

# Utilization Management(UM)

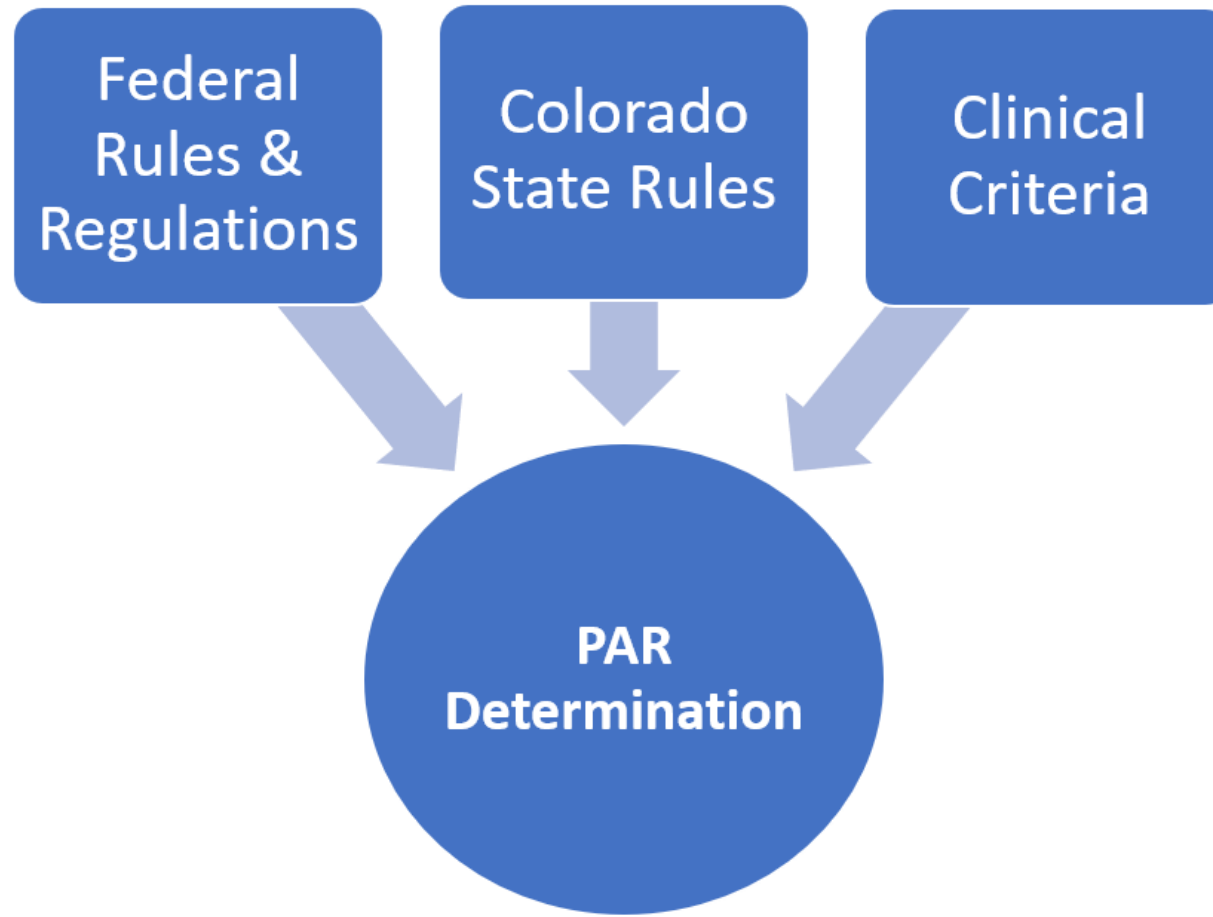
## State Plan Benefits

Presented by: Alexis Keller

# Agenda

- Overview of UM and Prior Authorizations
- The UM Vendor
- Services Requiring Prior Authorization
- The PAR Process
- Member and Provider Resources

