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®.
- To access the system, ALL providers must complete a new registration form to access the Behavioral Health CareConnection®.
- 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

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®

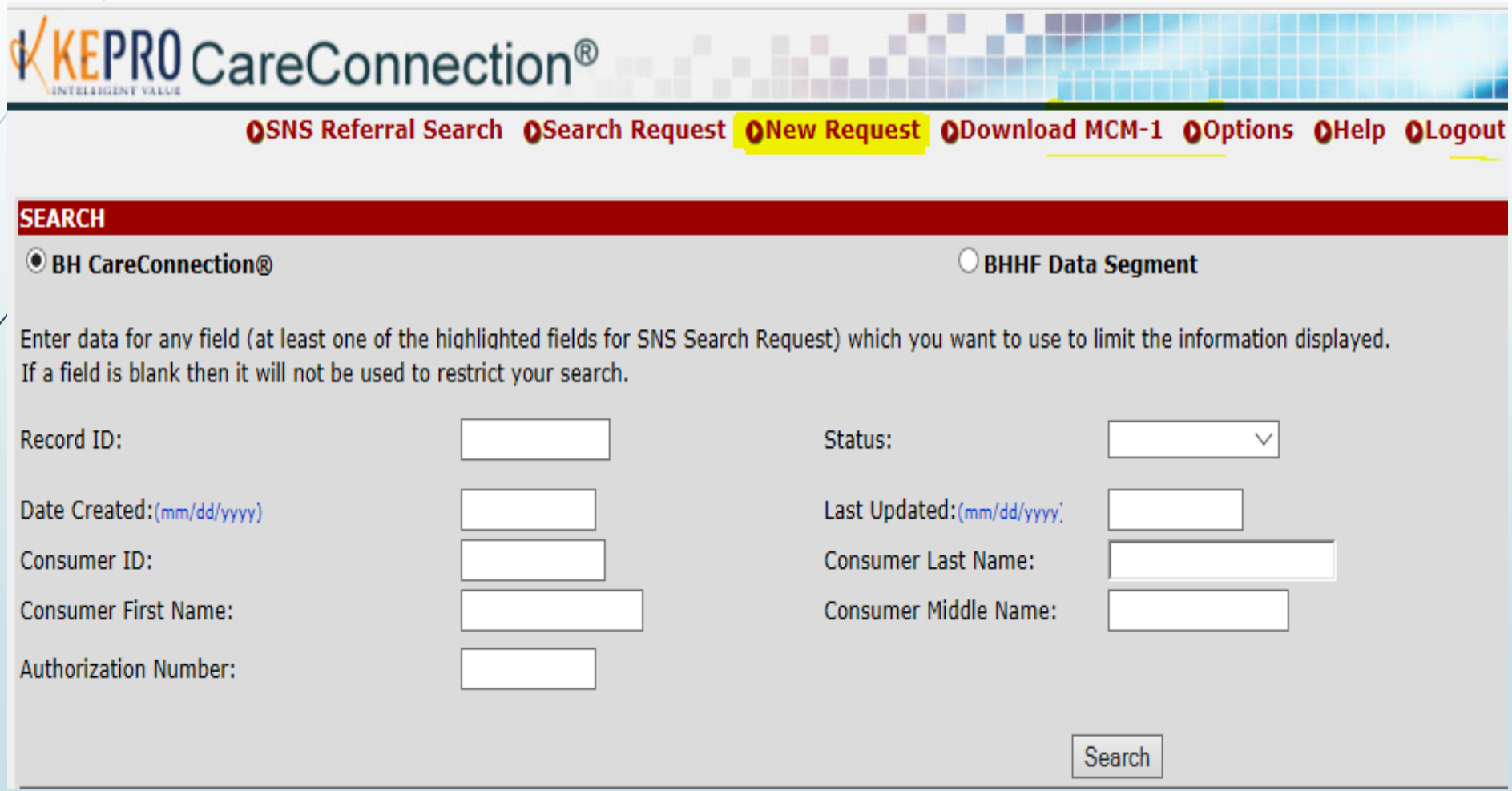
https://careconnectionwv.kepro.com/

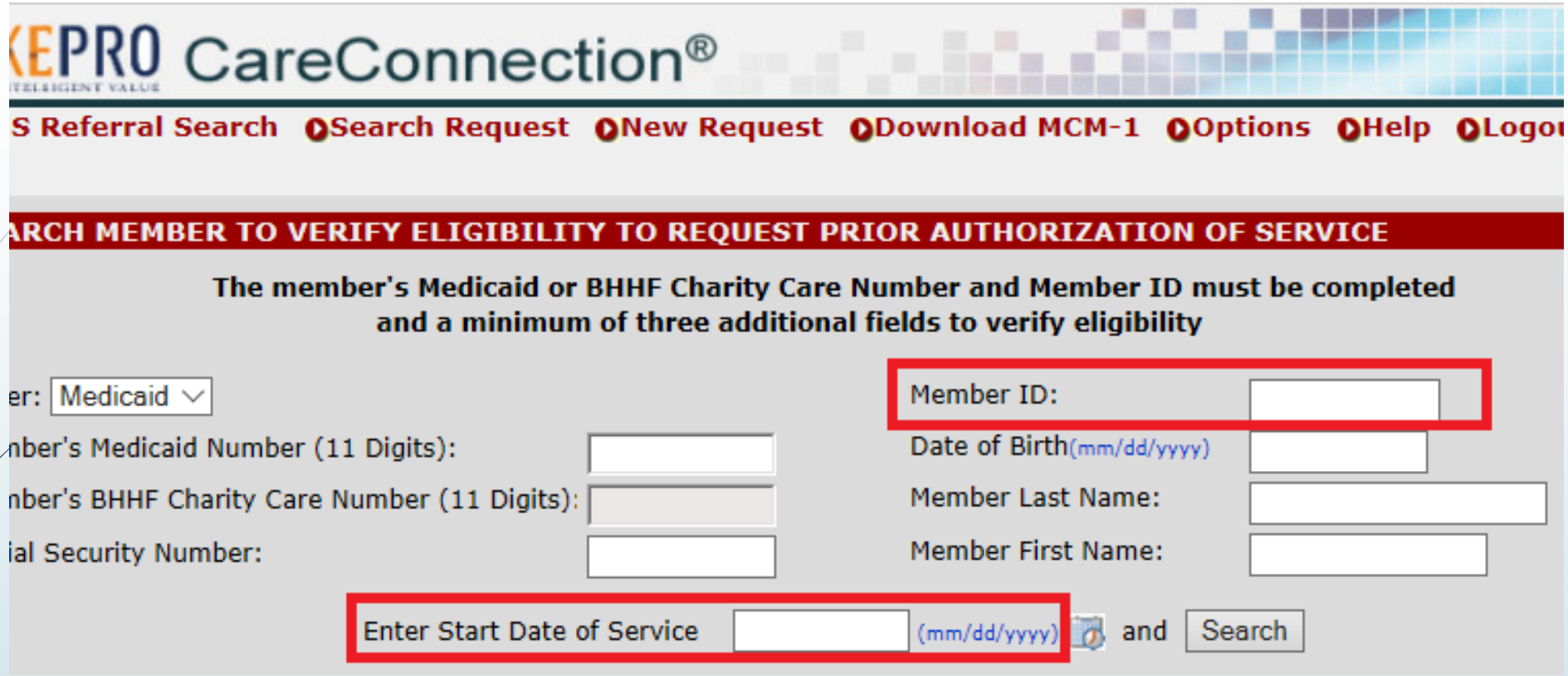
Prior Authorization Requests

- 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®, 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

