



COLORADO

Department of Health Care
Policy & Financing

Dear Home Health Provider,

[Prior authorization request \(PAR\) requirements were suspended](#) for Private Duty Nursing (PDN) and Pediatric Long-Term Home Health (PLTHH) on July 1, 2020. A phased in implementation of PDN and PLTHH PAR requirements will resume beginning on November 1, 2021.

Effective November 1, 2021, providers will submit PARs to the new utilization management (UM) vendor, Kepro, via the online PAR portal, Atrezzo. A phased-in approach of **ten months** has been agreed upon, so Providers do not have to submit all PARs on November 1, 2021. Providers will be responsible for submitting **10 percent** of their PARs throughout the month for each phase of implementation, and providers will be responsible for deciding how to organize PAR submissions.

- November 1-November 30, 2021- 10%
- December 1-December 31, 2021- 10%
- January 1-January 30, 2022- 10%
- February 1-February 28, 2022- 10%
- March 1-March 31, 2022- 10%
- April 1-April 30, 2022- 10%
- May 1-May 31, 2022- 10%
- June 1-June 30, 2022- 10%
- July 1-July 31, 2022- 10%
- August 1-August 30, 2022-10%

The following will continue:

- A 60-day administrative approval will be issues prior to any PAR denial going into effect. The 60-day administrative approval will begin from the start date of services on the denied PAR.
 - **Please note:** The member's appeal rights begin 60 days from the date of the PAR determination letter, *not* the date that the denial goes into effect.
- Continuation of benefits for any member appeal will be issued.
- Step down process for PDN denial that reduce services by 30% or more will continue.
- Weekly reports will be sent to Regional Accountable Entities (RAEs) of any denials to allow for care coordination.

Please note: While the Utilization Management 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 are available on the [Kepro Provider Training Information](#) web page. 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.

Contact Information

Contact Kepro at (720) 689-6340 or coproviderissue@kepro.com for any questions regarding PARs. Email coproviderregistration@kepro.com for issues registering or accessing provider training.

Contact the Department at hcpf_UM@state.co.us with any escalated questions or concerns regarding PARs. For questions about specific Members and/or cases, please be sure to

include the Case number and/or PAR number in the initial email.

Contact hcpf_benefitsupport@state.co.us for questions about policy and benefits.

Thank you,

Department of Health Care Policy & Financing

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