

Inpatient Hospital Review Program (IHRP) 2.0: Joint Operating Committee (JOC)

Mission: Improving health care equity, access and outcomes for the people we serve while saving Coloradans money on health care and driving value for Colorado.



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Department of Health Care
Policy & Financing

Agenda

- Reminders
- Training
- Provider Survey
- Questions

Reminders

- Information, materials and updates about IHRP 2.0 can be found at <https://hcpf.colorado.gov/IHRP> including details about the following:
- The Department previously announced that Providers may submit Pre Admission Reviews and Post Admission Reviews to Kepro beginning April 3, 2023, and encourages all Providers to do so during this time, but no claims will deny for lack of a Pre Admission Review until May 1, 2023.
- Pre Admission Reviews are required on a small subset of inpatient stays related to surgical procedures that are already PAR'd. This could result in a denial.
- Post Admission Reviews- Required for subset of DRGs at Admission Day 6, and for all still admitted at Day 30, 60, 90 and every 30 days thereafter. These will NOT result in an approval or denial, Providers will have to answer a series of questions to help facilitate care coordination, these questions will be sent to the member's assigned RAE. Hospitals will have ability to identify the need for assistance from the RAE, identify in what areas they need assistance, and provide the RAE with additional notes.

IHRP 2.0 Training

- **Introduction to IHRP And Atrezzo** - The Intro to IHRP 2.0 and Portal Registration training will give a brief introduction to Kepro, discuss the background of IHRP and introduce the new version and its requirements. It will also introduce Atrezzo and demonstrate how to create an account, add users, and register NPI numbers.
- **System Overview** - The System Overview training will demonstrate how to login to the portal, create a case and submit a PAR request.
 - **Providers can skip the System Overview if they are already submitting PARS in Atrezzo.**
- **IHRP Benefit Specific Training** - The IHRP 2.0 Benefit Specific training will describe provider responsibilities, admission review requirements and post admission review requirements. This will also discuss the review types, turnaround times, medical necessity, and PAR outcomes.
- **IHRP 2.0 Q&A Sessions** - The IHRP 2.0 Q&A sessions have been scheduled to answer any systems or benefit questions that may arise.

Training Schedule

- **Introduction to IHRP and Atrezzo**
 - February 21, 2023 at 7am and 12pm
 - February 23, 2023 at 8:30am, 12pm, 5pm
- **System Overview**
 - February 28, 2023 8:30am and 12pm
 - March 2, 2023 7:00am and 3pm
 - March 8, 2023 8:30am and 5pm
 - March 9, 2023, 8:30am and 12pm
- **IHRP benefit Specific Training**
 - March 14, 2023 8:30am and 12pm
 - March 16, 2023, 7am, 12pm, 3pm
 - March 21, 2023, 8:30 am, 12pm, 5pm
 - March 22, 2023, 8:30am, 12pm, 3pm
- **IHRP 2.0 Q&A Sessions**
 - March 28, 2023, 8:30am, 12pm
 - March 30, 2023, 8:30am, 3pm
 - April 3, 2023, 7:00am, 12pm, 5pm
 - April 4, 2023, 8:30am, 12pm, 5pm
 - April 5, 2023, 8:30am, 12pm, 3pm

Provider Survey Results

Good news:

- Over 50% of responding Providers state that they already utilize Kepro's Provider PAR portal, Atrezzo.
- Over 52% of respondents already have existing relationship with the RAEs.
- Some of the issues/concerns identified by Hospital Providers in the survey will be addressed by the design of the program
 - "Existing relationships are limited"
 - "Do not have an assigned contact for assistance. We keep asking for matric on contacts for the RAEs"
 - "The RAE is not actively involved with discharge planning and care coordination."

Priorities Identified by You

1. Submitting Prior Admission Reviews on every stay except maternity/LTAC
2. Training (or lack of Training)
3. Inability to Submit Concurrent Reviews on day 4 if there was no determination on the initial PAR
4. Submitting concurrent reviews on Day 4 for all admissions
5. Submitting PARs or concurrent reviews with a temporary ID for NICU babies or those without a Medicaid Number
6. Hard to discharge patients/difficulty with care coordination

Improvements Suggested by You

1. The Portal should have the ability to go to a single patient and access all info/files relevant to that patient
2. Requests for additional information are unclear
3. Better marker to understand if the PAR is related to outpatient surgery or inpatient admission
4. Denial reasons on the portal need to be more specific
5. Accessing the denial reason should require fewer steps and be accessible from a more central page view (ie: you shouldn't have to click multiple times to get a scanned in letter)
6. Notifications if there is a duplicate PAR number

Seeking Your Help

- “We have experienced double standards with authorizations. There needs to be standardization of Guidelines and they cannot be interchange. I.e: Patient admitted with Authorization utilizing MCG guidelines as directed, but then upon Discharge, InterQual guidelines are used to provide denials.”
- “Having tabs/pages would be ideal vs the arrows that open multiple other arrows.”
- “Focus on Inpatient Admit Notice”

Additional Feedback from You

- PLACE HOLDER SLIDE- waiting on Kepro response



Questions



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Contact Information

Contact us at hcpf_um@state.co.us

Visit the IHRP webpage at
<https://hcpf.colorado.gov/IHRP>

Thank you!



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