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



Meeting's Purpose

 To address issues or technical challenges providers have had when submitting PARs to Kepro.

• 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
- 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
 - 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



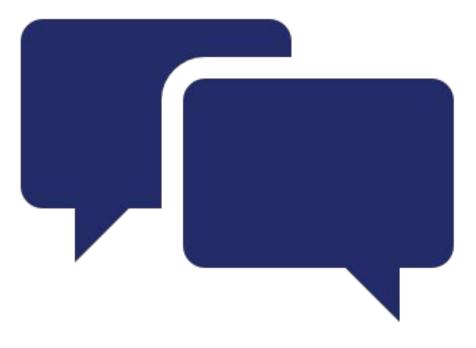
Time to Take Your Questions...

Where to Send Specific Case Inquiries

- Send specific case inquiries to the PAR inbox at hcpf_um@state.co.us.
- 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

- Kepro/PAR-related questions: Send these inquiries to the PAR inbox at hcpf_um@state.co.us.
- 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 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

Upcoming 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 to our vendor Kepro. We have been collecting topics from providers and will use these meetings to ensure that our list of known technical issues is comprehensive. These meetings are NOT to address individual PAR submission questions, individual PAR questions should be sent to the PAR inbox at hppf_um@state.co.us. The Department's UM team will review the requests to answer specific questions and to identify themes ahead of the stakeholder meetings.

· Speech-Language Therapy Providers Wednesday, February 9, 2022

12:00 - 1:30 p.m. Watch a session recording

 PT/OT Therapy Providers Wednesday, February 16, 2022

12:00 - 1:30 p.m.

. Home Health Providers

Tuesday, February 22, 2022

Register here: https://us06web.zoom.us/webinar/register/WN_REU-QP3VTaG74a-u4jeHkQ

· Durable Medical Equipment Providers

Wednesday, March 2, 2022

Register here: https://us06web.zoom.us/webinar/register/WN_2MUbqRaeSZyFTKw6HfhEOQ

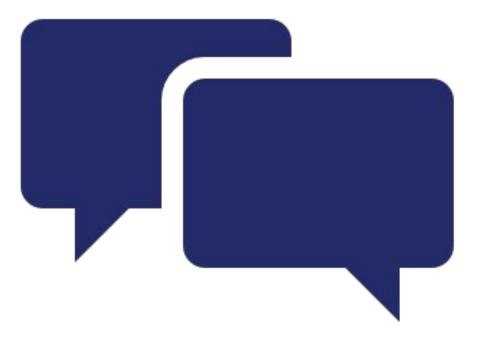
We understand not every provider may be able to attend due to busy schedules. To ensure transparency and access to the information for those not able to attend the meetings, meeting materials and responses to frequently asked questions will be updated regularly and posted on our new web page. These meetings will be virtual, meeting registration and login information will be posted on this page as well. Please bookmark this page as it will be updated with new questions following the listening sessions. 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. Read the Operational Memo issued to providers on February 8, 2022

CNA PAR Update - PARs Temporarily Paused Until June 1, 2022

The Department of Health Care Policy & Financing recently met with Health First Colorado (Colorado's Medicaid program) members and families, providers, and other stakeholders about concerns related to the certified nursing assistant (CNA) pediatric long-term home health (LTHH) benefit prior authorization request (PAR) process. Based on these conversations, the Department has temporarily paused the CNA pediatric LTHH PAR process effective November 1, 2021 until June 1, 2022. Read the communication sent on Monday, January 24, 2022.

Pediatric LTHH Skilled Nursing Visits, Physical Therapy, Occupational Therapy, Speech Language Pathology, Private Duty Nursing (PDN) services, as well as Outpatient Physical Therapy, Occupational Therapy, and Speech Language Pathology services will continue to require a PAR. Benefits will be reinstated back to November 1, 2021 for Health First Colorado members whose PARs were denied during this time, so there is no gap in services or payment for services. (More information about billing will be communicated soon.) 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 meeting is being planned for March 4, 2022, Details will be forthcoming.

hcpf.colorado.gov/par-updates



Thank You!