



**COLORADO**

Department of Health Care  
Policy & Financing

Dear Private Duty Nursing and Pediatric Long-Term Home Health Providers

[Prior authorization request \(PAR\) requirements were suspended](#) for private duty nursing (PDN) and pediatric long-term home health (PLTHH) on July 1, 2020. It had previously been communicated that the PAR requirements would resume on September 1, 2021. PAR submission will not resume until November 1, 2021.

Effective November 1, 2021, providers will be required to submit PARs to the new utilization management (UM) vendor Kepro via the online PAR portal, Atrezzo. A phased-in approach of at least six months has been agreed upon but a longer phased-in implementation is currently being evaluated. Providers will be responsible for submitting a percentage of their PARs throughout the month for each phase of implementation, and providers will be responsible for deciding how to organize PAR submissions. Additional guidance regarding the implementation plan and timeline will be provided via the provider bulletin, the [PDN/PLTHH Project web page](#) and the [ColoradoPAR Program web page](#).

The Department of Health Care Policy & Financing (the Department) will:

- Issue a 60-day administrative approval prior to any denial going into effect
- Issue continuation of benefits for any member appeal as normal
- Step down process for PDN denial that reduce services by 30% or more will continue as normal
- Send weekly reports to Regional Accountable Entities (RAEs) of any denials to allow for care coordination

**Note:** While the UM vendor has changed, the policy for these two benefits remained unchanged. Providers are required to submit the Pediatric Assessment tool for PLTHH PARs, and the PDN Acuity Tool for PDN PARs.

### **Provider Training**

Recorded benefit-specific training sessions for PDN and PLTHH will be available on the [Kepro Provider Training Information web page](#) prior to November 1, 2021. Provider training information updates will be posted on the [ColoradoPAR Program web page](#).

PDN and PLTHH providers are required by the Department to watch recorded Atrezzo provider portal training videos and PDN or PLTHH benefit-specific training prior to submitting a PAR for PDN or PLTHH services. Atrezzo provider portal training videos are located below under the section "Kepro's Required Recorded Atrezzo Training Video Links".

### **Kepro's Required Recorded Atrezzo Training Video Links**

[Atrezzo System Administrator 1.1](#) - This training is for System Administrators only. It will cover how to register a new account in Atrezzo, register additional National Provider Identifier (NPI) numbers, provider group administrator functions, adding/managing users, resetting passwords, and unlocking accounts.

[Atrezzo System Overview 2.1](#) - This training video is for all system users. It will cover how to submit a new request in Atrezzo, complete a saved but not submitted request, upload supporting documentation, search for a member ID or Kepro case ID, and locate and review determination letters.

[Atrezzo System Overview 2.2](#) - This training video is for all system users. It will cover how to add additional codes and revisions, request a reconsideration, and determine when to request a Peer-to-Peer.

### **Contact Information**

Contact Kepro at (720) 689-6340 or email [coproviderissue@kepro.com](mailto:coproviderissue@kepro.com) for any questions or issues on PARs. Email [coproviderregistration@kepro.com](mailto:coproviderregistration@kepro.com) for issues registering or accessing provider training.

Contact the Department at [hcpf\\_UM@state.co.us](mailto:hcpf_UM@state.co.us) with any escalated questions or concerns regarding PARs. For questions about specific members or cases, please include the case number or PAR number in the email.

Contact [hcpf\\_benefitsupport@state.co.us](mailto:hcpf_benefitsupport@state.co.us) for questions about policy and benefits.

Thank you,

Department of Health Care Policy & Financing

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