

ANNUAL PROVIDER SATISFACTION SURVEY Let's Follow-Up

Many thanks once again to our dedicated providers who participated in the provider satisfaction survey earlier this year. Based on your feedback, KEPRO and DMAS are continually driving improvement processes to enhance our services. As a recap, the purpose of the survey was to determine where KEPRO performs well, provide opportunities to improve performance, as well as identify any unmet provider training needs.



Results indicated a need to broaden educational opportunities to providers by including service specific training topics. In August and September, KEPRO held provider training sessions on submission requirements for Inpatient and Outpatient services. In November, KEPRO will hold a session on Understanding the Appeals process.

Provider appeals training will be held on November 15, 2019, please join via the link below:

<http://kepro.adobeconnect.com/rofjjdiuhhw5/>

Audio: 1.866.754.2932

Conference Code: 6815237722

Time: 10:00 AM Eastern

EPSDT PC and CCCP WAIVERS OVERLAPPING

Do you have an open EPSDT PC Case and need a CCC plus Waivers Case? If so and your client is under the age of 21 and the EPSDT PC Case is not school based, it should be end dated prior to the start date of the CCC Plus Waiver Case.

RULE DRIVEN APPROVAL (RDA)

Rules Driven Authorization is a rules-driven engine utilizing system-generated algorithms to reduce errors and facilitate prior authorization for most commonly approved diagnosis and services based on clinical and regulatory requirements.

Are you answering this question correctly within the questionnaire?

“Was the member recently terminated from the Commonwealth Coordinated Care Program (CCCP) or Medallion 4.0 and now approved to receive fee for service (FFS) Medicaid coverage?”

Example: Member enrolled in CCCP or Medallion 4.0 from 4/1/19-4/30/19. Member is now approved for coverage through FFS beginning 5/1/19.

If not, the accuracy of your client’s clinical review may be affected. So take a moment and review your questionnaire before submitting.

RDA QUESTIONNAIRE LET’S DISCUSS

Provider Questionnaire Discussion will be held on November 25, 2019, please join via the link below:

<http://kepro.adobeconnect.com/rofjjdiuhhw5/>

Audio: 1.866.754.2932

Conference Code: 6815237722

Time: 10:00 AM Eastern

WHERE ARE THE DEMOGRAPHICS

Having trouble printing the demographics when printing your Atrezzo Questionnaires? Let’s Right Click & Print. Please use this method instead of the print icon while we correct this internal issue. We apologize for this inconvenience and will alert you once it is corrected.

Training

Pre-recorded service specific trainings are located on dmas.kepro.com under the trainings tab.

<https://dmas.kepro.com/content/training.aspx>



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