

ANNUAL PROVIDER SATISFACTION SURVEY

The self-administered mail and email survey concluded on April 30, 2019. Many thanks to all providers who took the time to provide feedback and suggestions to further improve the services provided by KEPRO and DMAS. The purpose of the study was to determine where KEPRO performs well, provide opportunities to improve performance, as well as identify any unmet provider training needs. KEPRO is in the process of analyzing the results of the survey. These results will be published in the upcoming Fall Newsletter.



CCC Plus Waiver/New Forms

Effective May 1, 2019, DMAS has a new policy change for children in the Commonwealth Coordinated Care Plus (CCCP) waiver. The new CCC Plus Waiver Manual is now posted on the [DMAS Website](#), which now combines the EDCD and Tech Waiver manuals.

For children under the age of 21 who are currently enrolled in, or those seeking new enrollment in to the CCCP Waiver, their personal care and attendant care needs are to be reviewed under the CCCP Waiver benefit, rather than EPSDT. Providers are to submit the personal care and attendant care requests to KEPRO via the CCCP waiver service types, 0900 (EDCD) or 0960 (Tech Waiver) utilizing CCCP Waiver rules and forms.

For children who do not have a new or existing waiver enrollment, these services must be submitted under the EPSDT service type 0091, utilizing the EPSDT rules and forms. The following chart helps to identify submission rules.

	Service Type	Personal Care	Attendant Care	Forms for Submission
CCCP Waiver	0900 or 0960	T1019	S5126	Waiver Forms
EPSDT PC/AC	0091	T1019	S5126	EPSDT Forms

Additionally, the DMAS 97 A/B (Personal/Attendant Plan of Care), and the DMAS-100 (Request for Supervision Time under CCCP Waiver) have been revised and are available on the [DMAS website](#) under 'Provider Forms Search.' KEPRO will require the updated forms to be submitted with requests for Personal/Attendant Care

Services. Should old forms be submitted to KEPRO on or after June 1, 2019 KEPRO will reject the request for the new forms.

If a determination on eligibility has not been made, Atrezzo will not allow you to complete your service authorization submission.

When submitting a service authorization request to KEPRO, the provider must indicate if the request is for an Expansion member or a regular Medicaid fee-for-service (FFS) member.

When placing a call to KEPRO, the provider must also indicate if the call is regarding an Expansion member or a regular Medicaid FFS member.

EPSDT Personal Care (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.

Where are the Demographics?

Having trouble printing the demographics from your Atrezzo questionnaires? Right click and hit 'Print.' Please use this method instead of clicking 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>

Atrezzo Provider Portal System Training Dates

July 2019	August 2019	September 2019
July 25th VA @ 10 a.m. EST	Aug. 22nd VA @ 10 a.m. EST	Sept. 26th VA @ 10 a.m. EST



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