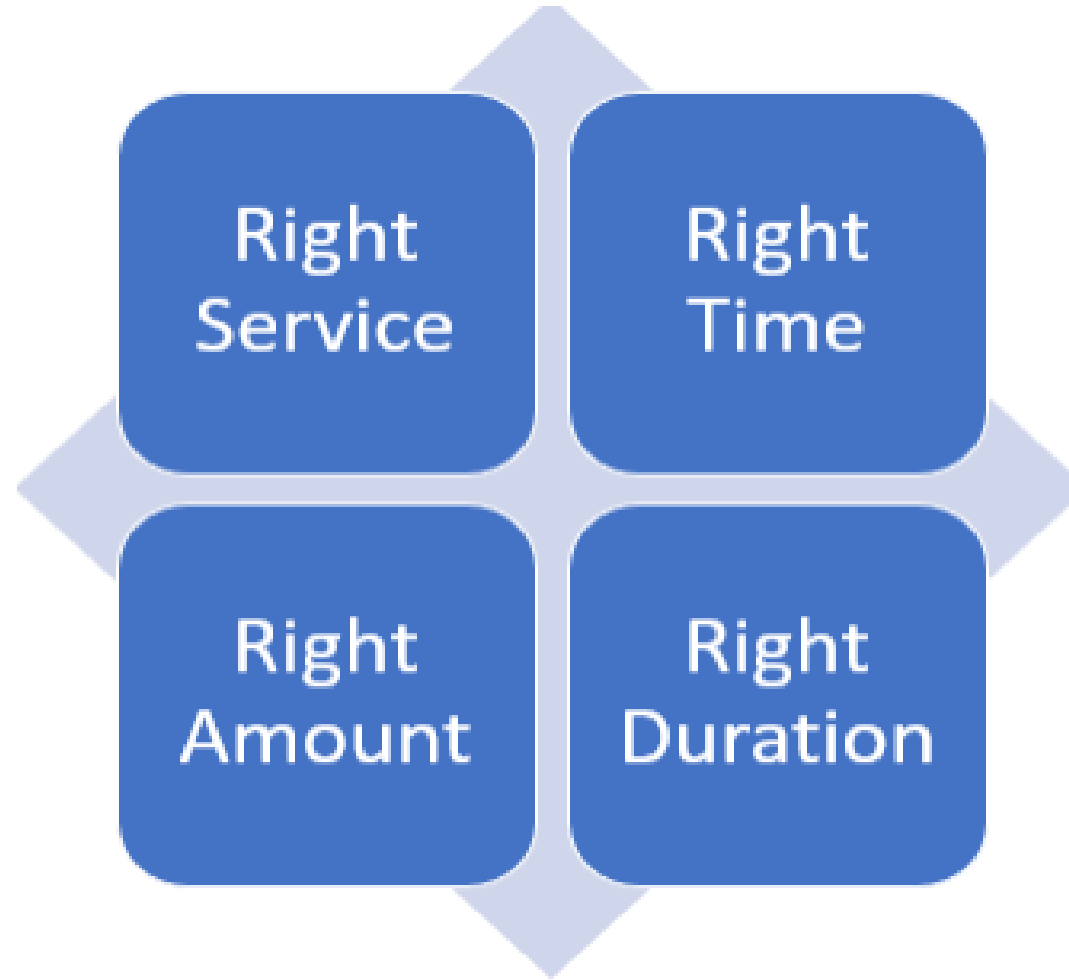
# What is a PAR?



