



# Introduction to KEPRO for WVCHIP Behavioral Health Providers

Information presented in this webinar has been approved by WVCHIP.

If you are a provider of medical services for WVCHIP members, please visit

<http://wvaso.kepro.com/wv-chip/medical-services/> for information.



# Purpose & Objectives

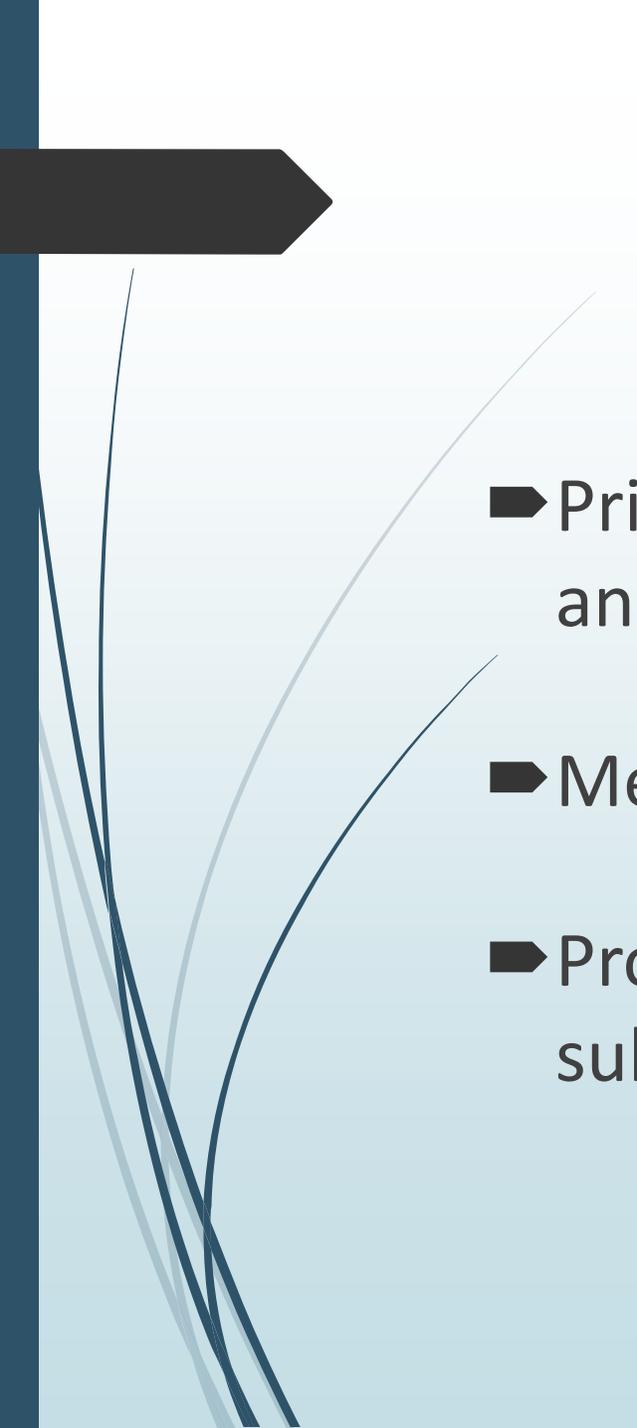
- Introduction to KEPRO
- KEPRO's Role with West Virginia Children's Health Insurance Program (WVCHIP)
- Provide Transition Information
- Identify Behavioral Health Services
- Discuss the Prior Authorization Process
- Provide KEPRO Resources & Contact Information
- Questions & Answers

# Introduction to KEPRO

➤ Currently, KEPRO is an Administrative Service Organization performing work in the following WV DHHR programs:

- Health Homes
- Aged & Disabled Waiver Services
- TBI Waiver Services
- Behavioral Health Services
- BCF – Socially Necessary Services
- IDD Waiver Services
- Personal Care Services
- Nursing Home PAS Review
- Medical Services
- Substance Use Disorder Waiver

+ Beginning July 1, 2019, KEPRO will become the Utilization Management Contractor (UMC) for the West Virginia Children's Health Insurance Program (WVCHIP).



