# insider

A KEPRO QUARTERLY NEWSLETTER • VIRGINIA MEDICAID PRIOR AUTHORIZATION • SPRING 2009

## New Web Site Design

Beginning April 1, 2009, KePRO's Virginia office web site will have a new look. There are many user friendly functions, such as a link for *First Time Registration for iEXCHANGE®*, *easier* access to log into *iEXCHANGE®*, *Required PA Information Checklists*, *Hot Topics*, and more.

You will also find our provider training schedule, the *Provider Reference Manual*, and our newsletter. A new feature, *System Status*, located under the *Stay Informed* banner, will keep you up to date on the status of our system, and in case of any outages, it will give you an approximate time for system corrections to be completed! Be sure to check our new look.

### Required PA Information Checklists

Also available April 1st is a new tool titled *Required PA Information Checklists*. This tool will make submissions easier and more accurate. We have developed service specific sheets that support the required information to process submissions.

These sheets will be reproducible, and can be downloaded to your desk top. The information can be copied right into the *"Severity and Intensity"* fields of iEXCHANGE®; just click and paste! Some characters may change during transmission. The reviewers are aware of this and will contact you with any questions.

## All About iEXCHANGE®

iEXCHANGE® is our secure, web based, HIPAA compliant prior authorization processing system for fee-for-service recipients that will eliminate paperwork and provide quicker determinations.

iEXCHANGE® was specifically designed with optimal care management workflow in mind, a feature that makes it highly responsive to the needs of Virginia's health care providers as well as the Virginia Department of Medical Assistance Services.

Providers can register on **iEXCHANGE®** to submit or access prior authorization information under one registration number.

### What Can iEXCHANGE® Do for You?

1. You will experience a faster and more efficient authorization process with iEXCHANGE® than fax or mail submissions – no more paper forms.

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## What Can iEXCHANGE® Do for You? *continued from page 1*

2. You have 24/7 access, to your existing cases or to create new ones.
3. You can enter all your prior authorization information on the web, as well as track the status of submitted prior authorization requests, update required information, and communicate with KePRO reviewers electronically.
4. You can view which of your cases have been updated by KePRO just by logging in. You can check the status and update only the necessary cases.
5. The assigned system administrator at your agency can customize the drop down lists for their agency staff:
   - Most frequently used diagnosis list
   - Most frequently used procedure list
   - Submitting provider list.
6. You have tools to search for diagnosis or procedure codes.
7. Data entry validation to minimize errors, thereby reducing delays, and duplicate requests pending approval.


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https://dmas.kepro.org


KePRO

Clinically driven. Client focused. Value based.

### Internet Submission Advantages

There are many advantages to entering submissions electronically:

- It is free. You don't have to buy software. All you need is high speed Internet access with web browser capabilities
- There are very few data key strokes; the majority of the tasks are point and click!
- The system has built in data entry validation to minimize errors, thereby reducing the number of requests pending approval
- Confidentiality mechanisms are in place, including 128-bit encryption and support for digital certificates.
- Blocking mechanism prevents Internet transmission of confidential data when requested by a member.

## iEXCHANGE® Easy Registration

You must have a provider web account before submitting information through iEXCHANGE®.
To register:

1. Have available your Medicaid ID and Federal ID numbers.
2. Complete the online registration at http://dmas.kepro.org.
3. Choose *Provider Login* and complete each field.
4. Click *Submit* for your registration to be valid. Some fields will be pre-populated based on information obtained from your NPI number.
5. Receive an email notification that includes your unique identification number and password within 10 business days.

In the near future, new provider accounts will be required to provide the following information in order to receive a passcode to iExchange®:

- 1099 total amount
- Last Remit Date
- RA Payment Address (the Pay To address that the providers remits go to)

Your system administrator may need to coordinate this required information with your billing department.

### Supplemental ID

Multiple locations sharing the same NPI number need to be uniquely identified in iEXCHANGE® by the use of an additional **Supplemental Identification**. Providers are required to search for their NPI/API number before creating a submitting provider.

