

PARs Listening Session: Outpatient Speech Therapists

Feb. 9, 2022

Presentation

Health Programs Office
Cost Control &
Quality Improvement Office

Facilitator

Lisa Carlson

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



COLORADO

Department of Health Care
Policy & Financing

Session Etiquette

- Today's session focuses on Outpatient Speech Therapy-related issues.
- The series of listening sessions is posted on our webpage:
 - hcpf.colorado.gov/par-updates
- As the webinar proceeds, please feel free to input outstanding issues in the Q&A.
- Mindfully raise issues/concerns.
- 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_benefitssupport@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
- Documentation: IEP Example

Kepro Colorado Turnaround Time (TAT)			
Service Type	Oct-22	Nov-22	Dec-22
Durable Medical Equipment (Days)	2.65	3.33	3.78
Physical Therapy/Occupational Therapy (Days)	1.17	2.31	1.60
Speech Therapy (Days)	2.24	2.26	3.31
Review Type	Oct-22	Nov-22	Dec-22
Rapid (Hrs)	1.79	0.59	0.84
Expedited (Hrs)	0.9	0.17	0.92
Standard Reviews (Days)	2.25	2.87	2.81

Issues ID'd and Addressed

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An Example: IEPs



Now We'd Like
to Hear from
You...

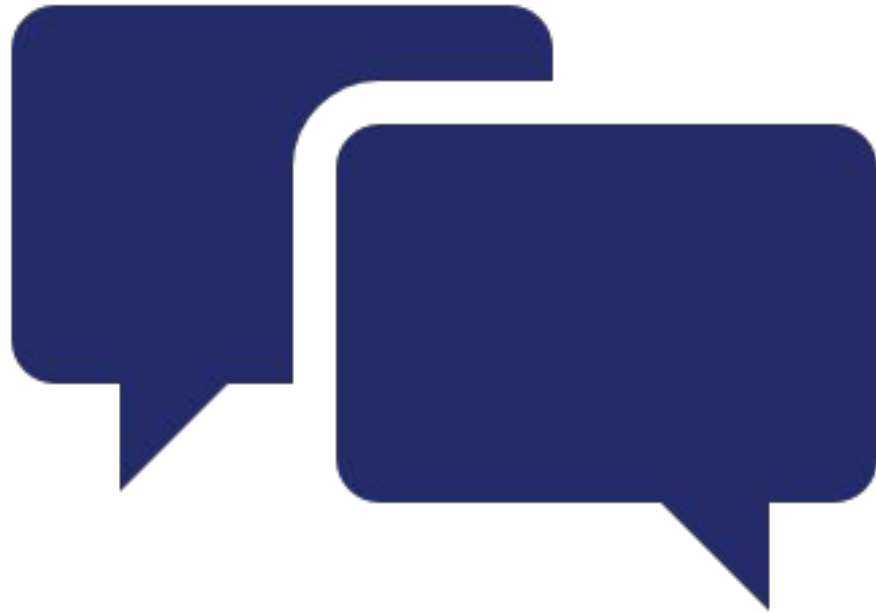


Where to Send Specific Case Inquiries

- 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_benefitssupport@state.co.us.



Next Steps

Resources to Keep Up to Date

ColoradoPAR: Health First Colorado Prior Authorization Request Program

Attention All Providers

Kepro Training Information

Kepro PAR Portal Login and Registration

Provider 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 (LTHH) benefit prior authorization request (PAR) process. Based on these conversations, the Department will temporarily pause 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. [Read more](#) and stay tuned for updates.

Atrezzo Update: Beginning February 1, 2022, you will see a slightly different look to your home page in Kepro's Atrezzo Provider Portal. This change is mostly cosmetic and will not change how you create or work within cases. The main change is the case search bar will be moving from the left side of the screen to the right side. Please feel free to contact Kepro at coproviderissue@kepro.com or 720-689-6340 if you have questions about this change.

Attention Physician Administered Drug (PAD) Providers: When entering a PAD PAR into Kepro's system Atrezzo, please note that the "Servicing Provider" in Atrezzo is actually referencing the "Billing provider". And then the "Rendering Provider" in Atrezzo can also be known as the "Servicing Provider."

<https://hcpf.colorado.gov/par>