## KEPRO'S Utilization Management Role for WVCHIP

- Prior authorization for existing WVCHIP outpatient and inpatient behavioral health services.
- Medical necessity determination.
- Provide training and instructions regarding submissions, case review, and appeals.



# Transition Information to KEPRO

# Transition Timeframes

- ▶ HealthSmart will process ALL prior authorization (PA) requests received through close of business (COB) 6/24/19.
- ▶ From 6/25/19 through 6/30/19, a “blackout period” will occur. WVCHIP requests will not be processed by HealthSmart **OR** KEPRO.
- ▶ On 7/1/2019, KEPRO will begin processing requests for medical and behavioral health services.
  - ▶ On 7/1/19, any request defined as emergent (BH- inpatient psych) that occurred during the blackout can be submitted to KEPRO and retrospective review will take place to honor the date of the emergent event(s).
  - ▶ Non-emergent requests for PA should be submitted on or after 7/1/19 and have a service start date 7/1/19 or thereafter.



## Additional Transition Information

- There is no change to the WVCHIP benefit.
- All services requiring prior authorization or having Special Instructions will remain the same.
- Behavioral Health service codes covered remain the same.
- For most services (excluding ABA), prior authorization is required after 26 visits.

## Existing Prior Authorizations/Billing

- ▶ Any PA issued by HealthSmart will be honored by DXC (claims payer) provided the date of the service is covered by the PA and there are sufficient units to cover the service. There is no need to get a new PA from KEPRO for a service already authorized.
- ▶ Any new service requiring prior authorization not previously issued by HealthSmart must be submitted to KEPRO.
- ▶ If a service is not conducted (e.g. rescheduled beyond valid dates of authorization) a new PA must be obtained from KEPRO.
- ▶ DXC will remain as the claims payer- please address all billing/claims questions related to authorizations (HealthSmart or KEPRO authorizations) to DXC.



## KEPRO Behavioral Health Registration

- ▶ Prior authorization request for services must be submitted electronically using our web based system, the WV BH CareConnection<sup>®</sup>.
- ▶ To access the system, ALL providers must complete a new registration form to access the Behavioral Health CareConnection<sup>®</sup>.
- ▶ Existing KEPRO providers must register as WVCHIP providers.
- ▶ Forms are available for download at <http://wvaso.kepro.com/wv-chip/behavioral-health-services/>.



# Medical Necessity & Behavioral Health Services

A dark blue arrow points to the right at the top left. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

# Medical Necessity Definition

Medical Necessity is services that are:

1. Appropriate and necessary for the symptoms, diagnosis or treatment of an illness;
2. Provided for the diagnosis or direct care of an illness;
3. Within the standards of good practice;
4. Not for the convenience of the member or provider; and
5. The most appropriate level of care that can safely be provided.

# WV CHIP Behavioral Health Service Codes

- 90791 Psychiatric Diagnostic Evaluation
- 90792 Psychiatric Diagnostic Evaluation with Medical Services
- 90832 Psychotherapy, 30 minutes with Patient and/or Family Member
- 90833 Psychotherapy, 30 minutes with Patient and/or Family Member with Evaluation & Management Services
- 90834 Psychotherapy, 45 minutes with Patient and/or Family Member
- 90836 Psychotherapy, 45 minutes with Evaluation & Management Services
- 90837 Psychotherapy, 60 minutes with Patient and/or Family Member
- 90838 Psychotherapy, 60 minutes with Evaluation & Management Services
- 90839 Psychotherapy for Crisis; First 60 minutes
- 90840 Psychotherapy for Crisis; Additional 30 minutes
- 90847 Family Psychotherapy (with patient present)
- 90849 Multiple Family Group Psychotherapy
- 90853 Group Psychotherapy
- 90785 Psychotherapy Complex Interactive
- 90863 Pharmacologic Management with Psychotherapy

