

insider

A KEPRO QUARTERLY NEWSLETTER • VIRGINIA MEDICAID PRIOR AUTHORIZATION • SUMMER 2007

We Welcome Your Input

Select Virginia providers will be asked to complete a satisfaction survey in the next several months. As part of KePRO's contract with the Department of Medical Assistance Services (DMAS), we must contract with an independent firm to annually survey Virginia providers. KePRO has contracted with a nationally recognized, professional survey company that specializes in healthcare customer satisfaction. The survey, in its final stages of development, will be distributed to Virginia Medicaid providers sometime in July 2007.

For the past several months DMAS, KePRO, and the survey firm's development team have been working together to design the survey tool. Creating this year survey, KePRO's first for Virginia, has been quite a challenge since it involves the introduction of a new contractor, transitioning from one contractor to another, and the implementation of an electronic prior authorization submission process. We are pleased with the way the survey has evolved, and believe it asks questions about key provider issues, so that we may capture useful feedback we can then use to improve our service offerings.

The survey company will select a random, statistically significant sample of Virginia providers to survey. In July, the firm will mail surveys to selected providers, along with instructions, and a self-addressed stamped envelope for returning the survey. We are also developing a web version of the survey to ease the completion and submission processes. Reminder notices are being built into the process to maximize response rates.

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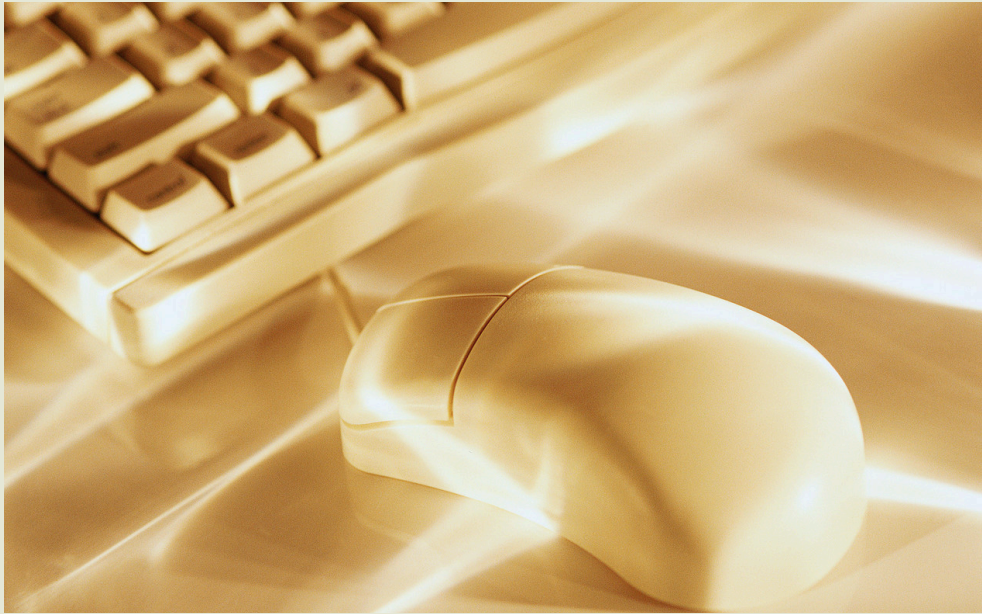
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Individual provider responses will remain confidential. KePRO will see only the aggregated data relative to the survey questions; we will not see individual provider responses. Your feedback is critical, and could help us to better meet your prior authorization program needs. If you are selected, please take the time to give us your thoughts. Thank you, in advance, for your feedback.

Remaining 2007 Training Dates

Do you need a refresher course on PA submissions, or to register as an iEXCHANGE® user? KePRO has what you are looking for with our web-based training courses offered through the end of 2007.



KePRO sends electronic invitations for all of our training sessions to those providers for whom we have email addresses, i.e., providers contained in DMAS' provider e-mail address directory. If you need training related to registering and getting started using iEXCHANGE®, we are willing to work with groups of providers to provide this specific training.

PROVIDER E-NEWSLETTER SIGN-UP. DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at: www.dmas.virginia.gov/pr-provider_newletter.asp.

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.

TRAINING DATES

July 19, 2007

Waiver PA and the New Questionnaire

August 16, 2007

iEXCHANGE® 101 or How to Submit a Successful PA

September 20, 2007

How to Submit a Successful PA for Inpatient/Outpatient Psychiatric Services

October 18, 2007

How to Submit a Successful PA for Inpatient Med/Surg and Retro Services

November 15, 2007

How to Submit a Successful PA for RTC Services

December 20, 2007

How to Submit a Successful PA for Inpatient/Outpatient Rehab Services

Watch your email for invitations to KePRO's free training sessions. Preregistration for each session is required.