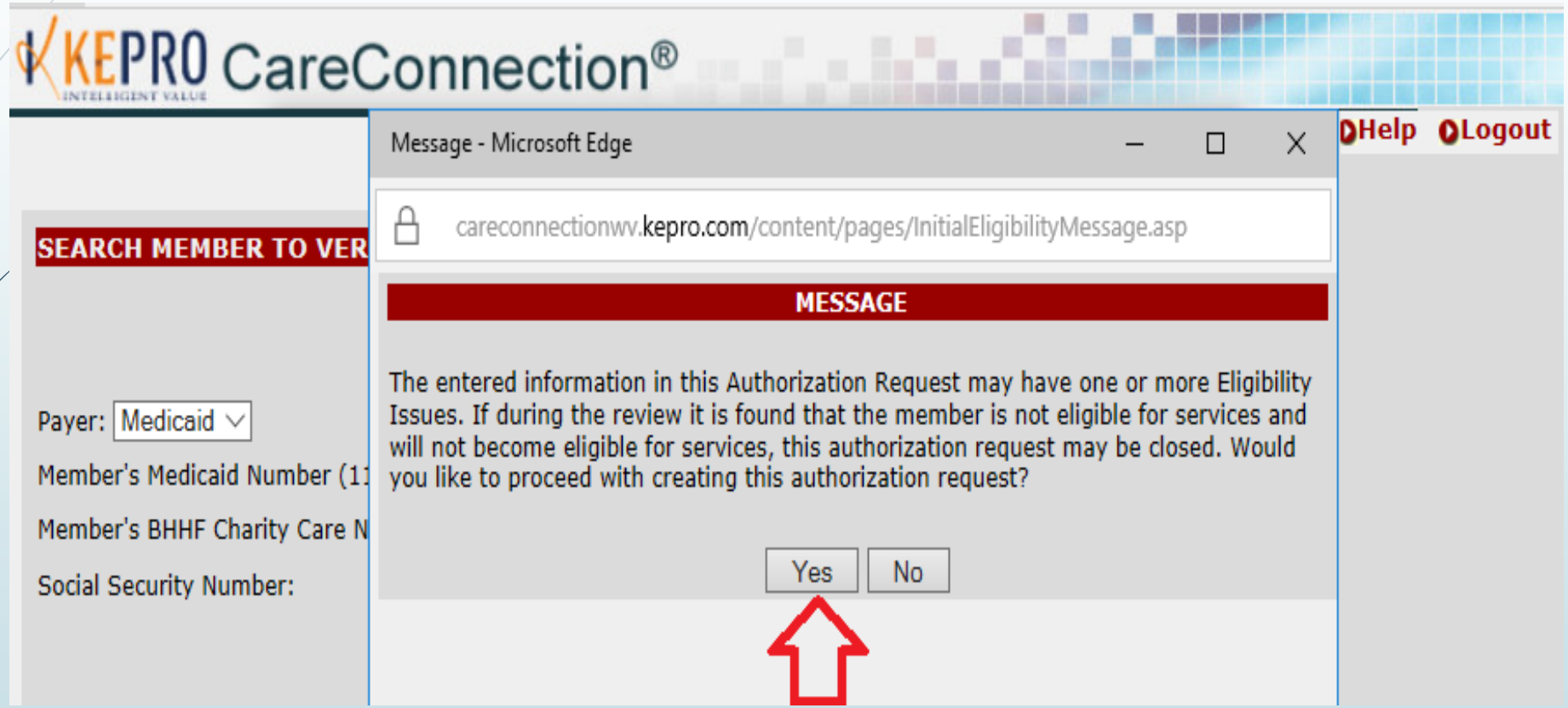
New Request Submission



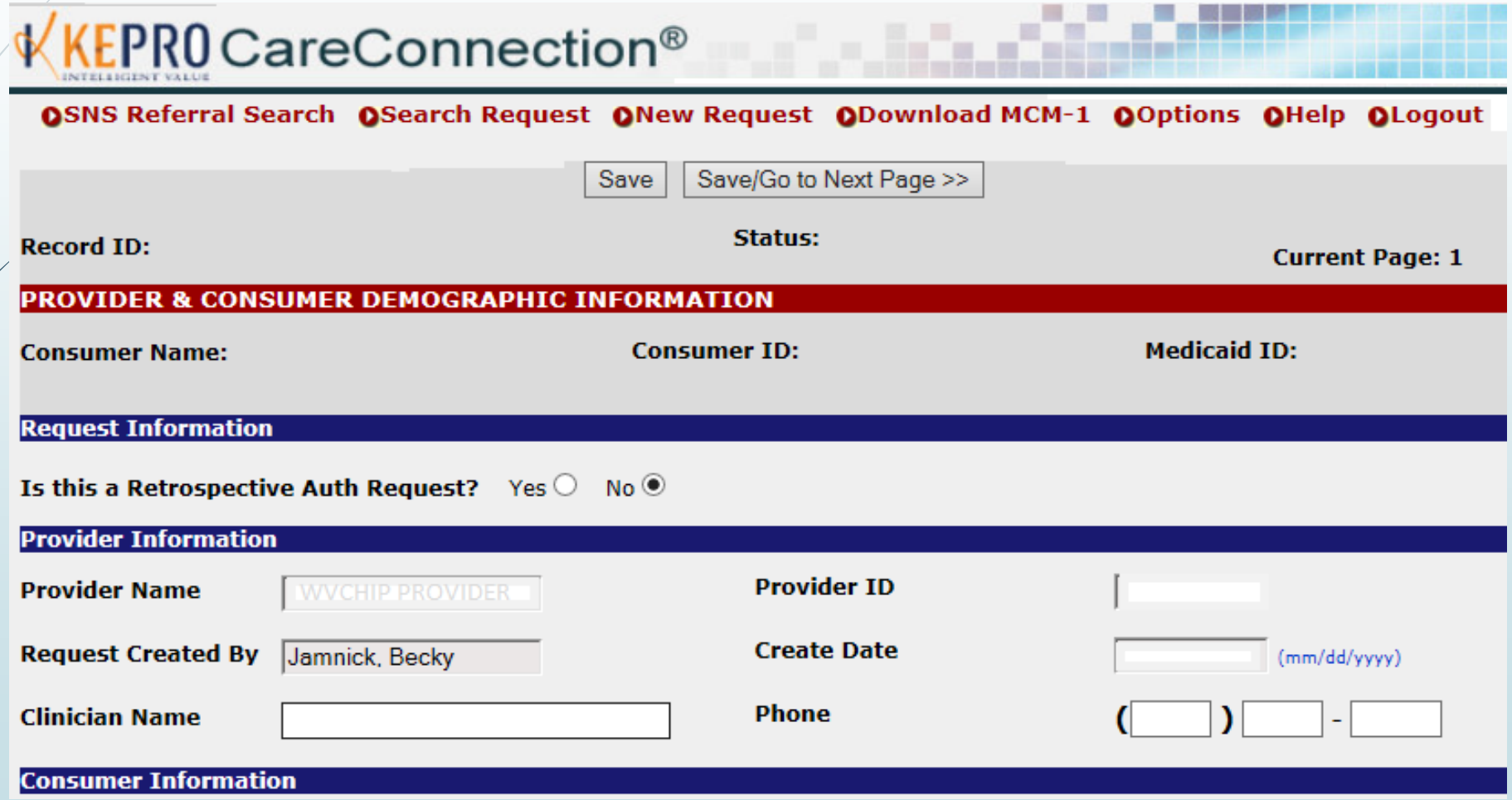


- "Member ID" is a unique identifying number that your agency assigns to the member.
- "Start Date of Service" is the first day you want to bill for services you are requesting.

