



Dear Provider,

Keystone Peer Review Organization (Kepro) will be the new utilization management (UM) partner for Health First Colorado (Colorado's Medicaid Program) as previously announced in the [February 2021 Provider Bulletin \(B2100459\)](#). Kepro is replacing eQHealth Solutions, Inc. and will begin to receive Prior Authorization Requests (PARs) no earlier than May 1, 2021. Kepro will also be responsible for the prior authorization of select Physician Administered Drugs (PAD).

About Kepro

Kepro delivers care management and quality oversight solutions using clinical expertise and technology-driven solutions to improve quality and clinical outcomes for vulnerable populations. They are a certified Quality Improvement Organization-like (QIO-like), Utilization Review Accreditation Commission (URAC) accredited, and licensed to perform reviews in every state. Kepro brings 30+ years of Medicaid and Medicare experience, serving 27 Medicaid agencies over more than 20 years. They are one of the largest and most experienced federal, state, and local government review vendors in the nation, supporting government programs for over one billion covered individuals since 1985. We look forward to improving service to providers and members with Kepro.

Provider Survey

Providers are invited to complete a [provider survey](#) to share opinions on provider portal functionality and training as PARs are transitioned to Kepro. The results of this survey will be used to help finalize Kepro's processes. All feedback will be considered to help make decisions regarding the UM program.

Save the date for an introduction to Kepro on March 9 - 11, 2021. Information on this provider training and the vendor transition for Kepro will be posted to the [ColoradoPAR web page](#) and communicated via email as soon as it is available. Updates specific to PAD authorizations will be posted to the [PAD web page](#).

Contact hcpf_um@state.co.us with any questions.

Thank you,

Department of Health Care Policy & Financing

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