



During this time of COVID 19, pandemic, active program members on the ADW, Medicaid PCS and/or TBIW programs may have trouble getting their doctors to sign their annual MNER for medical redetermination. If this occurs, service expiration dates are being extended for three (3) months and these program members' services will continue. Steps to request a Service Continuation under this circumstance by program type are listed below.

ADW

Providers will submit a Service Continuation through ADW Care Connection© with the following information.

Reason for Continuation: Other

Comment: Due to COVID-19 current national crisis if Referring Physician will not sign without seeing the member, member's eligibility can be extended three months at current level.

[Enter new Service Continuation request](#)

Reason for Continuation:

Other 

Comment: *Required for Reason of 'Other'*



Please use the ADW program general email: WVADWaiver@kepro.com if you have questions or concerns.

Personal Care Services

Personal Care Providers can email Melody Cottrell at melody.cottrell@kepro.com or fax the request for Personal Care Continuations to 844-794-6729. The request should contain the following information: Member's Record ID # from Personal Care CareConnection© and the reason MNER is not submitted timely.

TBI Waiver

TBI Waiver Providers can email Barb Recknagel at brecknagel@kepro.com with a request for service continuation if the member is unable to get his/her annual MNER signed by his/her doctor. KEPRO will continue to monitor the submission of annual MNER at 90 and 60-day junctures from the member's anchor and contact the Case Management Agency, if there is a delay in receiving the MNER.