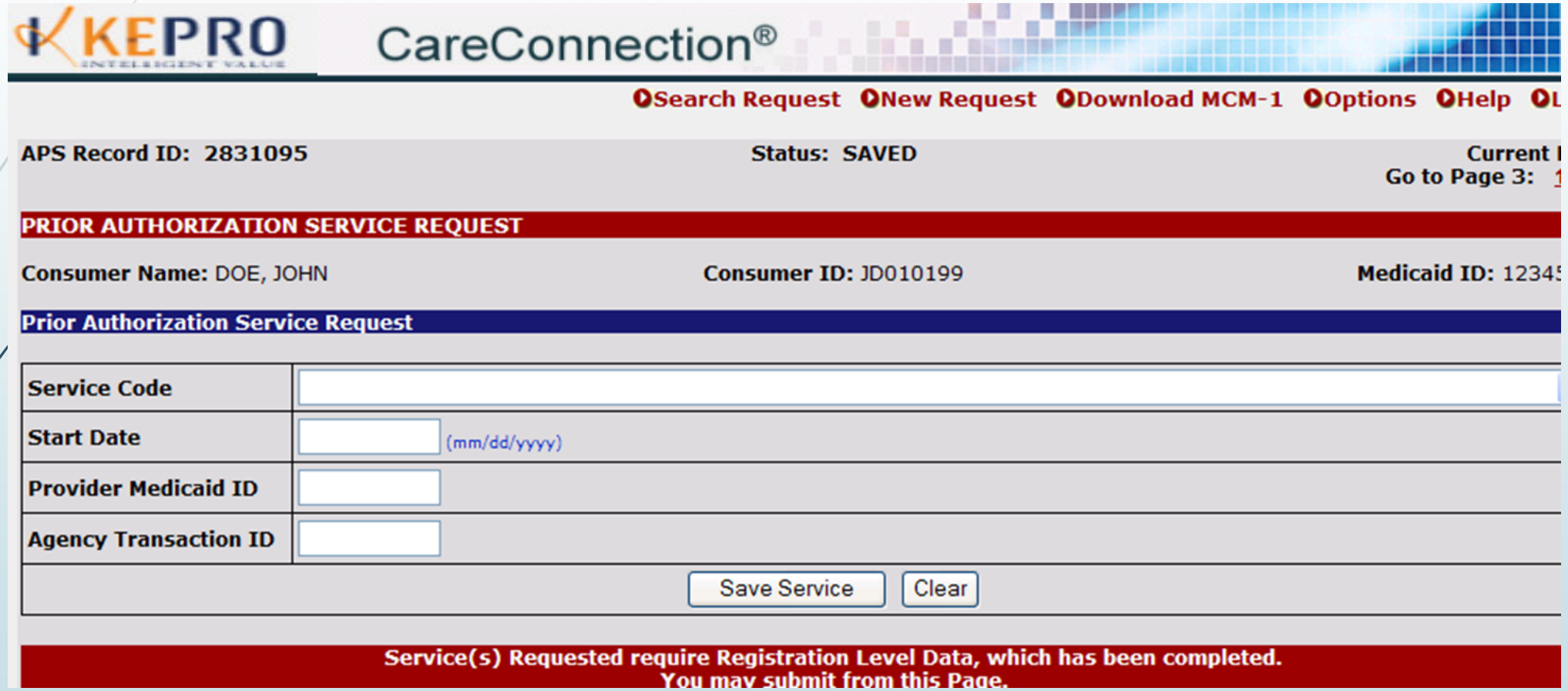
WVCHIP Eligibility Check



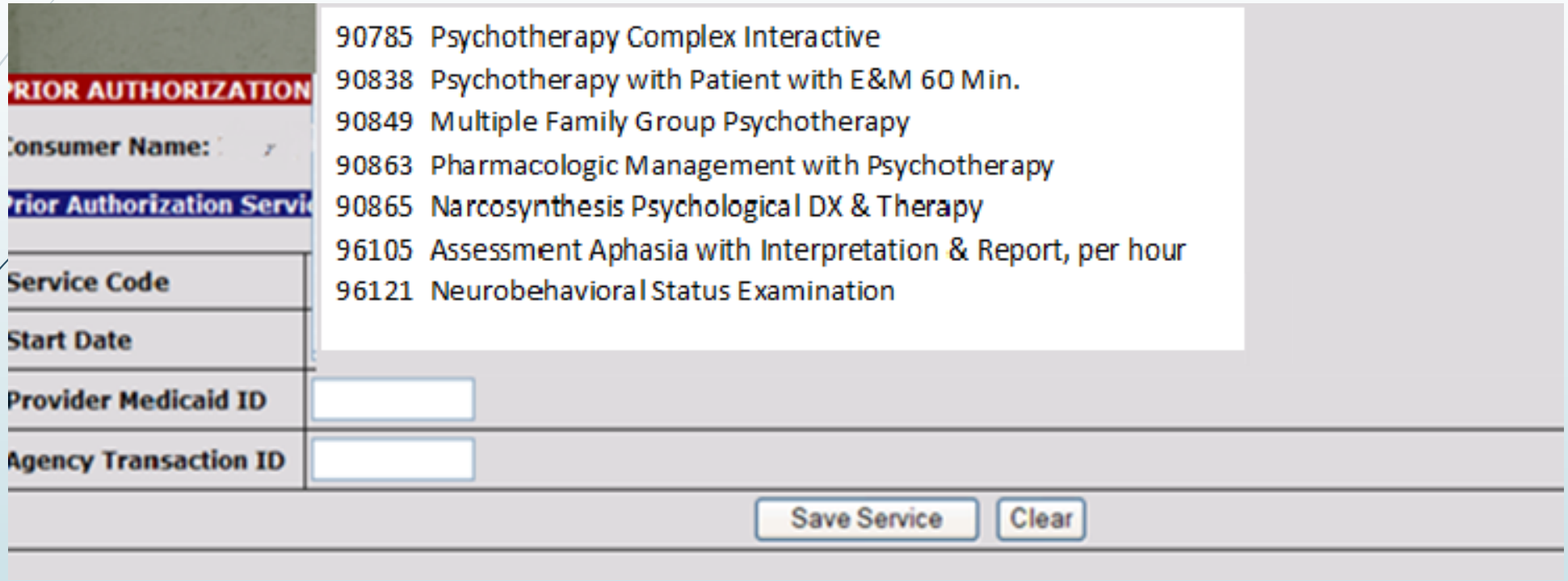
Screenshot of KEPRO CareConnection®, Page 1