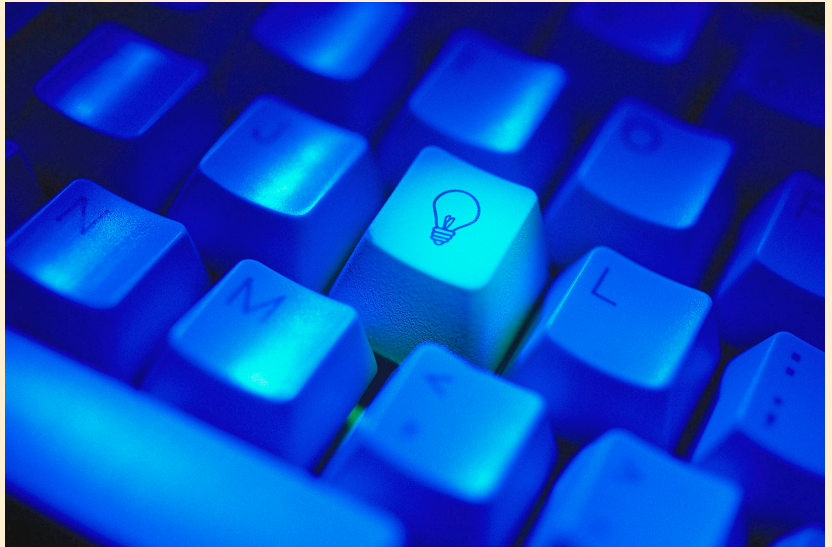
The Benefits of Using iEXCHANGE®

1. **Experience a faster and more efficient authorization process** with iEXCHANGE® than fax or mail submissions.
2. **No more paper forms.** KePRO faxes authorizations to iEXCHANGE® clients, but the system is almost completely paperless.
3. **It's not hard to learn.** Familiarize yourself with the data requirements before you sit down and use the system. Then try it. If you have questions, call KePRO or an experienced iEXCHANGE® user.
4. **You have 24/7 access to your prior-authorization-related information.** If a file is pending, you can see it on iEXCHANGE®. You can also enter the additional information right into the system.

Helpful Hints for Waiver Service Providers

KePRO encourages waiver providers to use iEXCHANGE® for case submissions. We have a number of questionnaires in place within iEXCHANGE® that will make your submission of cases much easier. If you have not already done so, please contact KePRO in order to submit your waiver services requests electronically.

Once you call us, it will take about 10 days for KePRO to create an active password for you. We will notify you of your password, giving you 24/7 access to our web-based PA submission system. We will be happy to answer your questions and help you through the registration, as well as the electronic submissions processes. We also have archived electronic training courses on our web site (dmas.kepro.org) for you to view at anytime.



TIPS FOR SUBMITTING PRIOR AUTHORIZATION REQUESTS USING iEXCHANGE®

When submitting a request using iEXCHANGE®, please make sure to provide us with complete information so that we may process your request without delay. Adhering to the following helpful tips will ensure the PA process goes much more smoothly and quickly.

1. Always record your provider number. We need this before we can begin processing any PA request.
2. Be sure to include your name and contact information in the additional comments section. We may need to contact you with questions, and this information will allow us to reach you more effectively.
3. Please do not forget to select the service type on your case. See *Know Your Service Type*, on page 4 of this issue of *Insider* for additional clarification.
4. Remember to include the fax number you want your prior authorization information faxed to.

PROGRAM ALERT

Beginning about August 1, 2007, KePRO will have the waiver enrollment questionnaire ready for use on iEXCHANGE®.

