



COLORADO

Department of Health Care
Policy & Financing

Attention: All Providers Who Submit Prior Authorizations to Kepro

In response to the devastating Marshall wildfire in Boulder County on December 30, 2021, the fee for service Utilization Management (UM) Vendor, Kepro, will implement temporary changes to address urgent needs of Health First Colorado members affected by the wildfire. If a provider is working with a member that needs a Prior Authorization Request (PAR) to address destroyed or missing equipment or supplies as a result of the wildfire or subsequent evacuations, the provider may request an expedited PAR by selecting "expedited" as the request type through Kepro's PAR system, Atrezzo.

When submitting an expedited PAR, providers will be prompted to answer whether this is due to the December 30, 2021, wildfire; upon answering yes, the case will be routed to be reviewed as an expedited review. Providers will need to submit documentation or a note in the case identifying this as a replacement or rental due to the wildfires to ensure prompt response, with minimal documentation required. Include the PAR number or case ID of the previously approved PAR. All expedited cases are reviewed in less than four (4) business hours.

Contact Kepro Customer Service at 720-689-6340 or email the UM inbox at hcpf_UM@state.co.us for questions regarding this process.

Thank you,

Department of Health Care Policy & Financing

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