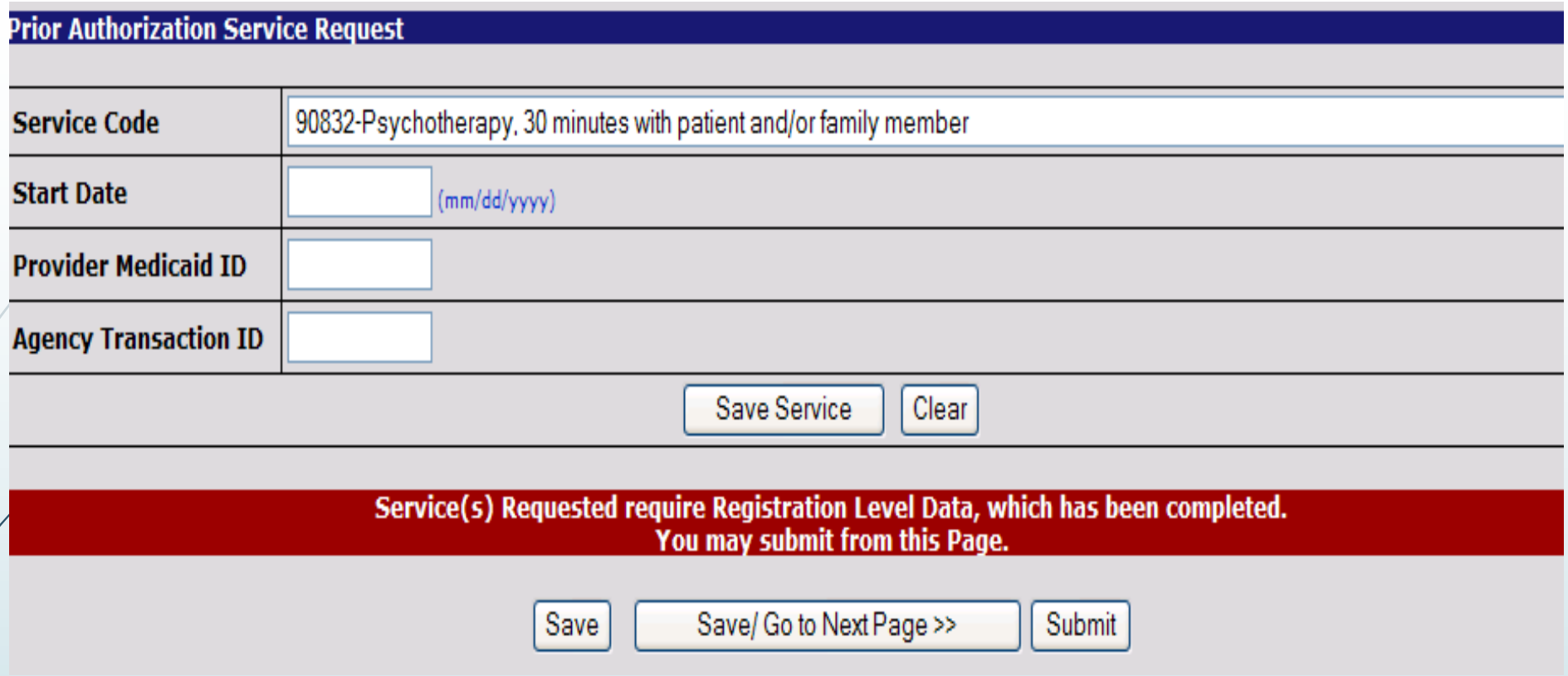


Screenshot of KEPRO CareConnection®, Page 2



Screenshot of service drop down menu on page 2.

