

PARs Session: PT/OT Therapy Providers

Feb. 16, 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

- Today's session focuses on Outpatient Physical Therapy & Outpatient Occupational Therapy-related issues.
- Opportunity to type questions live and/or submit via a form after the meeting.
- Please feel free to submit written questions into the Q&A.
 - If we are not able to answer your question, we will follow up via email and/or through an FAQ to be posted online.
- Please refrain from personal/institutional commentary.
- Avoid highlighting individual cases and do not put member-specific 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
 - Identify and implement *solutions w/in federal and state guidelines*

Issues ID'd and Addressed

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

Colorado TAT

Service Type

Durable Medical Equipment (Days)

Physical Therapy/Occupational Therapy (Days)

Speech Therapy (Days)

Review Type

Rapid (Hrs)

Expedited (Hrs)

Standard Reviews (Days)

October

November

December

2.65

3.33

3.78

1.17

2.31

1.60

2.24

2.26

3.31

October

November

December

1.79

0.59

0.84

0.9

0.17

0.92

2.25

2.87

2.81



Issues ID'd and Addressed

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

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

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



CNA PAR Updates

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 (LTTH) benefit prior authorization request (PAR) process. Based on these conversations, the Department will temporarily pause the CNA pediatric LTTH PAR process effective November 1, 2021 until June 1, 2022. Read the [communication](#) sent on Monday, January 24, 2022.

Pediatric LTTH 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 stakeholder meetings to inform the exploration of long-term solutions to address the issue within state and federal guidelines. Stay tuned for more information.

Upcoming Utilization Management (UM) Stakeholder Meetings for Providers

As part of our ongoing collaboration, the Department will soon host 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 hcpf_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.

The Department of Health Care Policy and Financing (the Department) is holding a series of listening sessions with various provider types to share updates about recent changes, and to hear from providers about the Prior Authorization Request (PAR) process. These meetings will include an overview of feedback and common questions received from providers thus far, share an update on which of these topics have been addressed through system and other changes, and gather feedback about other technical challenges providers have had in their PAR submission process.

Listening Sessions

- **Speech-Language Therapy Providers**
Wednesday, February 9, 2022
12:00 - 1:30 p.m.
Register here: <https://us06web.zoom.us/join/zoom-join?secret=Uc1B2URCSaasBRGyGQvwiq>
- **PT/OT Therapy Providers**
Wednesday, February 16, 2022
12:00 - 1:30 p.m.
Register here: https://us06web.zoom.us/join/zoom-join?secret=WN_93YZZPvQ660E_UJcUemg
- **Home Health Providers**
Tuesday, February 22, 2022
12:00 - 1:30 p.m.
Register here: https://us06web.zoom.us/join/zoom-join?secret=WN_REU-DP3VTsG74s-udJelBQ
- **Durable Medical Equipment Providers**
Wednesday, March 3, 2022
12:00 - 1:30 p.m.
Register here: https://us06web.zoom.us/join/zoom-join?secret=WN_2MJUqRaeSZvTTk6w6HfEQQ

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 [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_benefits@state.co.us. Visit the Department's web page for more information.

hcpf.colorado.gov/par-updates





Thank You!