# Behavioral Health Codes Continued

- 90865 Narcosynthesis for Psychiatric Diagnostic & Therapeutic Purposes
- 96105 Assessment Aphasia with Interpretation & Report per hour
- 96116 Neurobehavioral Status Exam
- 96121 Neurobehavioral Status Exam, both Face-to-Face time with Patient & Time Interpreting Report; each additional hour
- 96125 Standardized Cognitive Performance Testing
- 96127 Brief Emotional/Behavioral Assessment
- 96130 Psychological Testing Evaluation by Professional, first hour
- 96131 Psychological Testing Evaluation by Professional, additional hour
- 96132 Neuropsychological Testing Evaluation by Professional, first hour
- 96133 Neuropsychological Testing Evaluation by Professional, additional hour
- 96136 Psychological or Neuropsychological Test Administration & Scoring by Physician or Other Health Professional, first 30 minutes
- 96137 Psychological or Neuropsychological Test Administration & Scoring by Physician or Other Health Professional, additional 30 minutes

# Behavioral Health Codes Continued

- ▶ 96138 Psychological or Neuropsychological Test Administration & Scoring by Technician, first 30 minutes
- ▶ 96139 Psychological or Neuropsychological Test Administration & Scoring by Technician, additional 30 minutes
- ▶ 96146 Psychological or Neuropsychological Automated Testing Results
- ▶ C0124 Inpatient Psychiatric Hospitalization
  
- ▶ ABA Services Documentation Checklist
  - ▶ H0031 Mental Health Assessment by Non-Physician
  - ▶ 97151 Behavior Identification Assessment
  - ▶ 97152 Behavior Identification Supporting Assessment
  - ▶ 97153 Adaptive Behavior Treatment by Protocol
  - ▶ 97154 Group Adaptive Behavior Treatment
  - ▶ 97155 Adaptive Behavior Treatment with Protocol Modification
  - ▶ 97156 Family Adaptive Behavior Treatment Guidance
  - ▶ 97158 Group Treatment- Adaptive Behavior Treatment



# WV KEPRO CareConnection®

<https://careconnectionwv.kepro.com/>



## Prior Authorization Requests

- ▶ All behavioral health requests are received by KEPRO in an electronic format:
  - ▶ Most popular is the Direct Data Entry into our web-based application, KEPRO CareConnection<sup>®</sup>, which fosters error free submissions with real time data validation.
  - ▶ Existing KEPRO behavioral health providers using electronic data interchange (EDI) submissions may continue to do so.
- ▶ Providers must register for access:  
<https://careconnectionwv.kepro.com/>



# Submitting Your First Request

# New Request Submission

## SEARCH

**BH CareConnection®**

**BHHF Data Segment**

Enter data for any field (at least one of the highlighted fields for SNS Search Request) which you want to use to limit the information displayed. If a field is blank then it will not be used to restrict your search.

Record ID:

Status:

Date Created:(mm/dd/yyyy)

Last Updated:(mm/dd/yyyy)

Consumer ID:

Consumer Last Name:

Consumer First Name:

Consumer Middle Name:

Authorization Number:

Search

**SEARCH MEMBER TO VERIFY ELIGIBILITY TO REQUEST PRIOR AUTHORIZATION OF SERVICE**

The member's Medicaid or BHHF Charity Care Number and Member ID must be completed and a minimum of three additional fields to verify eligibility

Member Type: <input type="text" value="Medicaid"/>	Member ID: <input type="text"/>
Member's Medicaid Number (11 Digits): <input type="text"/>	Date of Birth(mm/dd/yyyy) <input type="text"/>
Member's BHHF Charity Care Number (11 Digits): <input type="text"/>	Member Last Name: <input type="text"/>
Social Security Number: <input type="text"/>	Member First Name: <input type="text"/>
Enter Start Date of Service <input type="text"/> (mm/dd/yyyy) <input type="button" value="🔍"/> and <input type="button" value="Search"/>	

- “Member ID” is a unique identifying number that your agency assigns to the member.
- “Start Date of Service” is the first day you want to bill for services you are requesting.

# WVCHIP Eligibility Check

The screenshot displays the KEPRO CareConnection website interface. At the top left is the logo for KEPRO CareConnection with the tagline "INTELLIGENT VALUE". The browser window title is "Message - Microsoft Edge" and the address bar shows the URL "careconnectionwv.kepro.com/content/pages/InitialEligibilityMessage.asp". On the right side of the page, there are links for "Help" and "Logout".