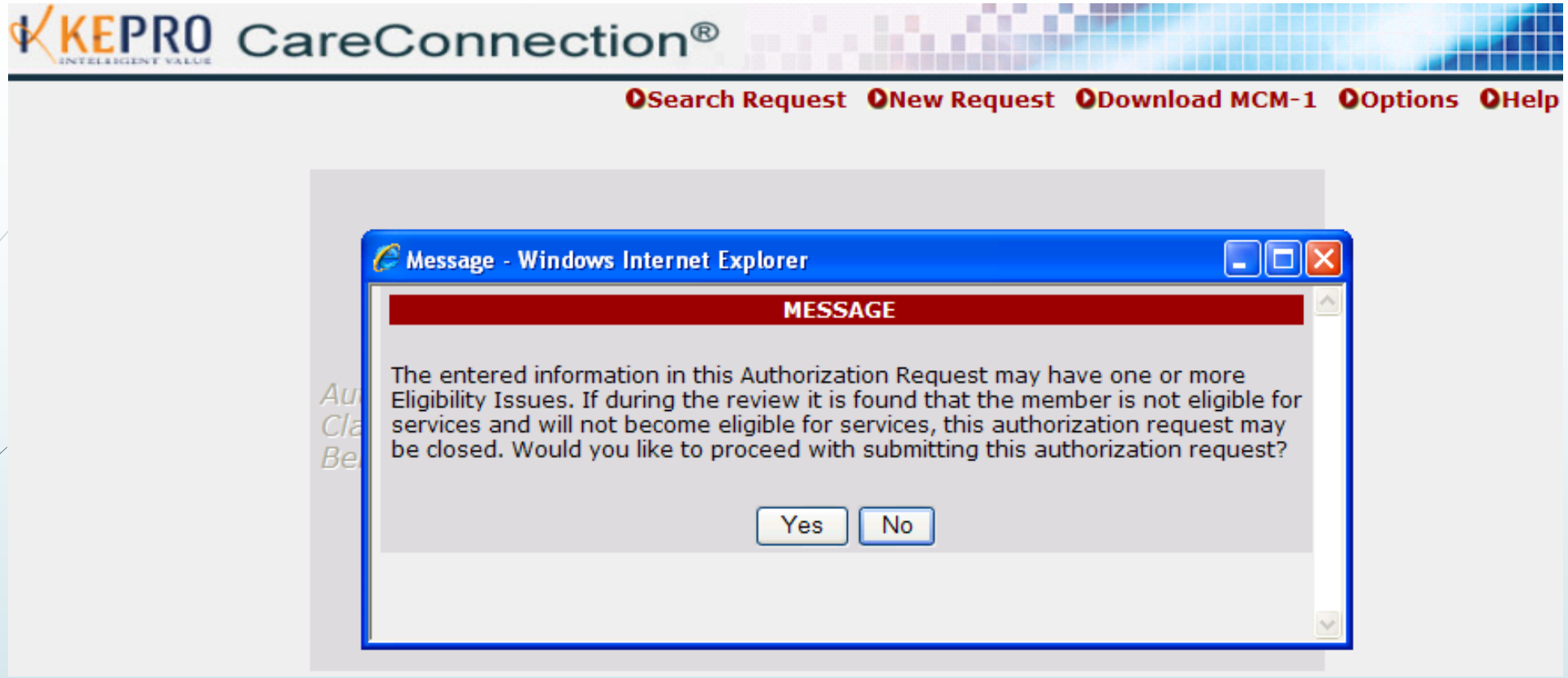




Start Date – The first day of billing for this service.

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
- WVCHIP area KEPRO website: http://wvaso.kepro.com/wv-chip/

KEPRO Trainer/Consultant Contact Information

KEPRO 1007 Bullitt Street, Suite 200 Charleston, WV 25309 Phone: 1-888-571-0262 Fax: 1-866-438-1360 Email: wvchip@kepro.com	**Christy Gallaher , Team Leader** 304-573-9008 cgallaher@kepro.com
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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