



INFORMATIONAL MEMO

TITLE:	PRIVATE DUTY NURSING (PDN) PRIOR AUTHORIZATION REQUESTS (PAR) UPDATE FOR PROVIDERS
SUPERSEDES NUMBER:	
EFFECTIVE DATE:	MARCH 17, 2023
DIVISION AND OFFICE:	BENEFITS & SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	PRIVATE DUTY NURSING (PDN)
KEY WORDS:	PDN, PAR, KEPRO, PRIVATE DUTY NURSING, TEMPORARY ADMINISTRATIVE APPROVAL PROCESS
INFORMATIONAL MEMO NUMBER: IM 23-010	
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APPROVED BY: BONNIE SILVA	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

Purpose and Audience:

The purpose of this Informational Memo is to share in one place changes to the Private Duty Nursing (PDN) prior authorization review (PAR) process for Private Duty Nursing agencies (providers), specifically related to the removal of the administrative approval process.

This Memo provides:

- An update on available training and technical assistance,
- Information on what has been communicated to members, families, and advocates, and
- Information on how to escalate concerns if they arise.

Information:

In preparation for the end of the administrative approval process on April 3, 2023 below is additional information for PDN providers.

Training and Technical Assistance

Below is a listing of resources for providers to review training materials and find information ongoing for PDN services.

- [ColoradoPAR](#)
 - The ColoradoPAR Program is Health First Colorado's third-party fee for service utilization management program for select outpatient services administered by Kepro
 - The ColoradoPAR website includes announcements for providers, Kepro contact information, benefit information, important forms and instructions, and Kepro provider PAR submission training.
 - [https://hcpf.colorado.gov/sites/hcpf/files/Pediatric Private Duty Nursing Utilization Review Presentation-November 2022.pdf](https://hcpf.colorado.gov/sites/hcpf/files/Pediatric%20Private%20Duty%20Nursing%20Utilization%20Review%20Presentation-November%202022.pdf) PDN Provider Training
 - PDN specific training regarding the PAR process hosted by HCPF and Kepro Fall 2022
- [OM 22-049](#) - PDN Provider Responsibilities
 - Operational Memo about PDN and the role of the Home Care agency and their responsibilities in the PAR submission and authorization process.
- [IM - 23-006](#) - PDN Temporary Administrative Approval Process Extension (through April 2, 2023)
 - Clarifies ongoing PDN benefit information for members and stakeholders and reiterates provider responsibilities related to the PDN benefit.
 - Announces previous temporary approval process extension through April 2, 2023.
- [PDN website](#)
 - HCPF external facing website updated with service information, FAQs, and stakeholder engagement.
- CProviderissue@kepro.com
 - Email to ask PAR submission questions or request additional training from Kepro on the PAR submission process.

Information Communicated to Members, Families, and Advocates

- [Informational Memo 23-009](#)

How To Escalate Concerns If They Arise:

- Kepro Customer Service Line: (720) 689-6340
- Kepro Provider Fax Line: (800) 922-3508 (toll free)
- COproviderissue@kepro.com: Kepro email for PAR questions
- HCPF_UM@state.co.us: HCPF email for unresolved PAR questions
- Homehealth@state.co.us: HCPF email for questions related to PDN and Home Health policy and programs

Attachment(s):

None.

Department Contact:

- HCPF_UM@state.co.us: HCPF email for unresolved PAR questions
- Homehealth@state.co.us : HCPF email for questions related to PDN and Home Health policy and programs