**COLORADO**

Department of Health Care  
Policy & Financing

# Why do we PAR?



# Kepro

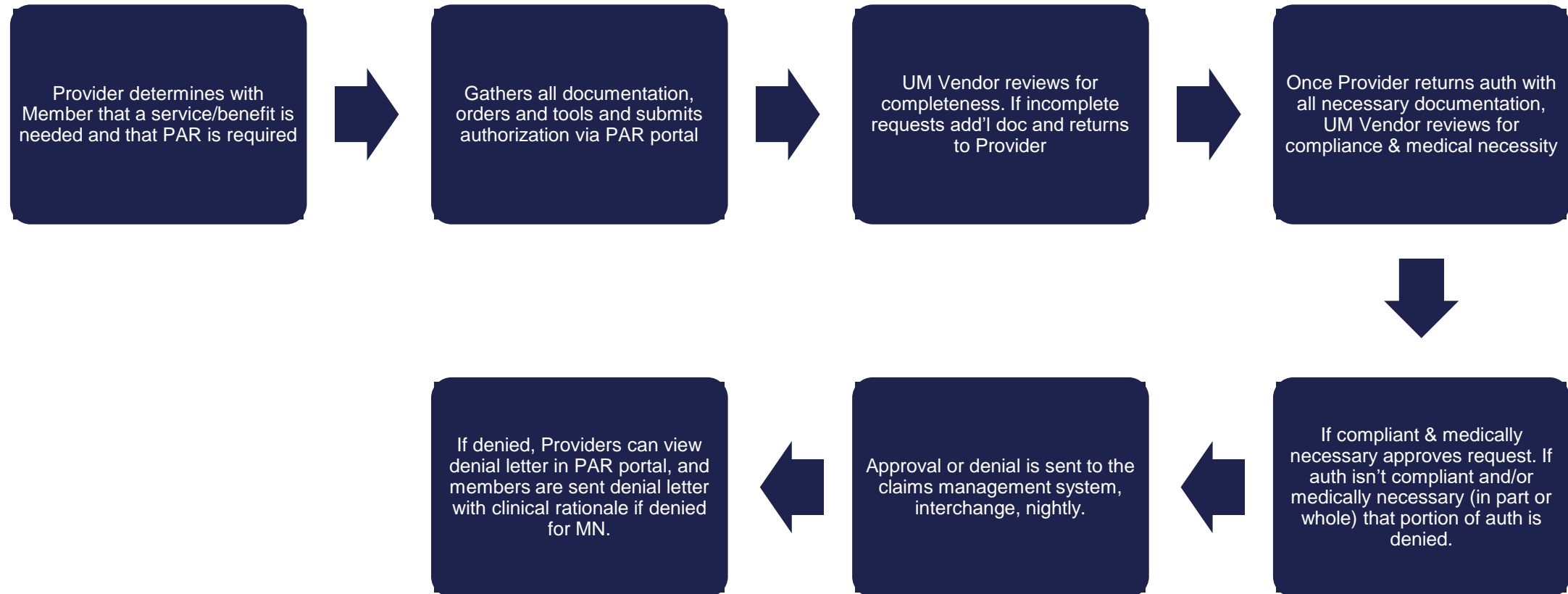
- Served 27 state Medicaid agencies for 20+ Years
- Quality Improvement Organization (QIO), Utilization Review Accreditation Commission (URAC) accredited, and licensed to perform reviews in every state.

# What do we PAR?

- *Diagnostic Imaging*
- *Durable Medical Equipment*
- *EPSDT Exceptions*
- *Molecular Testing*
- *Select Surgical Procedures including Transplants, Gender Confirmation, Bariatric, etc.*
- *Pediatric Behavioral Therapy*
- *Pediatric Personal Care Services*

- *Outpatient Physical, Occupational, and Speech Therapy*
- *Pediatric Long Term Home Health (PLTHH)*
- *Private Duty Nursing (PDN)*
- *Audiology*
- *Synagis (seasonal)*
- *Inpatient Hospital Review Program (IHRP)*
- *Out of State Inpatient Stays*

# The General PAR Process



# Member Appeals

- Upon a PAR determination being issued, a member has the right to file an appeal for any adverse determination (technical and medical necessity, full or partial denial).
- Member's appeal rights and directions are included in the PAR adverse determination letters mailed to members.



# Member and Provider Resources

## Members

- Your Provider
- Member Contact Center: 1-800-221-3943

## Providers

- The UM Issue Inbox: [Hcpf\\_UM@state.co.us](mailto:Hcpf_UM@state.co.us)
- Kepro customer service: (720) 689-6340



# Questions?

# Thank you!