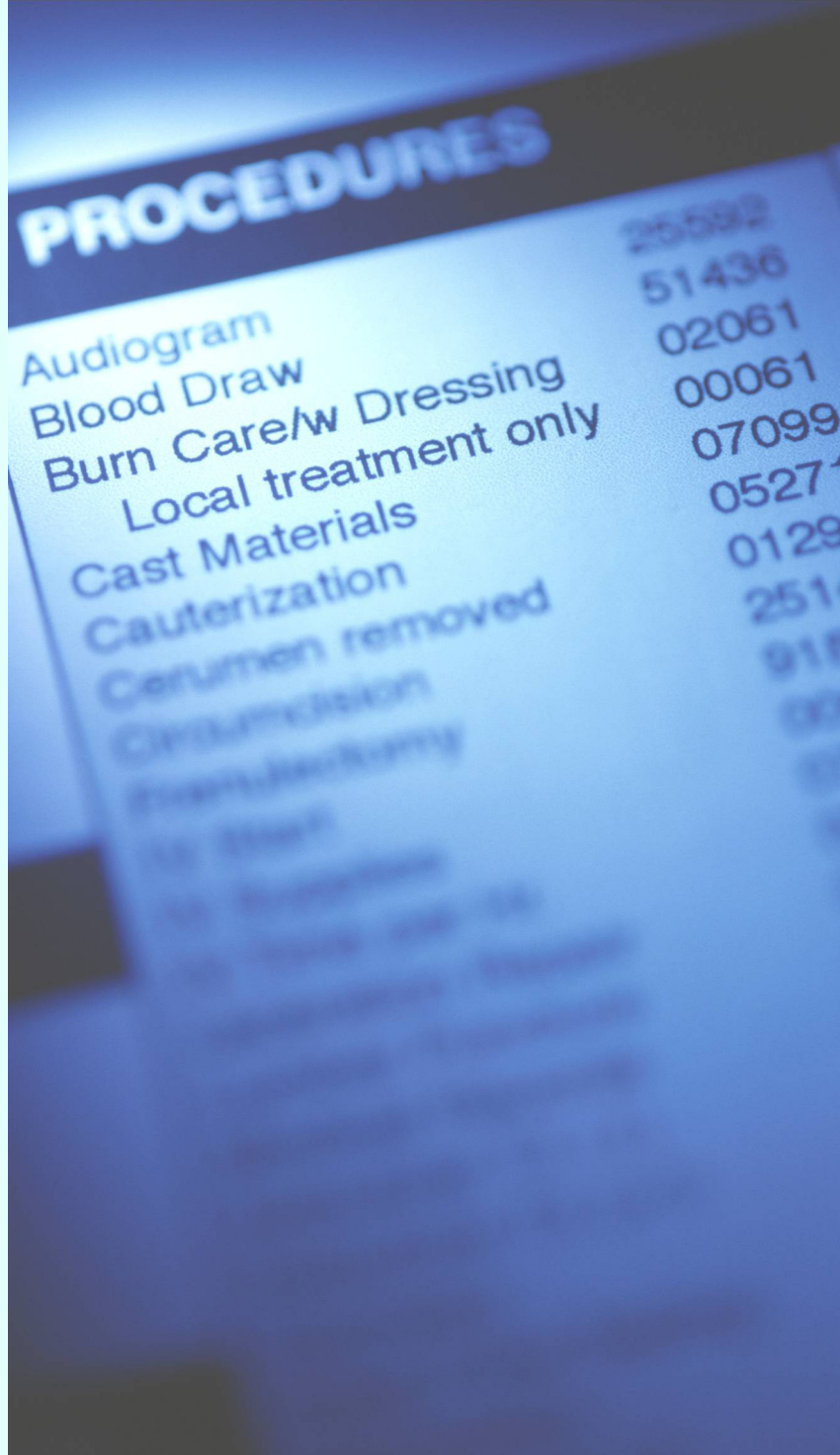
WHAT HAPPENS WHEN I SUBMIT INSUFFICIENT INFORMATION?

iEXCHANGE® will not allow you to submit a case with insufficient demographic information. If a fax is received by KePRO with insufficient information, KePRO will send you a fax notification requesting the insufficient information. Once a request is successfully submitted, check to see if we have sent you a fax requesting additional information; respond to it quickly so that we may enter your case into our system and send it to a reviewer. You may call us to provide the additional information necessary for us to render a determination.

If you do not hear back from KePRO, visit iEXCHANGE® to view the status of your case. If you cannot find your case by case ID, please call us. It may be that we did not have sufficient demographic information, and have been trying to reach you.

Many providers have questions about the service type, which is a vital element of every prior authorization request. The service type pertains specifically to the area you are requesting to be certified.

- ☐ 0050 OUTPATIENT PSYCH SERVICES
- ☐ 0092 ORTHOTICS(EPSDT)
- ☐ 0093 EPSDT INPATIENT PSYCH
- ☐ 0100 DME
- ☐ 0200 INTENSIVE REHABILITATION
- ☐ 0201 CORF
- ☐ 0204 OUTPATIENT REHAB
- ☐ 0400 INPATIENT ADMISSION
- ☐ 0401 INPATIENT PSYCHIATRIC
- ☐ 0450 MRI SCAN
- ☐ 0451 CAT SCAN
- ☐ 0452 PET SCAN
- ☐ 0500 HOME HEALTH
- ☐ 0625 ELDERLY CASE MANAGEMENT
- ☐ 0700 TREATMENT FOSTER CARE
- ☐ 0750 CSA RESIDENTIAL TREATMENT
- ☐ 0751 NON-CSA RESIDENTIAL TREATMENT
- ☐ 0900 EDCD WAIVER
- ☐ 0902 DD WAIVER
- ☐ 0920 AIDS WAIVER
- ☐ 0960 TECH WAIVER (ASSISTIVE TECHNOLOGY AND ENVIRONMENTAL MODIFICATION ONLY)
- ☐ 9999 INTENSIVE IN-HOME



www.dmas.kepro.org