

# Member Advisory Council

The Member Advisory Council (MAC) reviews selected KEPRO paperwork for clarity and accuracy. They recommend ways to improve the quality of services and solutions that KEPRO provides.

The MAC consists of MaineCare members and their families or guardians who gather at least four times a year to share information and feedback about KEPRO's operations and recommendations on helpful training opportunities.

If you would like to join the MAC, please contact the Member Liaison by phone, email or you can fill out the application below and mail to the address listed on the front of the pamphlet.

Name:

Member  Guardian

Street/Apt:

City:

State:

Zip:

Phone:

Email:

## Membership

For more information about the Member Advisory Council or how to become a member, please contact the KEPRO Member Liaison:

**Jenni Davis**

**[jedavis@kepro.com](mailto:jedavis@kepro.com)**

**1.866.521.0027** Option 3



# Member Advisory Council

[www.qualitycareforme.com](http://www.qualitycareforme.com)

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Suite A

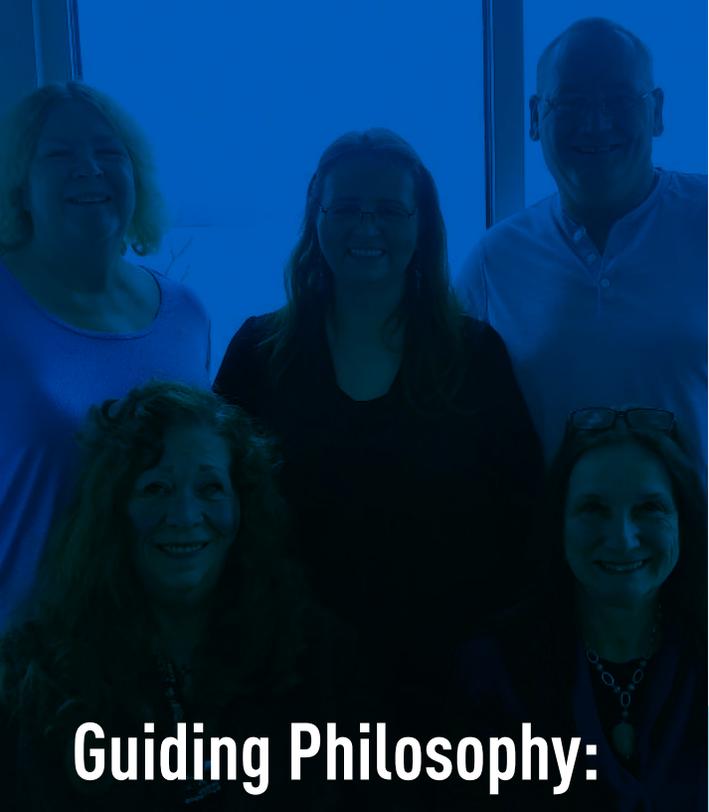
Scarborough, ME 04074

Phone: 1.866.521.0027

Fax: 1.866.325.4752

KEPRO Maine office hours are Monday through Friday, 8 a.m. to 6 p.m.





## Guiding Philosophy:

KEPRO was founded on the belief that quality and successful outcomes in behavioral health care are achieved by providing access to the most appropriate care in the least restrictive setting.

## What does KEPRO do for the State of Maine?

- KEPRO is contracted by the state of Maine to provide prior authorization, continued stay, and discharge reviews for behavioral services for MaineCare members.
- Care Managers review clinical information submitted by the service provider.
- KEPRO reviews clinical information and the MaineCare Rules prior to authorizing the service.
- Some areas reviewed include medical necessity, progress, clinically appropriate amount of time, and services delivered in the least restrictive setting.

## What services does the MAC provide?

- Reviews publications, such as presentations, newsletters, manuals and handbooks to make sure they are clear and easy to read.
- Suggests and participates in trainings that can be done to help KEPRO better serve MaineCare members.
- Listens to MaineCare members and their families and reports back information during quarterly meetings.
- Advises KEPRO on ways to improve the quality of services and solutions we provide.

KEPRO encourages respect, collaboration, and partnership among all entities serving the citizens of Maine. We believe that the best method to achieving input from Providers, Members and Families, Advocates, and other entities is to involve key representatives of each of these groups in every step of the process.