On the left side of the page, there is a section titled "SEARCH MEMBER TO VERIFY" with a red background. Below this, there are input fields for "Payer:" (set to "Medicaid"), "Member's Medicaid Number (1)", "Member's BHHF Charity Care N", and "Social Security Number:".

The main content area features a red header with the word "MESSAGE". Below the header, the text reads: "The entered information in this Authorization Request may have one or more Eligibility Issues. If during the review it is found that the member is not eligible for services and will not become eligible for services, this authorization request may be closed. Would you like to proceed with creating this authorization request?". At the bottom of this message, there are two buttons: "Yes" and "No". A red arrow points directly to the "Yes" button.

# Screenshot of KEPRO CareConnection<sup>®</sup>, Page 1

**KEPRO CareConnection<sup>®</sup>**  
INTELLIGENT VALUE

[SNS Referral Search](#) [Search Request](#) [New Request](#) [Download MCM-1](#) [Options](#) [Help](#) [Logout](#)

Save Save/Go to Next Page >>

Record ID: Status: Current Page: 1

**PROVIDER & CONSUMER DEMOGRAPHIC INFORMATION**

Consumer Name: Consumer ID: Medicaid ID:

**Request Information**

Is this a Retrospective Auth Request? Yes  No

**Provider Information**

Provider Name  Provider ID

Request Created By  Create Date  (mm/dd/yyyy)

Clinician Name  Phone (  )  -

**Consumer Information**

# Screenshot of KEPRO CareConnection<sup>®</sup>, Page 2

**KEPRO** INTELLIGENT VALUE CareConnection<sup>®</sup>

[Search Request](#) [New Request](#) [Download MCM-1](#) [Options](#) [Help](#) [Logout](#)

APS Record ID: 2831095      Status: **SAVED**      Current Page: 1  
Go to Page 3: 1

**PRIOR AUTHORIZATION SERVICE REQUEST**

Consumer Name: DOE, JOHN      Consumer ID: JD010199      Medicaid ID: 12345

**Prior Authorization Service Request**

Service Code	<input type="text"/>
Start Date	<input type="text"/> (mm/dd/yyyy)
Provider Medicaid ID	<input type="text"/>
Agency Transaction ID	<input type="text"/>

**Service(s) Requested require Registration Level Data, which has been completed.  
You may submit from this Page.**

## Screenshot of service drop down menu on page 2.

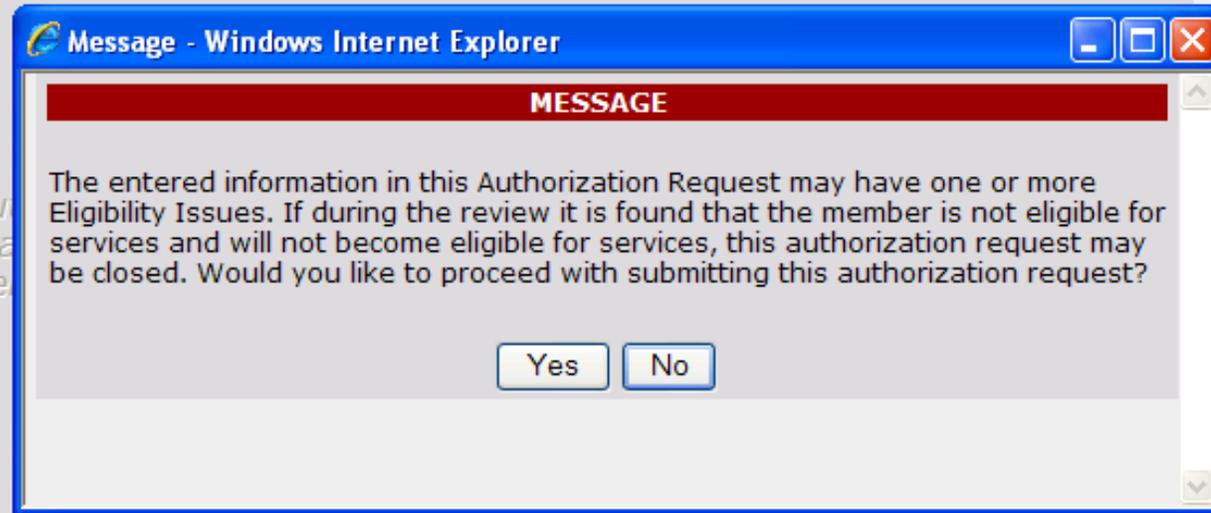
<b>PRIOR AUTHORIZATION</b>	90785 Psychotherapy Complex Interactive
Consumer Name: <input type="text"/>	90838 Psychotherapy with Patient with E&M 60 Min.
<b>Prior Authorization Servi</b>	90849 Multiple Family Group Psychotherapy
	90863 Pharmacologic Management with Psychotherapy
	90865 Narcosynthesis Psychological DX & Therapy
<b>Service Code</b>	96105 Assessment Aphasia with Interpretation & Report, per hour
<b>Start Date</b>	96121 Neurobehavioral Status Examination
<b>Provider Medicaid ID</b>	<input type="text"/>
<b>Agency Transaction ID</b>	<input type="text"/>
<input type="button" value="Save Service"/> <input type="button" value="Clear"/>	

