado (Colorado's Medicaid program) for Health First Colorado members. These physicians and other professionals are not enrolled as an Individual within a Group or a Billing Individual and will not submit claims for payment of services rendered.
- **National Provider Identifier (NPI)** - The NPI is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). Not all provider types require an NPI. For additional information on the NPI, visit the [National Plan & Provider Enumeration System \(NPPES\) website](#).
- **Medicaid ID** - This is the ID as an enrolled Health First Colorado Provider. This is also referred to as Provider ID.
- **Case ID** - The Case ID is the internal identifier within Kepro's PAR portal, Atrezzo, and was previously referred to as a Review ID (RID) with eQHealth Solutions.

Refer to the Health First Colorado Provider Manual located on the [Enrollment Types web page](#) for additional information on enrollment types.

ColoradoPAR Program Web Page

Providers will access the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#) for:

- General information
- Program updates
- Prior Authorization Request (PAR) Provider Updates
- Member Services
- Training Resources and User Guides
- Link to Kepro's Atrezzo Provider Portal



There will be a new Prior Authorization Request (PAR) form available on the [ColoradoPAR: Health First Colorado Prior Authorization Request Program web page](#)

under the Resources heading and clicking on the green box titled “Forms and Downloads” once Kepro begins prior authorizing services on May 1, 2021.

Contact the Department at hcpf_UM@state.co.us for questions about PAR policy or escalated concerns.

Contact hcpf_benefitsupport@state.co.us for questions regarding Health First Colorado Fee For Service Benefits.

Kepro Contacts

Customer Service

Telephone Number: 1-720-689-6340

Fax Number: 1-800-922-3508

Provider Issues Email Address

COproviderissue@kepro.com

Provider Training Registration Email Address

COproviderregistration@kepro.com

eQHealth Solutions Contacts

Mailing Address

eQHealth Solutions

Attn: ColoradoPAR program

5802 Benjamin Center Dr, Suite 105

Tampa, FL 33634

Call Center

1-888-801-9355

Gainwell Technologies Contacts

Provider Services Call Center

1-844-235-2387

Gainwell Technologies Mailing Address

P.O. Box 30

Denver, CO 80201