This supplemental identification is a 6-digit number created by KePRO to ensure the cases created by the provider relate directly back to the correct address and type of the NPI number being used to submit cases. Without this supplemental identification, providers will be unable to search and display the status of a case created by their NPI/API number.

Performing the search prior to creating the new NPI/API submitting provider will allow providers to record this corresponding supplemental identification. You will then be required to add this supplemental identification when creating the new NPI/API submitting provider record.

Questions?

Call KePRO at

888.827.2884

### Adding Additional iEXCHANGE® Users to Your User Account

With your provider password in hand, you can assign an unlimited number of sub or partner providers to the group; you can also remove them from your group at any time. More than one employee, or sub provider, can register for access with a single password. We recommend that each organization allocate at least two people to register for iEXCHANGE® and know how to use it.

Partner providers can be any provider with your permission to submit, update, or exchange prior authorization information with KePRO. iEXCHANGE® does not require them to be located at, or employed by, a particular employer or location. Your registration information will be stored in the iEXCHANGE® database and you will be issued a password via e-mail. You must always use this password to access iEXCHANGE®.

## Frequently Asked Questions

1. **What transactions are supported via iEXCHANGE®?**

   - Inpatient Certification and Extensions
   - Outpatient Certifications and Extensions/Recertifications
   - Treatment Search
   - Provider Search
   - Member Search
   - Treatment Update Search.

2. **What are the technical requirements to access iEXCHANGE®?**

   - The only hardware required is a PC (laptop or desktop with a high speed Internet connection).
   - High speed Internet and Explorer version 5.5 or higher
   - Preferred settings – no pop-up blockers and your browser should automatically check for newer versions of stored pages.

3. **If the initial request was submitted by phone or fax, will I be able to view the case electronically in iEXCHANGE?**

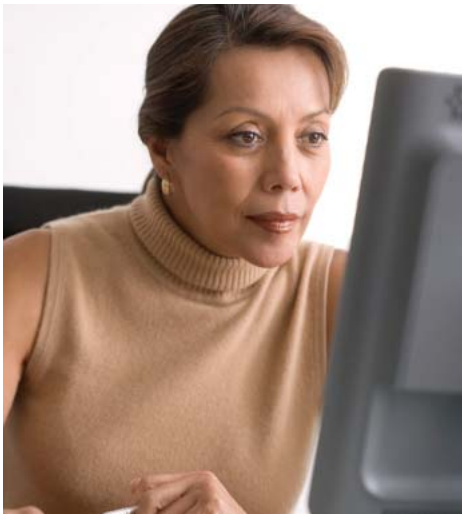
   - Yes, you will be able to search for the case within **iEXCHANGE®,** as well as update or request an extensions/ Recertifications**.** You can also view cases if you are associated with the case (i.e. you are listed as the facility, attending or servicing provider).

## Provider iEXCHANGE® Training Opportunities

**On-line training**:
iEXCHANGE® is easy to learn. You can access learning modules on-line 24/7. Just go to our web site: http://dmas.kepro.org, click on the training tab and open the module you would like to view. You will find provider training modules for account administrators, general submission of cases, and managing your cases.

Attend one of our Provider Training Webinars:
KePRO will be providing several on-line training sessions each month on iEXCHANGE®. To access a calendar of dates and times for the various training modules, visit our web site or call one of our customer service representatives.

KePRO has created *Required Information PA* sheets for most service types to assist providers in submission of clinical information. These sheets guide you with the specific information required for the review process, and can be accessed on our web site. Customize these sheets with your personal contact information, edit, copy, and paste right into the iEXCHANGE® text fields.



## Tips

- The Log-in screen can be added to favorites.
- Users will reset passwords every 90 days.
- Remember to use your supplemental ID.
- Member ID should be keyed as it appears on the insurance ID card (valid Medicaid #).
- All fields should be completed for each transaction.
- *Short Lists* can be created by the administrative users for commonly used diagnosis and procedure codes, as well as for provider ID numbers.