Prior Authorization Service Request	
Service Code	90832-Psychotherapy, 30 minutes with patient and/or family member
Start Date	<input type="text"/> (mm/dd/yyyy)
Provider Medicaid ID	<input type="text"/>
Agency Transaction ID	<input type="text"/>
<input type="button" value="Save Service"/> <input type="button" value="Clear"/>	
<b>Service(s) Requested require Registration Level Data, which has been completed. You may submit from this Page.</b>	
<input type="button" value="Save"/> <input type="button" value="Save/ Go to Next Page &gt;&gt;"/> <input type="button" value="Submit"/>	

Start Date – The first day of billing for this service.

WVCHIP Provider ID – enter your billing number.

Agency Transaction ID – For provider purposes only. KEPRO does not assign a value for this field.



This disclaimer will pop up if the information on the KEPRO CareConnection® does not match perfectly with the information that DXC has in their database. This does not mean the request will not be authorized. It means that our eligibility specialists will need to review it.

## DISCLAIMER

*Authorization of Services does not guarantee claims payment. Claims payment is subject to the terms and limitations of the Benefit Plan.*

OK

Cancel

## DISCLAIMER

***Thank You for Submitting Your Registration***

**[View Printable Version of Registration](#)**

OK



## Data Required for Over 26 Visits

- ▶ Data required for submission includes:
  - ▶ Demographic information
  - ▶ Diagnostic codes
  - ▶ Medication Information
  - ▶ Symptom acuity & history
  - ▶ Level of functioning of the member
  - ▶ Free text boxes available for additional information



# Resource Information



# KEPRO Website for WVCHIP Providers

- <http://wvaso.kepro.com/wv-chip/behavioral-health-services/>
- Registration forms to access the prior authorization system.
- Link to WVCHIP's Summary Plan Description
- Utilization Management Guidelines
  - CPT Service Definitions
  - Specific ABA Guidelines, Documentation Requirements, Limits
  - Provider Qualifications
  - Event/Units per Service
  - Admission, Continued Stay and Discharge Criteria



## Documents & Contact Information

- ▶ KEPRO offices are open (8AM- 5PM) Monday – Friday
  - ▶ Clinical Care Managers
  - ▶ Trainer Consultants
- ▶ Phone Number for WVCHIP Providers: 1-888-571-0262
- ▶ Designated Fax Number: 1-866-438-1360
- ▶ WVCHIP Email: [wvchip@kepro.com](mailto:wvchip@kepro.com)
- ▶ WVCHIP area KEPRO website: <http://wvaso.kepro.com/wv-chip/>

# KEPRO Trainer/Consultant Contact Information

**KEPRO**  
**1007 Bullitt Street, Suite 200**  
**Charleston, WV 25309**  
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This webinar will be posted at: <http://wvaso.kepro.com/wv-chip/>  
WVCHIP's website: <https://chip.wv.gov/resources/Pages/default.aspx>



# Questions & Answers