



Utilization Management Contractor  
Provider Manual  
For  
Personal Care

The text is centered within a light gray outline map of the state of West Virginia.

## UMC –Personal Care- Provider Manual Table of Contents

|   |   |
|---|---|
| Introduction .....                                | 3 |
| Personal Care Program .....                       | 3 |
| KEPRO Personal Care Contacts .....                | 3 |
| Review for Prior Authorization .....              | 4 |
| Personal Care CareConnection© .....               | 4 |
| Review Criteria .....                             | 4 |
| Fraud, Waste, Abuse Referral .....                | 5 |
| For Additional Information .....                  | 5 |
| Bureau for Medical Services .....                 | 5 |
| Bureau of Senior Services – Operating Agency..... | 5 |
| Utilization Management Contractor.....            | 5 |
| Claims Processing.....                            | 5 |
| West Virginia Protective Services .....           | 5 |

## Introduction

KEPRO is a Quality Improvement Organization designated by the Centers for Medicare and Medicaid Services. KEPRO is an organization with unequaled experience with utilization management and prior authorization across the spectrum of health and human services. KEPRO brings 35 years of federal and state medical review and quality improvement experience, along with a background in Medicaid behavioral health, intellectual/developmental disabilities, waiver program management and state-funded programs.

KEPRO is an integrated care management and quality improvement organization serving both public and commercial health care markets.

### **KEPRO's Mission Statement**

To advance the quality and efficiency of health care through integrated care management solutions tailored to the needs of our customers and stakeholders.

### **KEPRO's Vision Statement**

To be an industry leader, known for our exceptional suite of products and services, our highly skilled professionals, and delivery of credible, measurable results to our customers and stakeholders.

### **Our Role**

KEPRO is the contracted Utilization Management Contractor (UMC) for the WV Department of Health and Human Resources (DHHR) Bureau for Medical Services (BMS). In this capacity, KEPRO administers specific fee-for-service programs operations for the Bureau. All policies and procedures are approved by the State prior to implementation.

## Personal Care Program

Personal Care services are medically necessary activities or tasks ordered by a physician, which enable people to meet their needs in their homes rather than on an inpatient or institutional basis. These services are normally provided in the individual's residence except in instances where the individual needs them provided in the workplace in order to obtain and/or retain competitive employment.

As the UMC, KEPRO provides management and oversight of medical eligibility and service level determinations in support of the Bureau's Personal Care Program. KEPRO participates in policy decision meetings, monthly contract management meetings and provides data for the Bureau.

## KEPRO Personal Care Contacts

To reach KEPRO, please use any of the following contacts.

KEPRO  
1007 Bullitt St, Suite 200  
Charleston, West Virginia 25301

|                              |               |
|------------------------------|---------------|
| Administrative Phone Number: | 304 -343-9663 |
| Personal Care toll free:     | 844-723-7811  |
| Fax:                         | 866-212-5053  |

Email Address: [WVPersonalCare@kepro.com](mailto:WVPersonalCare@kepro.com)  
KEPRO website: <http://wvaso.kepro.com>  
Personal Care CareConnection© web portal: <https://WVLTC.kepro.com>

KEPRO staff are available by phone 8 a.m. to 5:00 p.m., Monday through Friday.

## Review for Prior Authorization

Personal Care provider agencies complete an initial or reevaluation request for Personal Care Services. These providers coordinate with physicians, or complete the Pre-Admission Screen (PAS) and submit it to request prior authorization. Providers submit requests in the Personal Care CareConnection©. They must enter/submit basic member demographic information and then have the option to either data-enter and attach the original PAS or to attach the original signed PAS into the system and and KEPRO staff will key the assessment.

Providers must attach the signed PAS as well as any other required documentation (such as physician orders, plans of care, assessments, or other forms) for review into the system. When all data entry is complete, a KEPRO RN reviews the request and any attached documents within 48 hours.

## Personal Care CareConnection©

KEPRO implemented the CareConnection© system for the Personal Care program in May 2015. This secure web-based electronic system serves as a venue for communication across program stakeholders including the Bureau, providers, the Operating Agency (Bureau for Senior Services) and KEPRO. The system collects and tracks member eligibility status, service level, authorizations and demographic information, selected agencies and transfers as well as many other data elements.

The PC CareConnection© automatically determines medical eligibility based on the Pre-Admission Screening results and calculates service level for eligible members through an algorithm developed based on policy. The system provides automated authorizations and exports authorization information to the claims payer. The system allows for document upload by various user types. Data necessary for routine and ad hoc reports is maintained within the system and is accessible for reporting and analysis. BMS has made the system mandatory for all agencies and other applicable contractors. The system makes agencies aware of the status of the request in “real time” so they can communicate that status to the member and begin to develop the Plan of Care.

For technical assistance with the website, please call 844-723-7811.

## Review Criteria

KEPRO will continue to work with the Bureau as well as the Bureau of Senior Services to make recommendations for new or modified forms. KEPRO will continue to research and recommend appropriate criteria related to medical eligibility and service level assignment for Personal Care services. We will continue to make recommendation about policy, procedures, and best practice to the Bureau annually or more often as warranted. Any recommendations will be accompanied by supporting documentation or materials. Prior to making any changes to review criteria or forms, KEPRO will gain approval from the Bureau.

## Fraud, Waste, Abuse Referral

In the event that we suspect fraud, waste, and/or abuse, we will refer our suspicions to the Bureau's Office of Program Integrity (OPI).

## For Additional Information

### Bureau for Medical Services

350 Capitol Street, Room 251

Charleston, WV 25301

Phone: 304.558.1700

Fax: 304.558.4398

Website: <http://www.dhhr.wv.gov/bms/Programs/PCS/Pages/default.aspx>

### Bureau of Senior Services – Operating Agency

1900 Kanawha Blvd., East

Charleston, WV 25305

Phone: 304.558.2241

Website: <http://www.wvseniorservices.gov/HelpatHome/MedicaidPersonalCare/tabid/78/Default.aspx>

### Utilization Management Contractor

KEPRO

1007 Bullitt St, Suite 200

Charleston, WV 25301

Phone: 844.723.7811

Fax: 866.212.5053

Email: [WVPersonalCare@kepro.com](mailto:WVPersonalCare@kepro.com)

Website: <http://wvaso.kepro.com>

### Claims Processing

Molina Medicaid Solutions

For Providers: 888.483.0793

For Members: 304.343.3380

Fax: 304.348.3380

Website: <https://www.wvmmis.com/default.aspx>

### West Virginia Protective Services

Phone: 800.352.6513

Website: <http://www.dhhr.wv.gov/bcf/Services/Pages/default.aspx>