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



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
 - For escalated PAR issues or responses to today's call, please contact:
 https://doi.org/10.2016/j.jcha.2016/
- If you have a benefits question, please direct these to the Benefits inbox:
 - 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	RDA- CPAPs	COVID Response for I	COVID Response for Hospital Discharge Only						
Catheters: limit 200	E0561	RR - W/C	Infusion Pumps	TPN/IL					
A4353	E0562	K0001-K0002	E0779	B4164	B5000				
A4351	E0601	RR - Basic Hospital Beds	E0789	B4168	B5100				
	A4604	E0250-E0255	E0781	B4172	B5200				
GT: limit 13	A7027	Tub Benches	E0791	B4176	B4220				
B4087	A7030	E0245	K0455	B4178	B4224				
B4088	A7034	E0160		B4180	B9004 RR				
	A7035	E0165	Wound Vacs	B4185	B9006 RR				
GT supplies: 1 a day limit	A7036	E0240	E2402	B4189	A4305				
B4034	A7037	Vents	A9272	B4193	A4306				
B4035	A7038	E0465		B4197					
B4036	A7039	E0466		B4199					
	A7044	E0470		B4126					
	E0601	E0471							
	7032	E0601							
	7031	E0562							
	7033	E0561							
	7046								

Issues ID'd and Addressed

- Kepro turnaround time

- Issues needing provider insight and actionable info

- Issues requiring a system change

Colorado TAT	1				
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...

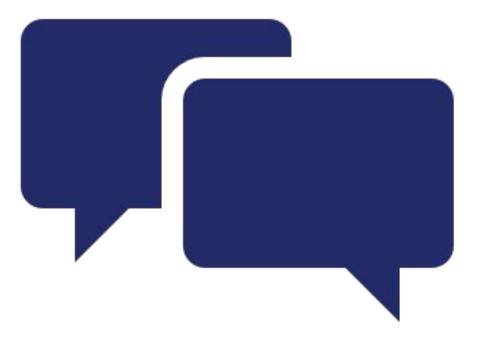


Where to Send Specific Case Inquiries

- Send specific case inquiries to the PAR inbox at hcpf_um@state.co.us.
- 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
 - For escalated PAR issues or responses to today's call, please contact: <u>hcpf um@state.co.us</u>.
- Home health and private duty nursing policy and reimbursement questions can be sent to homehealth@state.co.us.
- Policy and reimbursement questions for benefits unrelated to home health can be sent to HCPF_benefitsupport@state.co.us.



Next Steps

Next Steps

- 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



Search Q

Home For Our Members For Our Providers For Our Stakeholders About Us

Home > For Our Stakeholders > Committees, Boards, and Collaboration > Private Duty, Nursing and Pediatric Long-Term Home Health Services Pre-Approval Project > PAR Updates

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 <u>Operational Memo</u> issued on February 17, 2022.

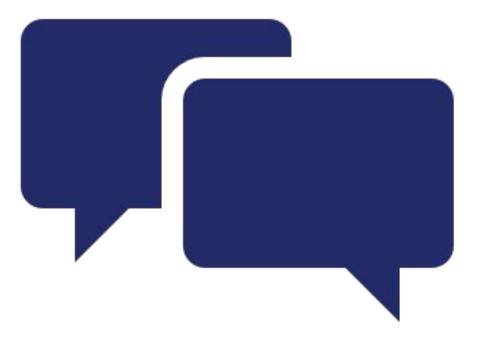
The Department will host a stakeholder meeting to inform the exploration of long-term solutions to address the issue within state and federal guidelines. The Department will host a stakeholder meeting on Friday, March 4 at noon, Please register if you plan on attending this meeting.

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. (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. Policy and reimbursement questions for benefits unrelated to home health can be sent to 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



Thank You!