

# PARs Session: Durable Medical Equipment Providers

March 2, 2022

## Presentation

Cost Control &  
Quality Improvement Office  
Health Programs Office

## Facilitator

John Barry

- Introductions
- Situation Overview
- Issues Identified and Addressed
- Your Insight: Informing Potential Solutions
- Next Steps
- Information and Resources



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# Meeting's Purpose

- To address issues or technical challenges providers have had when submitting PARs to Kepro.
- Gather input to help the Department ensure a comprehensive list of issues.
- We will answer as many questions as possible.
- If we are unable to answer a question live, we will coordinate with colleagues in other offices to get a response in the posted FAQ.

# Session Etiquette

- Opportunity provide input in three ways:
  - Typing issues/concerns into the Q&A
  - Signing up to speak (limit of 2 minutes in fairness to others)
  - Filling out a form after this meeting.
- If we are not able to answer your question today, we will follow up via email and/or through the FAQ posted online.

# Session Etiquette

- Please refrain from personal/institutional commentary.
- Avoid highlighting individual cases and do not put member info in the Q&A.
- If you have Kepro/PAR-related issues, please first send to the Kepro Provider inbox at: [coproviderissue@kepro.com](mailto:coproviderissue@kepro.com)
  - For escalated PAR issues or responses to today's call, please contact: [hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us)
- If you have a benefits question, please direct these to the Benefits inbox:
  - [hcpf\\_benefitsupport@state.co.us](mailto:hcpf_benefitsupport@state.co.us)

# *Before We Begin...*



# Situation Overview

- Transition to Kepro
- Provider feedback after vendor change
- HCPF teams working together to:
  - Address issues
  - Communicate with providers
  - Communicate with members
  - Outline and clarify guidance
  - Identify and implement *solutions w/in federal and state guidelines*

# DME-specific updates

- A9286 wipes PAR requirement discontinued
- Safety policy created for bathroom equipment
- Published guidance to assist with supply chain delays
- PAR automation

**CCQI Auto Auth's**

Catheters: limit 200

A4353

A4351

GT: limit 13

B4087

B4088

GT supplies: 1 a day limit

B4034

B4035

B4036

**RDA- CPAPs**

E0561

E0562

E0601

A4604

A7027

A7030

A7034

A7035

A7036

A7037

A7038

A7039

A7044

E0601

7032

7031

7033

7046

**COVID Response for Hospital Discharge Only****RR - W/C**

K0001-K0002

**RR - Basic Hospital Beds**

E0250-E0255

**Tub Benches**

E0245

E0160

E0165

E0240

**Vents**

E0465

E0466

E0470

E0471

E0601

E0562

E0561

**Infusion Pumps**

E0779

E0789

E0781

E0791

K0455

**Wound Vacs**

E2402

A9272

**TPN/IL**

B4164 B5000

B4168 B5100

B4172 B5200

B4176 B4220

B4178 B4224

B4180 B9004 RR

B4185 B9006 RR

B4189 A4305

B4193 A4306

B4197

B4199

B4126

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# Issues ID'd and Addressed

- Kepro turnaround time
- Issues needing provider insight and actionable info
- Issues requiring a system change

Colorado TAT				
Service Type	October	November	December	January
Durable Medical Equipment (Days)	2.65	3.33	3.78	2.91
Physical Therapy/Occupational Therapy (Days)	1.17	2.31	1.60	1.92
Speech Therapy (Days)	2.24	2.26	3.31	0.91
Review Type	October	November	December	January
Rapid (Hrs)	1.79	0.59	0.84	0.00
Expedited (Hrs)	0.9	0.17	0.92	0.35
Standard Reviews (Days)	2.25	2.87	2.81	2.33

# Pends: 3 Types

1. HCPF Administrative Hold/Pend
2. Nurse Review Information Review Pend
3. MD Additional Information Review Pend



Time to Take  
Your  
Questions...



# Where to Send Specific Case Inquiries

- Send specific case inquiries to the PAR inbox at [hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us).
- Include actionable information:
  - Member's name
  - Medicaid identification
  - PAR identification/case #
- Note “DME Case Inquiry” in the subject line.

# Where to Send Other Questions

- If you have Kepro/PAR-related issues, please first send to the Kepro Provider inbox at: [coproviderissue@kepro.com](mailto:coproviderissue@kepro.com)
  - For escalated PAR issues or responses to today's call, please contact: [hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us).
- Home health and private duty nursing policy and reimbursement questions can be sent to [homehealth@state.co.us](mailto:homehealth@state.co.us).
- Policy and reimbursement questions for benefits unrelated to home health can be sent to [HCPF\\_benefitsupport@state.co.us](mailto:HCPF_benefitsupport@state.co.us).



# Next Steps

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- Debrief after each session.
- Review questions/concerns and compile answers.
- Create smaller taskforce to prioritize and address identified issues.
- Stay tuned: Details will be communicated soon.
- Visit the PARs Update web page for information.



# Resources to Keep Up to Date

## PAR Updates

### CNA PAR Update

**The Department will host a stakeholder meeting on Friday, March 4, 2022 at 12:00 p.m. Please register if you plan on attending this meeting.**

The Department of Health Care Policy & Financing (the Department) has temporarily suspended Prior Authorization Request (PAR) Requirements for Pediatric Long Term Home Health (PLTHH) Certified Nursing Assistants (CNA) services, Physical Therapy (PT) services, Occupational Therapy (OT) services, and Speech Language Pathology (SLP) services in the PLTHH Benefit. This is effective November 1, 2021. As the Department works through solutions to provider and family concerns, these PARs will not be turned on before June 1, 2022.

Kepro, at the direction of the Department, has issued Technical Denials for those PARs that were on Administrative hold, indicating No PAR Required for PLTHH PARs that did not have a determination as of January 18, 2022. In addition, for PAR denials for PLTHH CNA services and PT, OT, SLP services issued between November 1, 2021 and January 17, 2022, Kepro will send technical denials for No PAR Required. Members may work directly with their Home Health Agencies to continue to receive medically necessary services for PLTHH CNA, PT, OT and SLP, in compliance with federal and state law. Though the PARs are suspended temporarily, providers should continue to provide and bill for only medically necessary and ordered services in accordance with state law. Read the [Operational Memo](#) issued on February 17, 2022.

The Department will host a stakeholder meeting to inform the exploration of long-term solutions to address the issue within state and federal guidelines. The Department will host a stakeholder meeting on Friday, March 4 at noon. [Please register if you plan on attending this meeting.](#)

### Utilization Management (UM) Stakeholder Meetings for Providers

As part of our ongoing collaboration, the Department is hosting a series of provider meetings to discuss known issues or technical challenges providers have had in their PAR submission process. We have been collecting topics from providers and will use these meetings to ensure that our list of known technical issues is comprehensive. Individual PAR submission questions will not be addressed during these meetings. These questions should be sent to the PAR inbox at [hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us). (Be sure to include actionable information including the member's name, Medicaid identification and PAR identification.) Home health and private duty nursing policy and reimbursement questions can be sent to [homehealth@state.co.us](mailto:homehealth@state.co.us). Policy and reimbursement questions for benefits unrelated to home health can be sent to [HCPF\\_benefitsupport@state.co.us](mailto:HCPF_benefitsupport@state.co.us).

- **Speech-Language Therapy Providers**  
Wednesday, February 9, 2022  
12:00 - 1:30 p.m.  
[Meeting Recording 2-9-22](#)

[hcpf.colorado.gov/par-updates](https://hcpf.colorado.gov/par-updates)



**Thank You!**