

# PARs Session: Home Health Providers

Feb. 22, 2022

## Presentation

Cost Control &  
Quality Improvement Office  
Health Programs Office

## Facilitator

Lisa Carlson

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



**COLORADO**

Department of Health Care  
Policy & Financing

# Meeting's Purpose

- To address issues or technical challenges providers have had when submitting PARs to Keipro.
- Provide additional input to help the Department ensure its list of known issues is comprehensive.

# 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 send to the UM inbox:
  - [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
  - ID and implement *solutions within federal and state guidelines*

# Situation Overview:

## Pediatric Long-Term Home Health

- Temporary suspension of PARs for pediatric LTHH therapies (PT/OT/ST/CNA) including codes 0421, 0431, 0441, 0571, 0579.
- Submitted PARs back to Nov. 1, 2021 will receive technical denial (no PAR needed).
- Kepro is issuing the technical denials.
- Providers may proceed as they had been prior to Nov. 1, providing medically necessary services.
- Cases gone to appeals: The member must decide whether or not to dismiss the case.

# Issues we've heard

- Signed 485/physician orders
- Supporting documentation
- Skilled vs. personal care services
- Paying parents as personal care workers





Time to Take  
Your  
Questions...

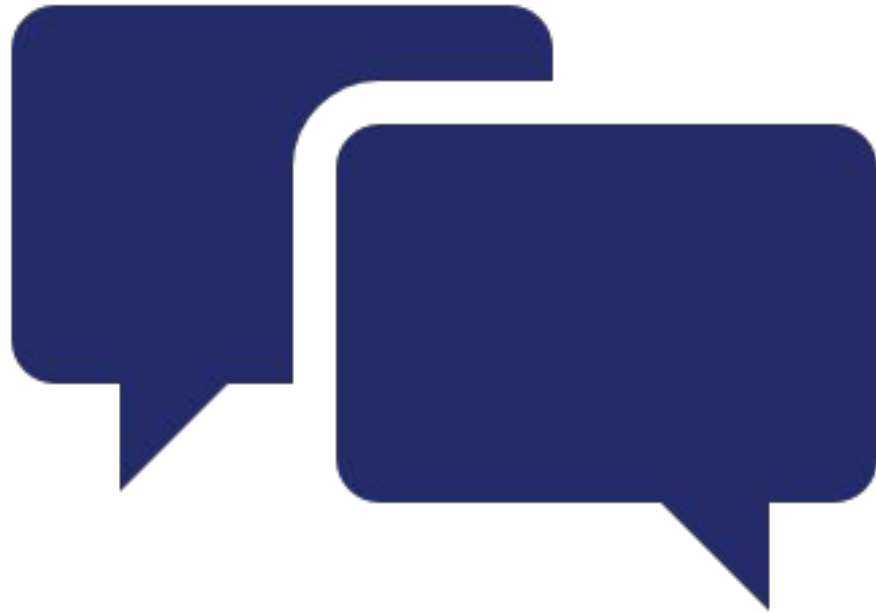


# Where to Send Specific Case Inquiries

- 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
- Note “Home Health Meeting Case Inquiry” in the subject line.

# Where to Send Other Questions

- Keipro/PAR-related questions: Send these inquiries to the PAR inbox at [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.





**Thank You!**