



COLORADO

Department of Health Care
Policy & Financing

Dear Provider,

We want to thank those who participated in the Provider Survey regarding the transition of the Department's Utilization Management program for Prior Authorization Requests (PARs) that was sent on February 22, 2021. Over 450 responses have been received and the feedback has been used to improve Keystone Peer Review Organization (Kepro) Provider Portal functionality and provider training.

Provider PAR Portal

Feedback was requested on what functionalities providers were looking for in Kepro's Provider Portal, Atrezzo. Based on this feedback, Atrezzo will have the following functionalities:

- Clear confirmation that documentation was successfully uploaded
- The ability to review status updates through email and in the Provider Portal
- A messaging platform directly in the Provider Portal
- A status box to provide a clear understanding of progress in the PAR process
- The ability to save a started PAR to allow work at a later time, prior to submitting it for review
- The ability to create a list of preferred frequently-used codes

Note: Registration opens for Atrezzo on April 1, 2021.

Provider Training

Feedback was requested from providers on frequency, types of training and length of trainings. It was determined that most providers would like the option to have recorded trainings in addition to live trainings. Based on this feedback, recorded trainings will be available at a later time. The recordings will be posted to the [Health First Colorado ColoradoPAR web page](#) and can be accessed by clicking the green button "eQ to Kepro Transition Information". Based on this feedback longer trainings will be split into two shorter sessions. **Providers will need to attend the live trainings (recommended) or view the posted recorded trainings prior to Kepro starting on May 1, 2021.**

Kepro will begin prior authorizing the below outpatient services and benefits as of May 1, 2021:

- Outpatient Speech, Physical and Occupational Therapy
- Pediatric Behavioral Therapy
- Select Surgical Procedures
- Durable Medical Equipment (DME)
- Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Exceptions
- Transplants
- Out of State Inpatient Admissions
- Molecular Testing
- Diagnostic Imaging
- Audiology
- Synagis

PARs for Pediatric Long Term Home Health, Private Duty Nursing and Inpatient Hospital Review Program (IHRP) will resume in the near future and additional communication regarding those implementation plans will be provided.

Kepro will be responsible for prior authorizing select Physician Administered Drugs (PAD) but those PARs will be required no earlier than June 1, 2021. Additional communication regarding PAD PARs will be sent out to Providers and posted on the [Physician Administered Drug web page](#). [Sign up for available communications](#) to ensure all

communications regarding PAD are received.

Note: This transition from eQHealth 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), which transitioned to Telligen 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.

eQHealth to Kepro Vendor Transition Plan

The following plan regarding the transition from eQHealth to Kepro has been developed in consultation with vendors, Health First Colorado members and providers. eQHealth will continue to receive all types of PARs in eQSuite® through April 30, 2021, with the exception that PARs submitted to eQHealth after April 12, 2021, with a start date on or after May 8, 2021, are to be submitted to Kepro beginning May 1, 2021.

As of May 1, 2021, any new PARS, requests for modifications, or new PARs held in April with a start date on or after May 8, 2021, are to be submitted through Atrezzo. 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 will be May 21, 2021, and the last day to contact eQHealth Customer Service will be May 28, 2021.

eQHealth’s PAR portal, eQSuite®, will be available through May 31, 2021, and providers should ensure that any necessary documentation, including clinical documentation and determination letters, has been downloaded from the portal on or before May 31, 2021. Kepro will have access to historical PAR data from the last 3 years, but the information and documentation will not be available to providers.

Key Dates Summary for eQHealth 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 |

Contact Information

eQHealth Solutions customer service can be reached by phone at 888-801-9355 (toll free) or by email using co.pr@eqhs.com.

Contact Kepro using coproviderregistration@kepro.com for any issues concerning registering for provider training.

Contact hcpf_um@state.co.us to escalate issues to the Department.

Thank you,

Please do not reply to this email; this address is not monitored.

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