



June 17, 2013

IMPORTANT NOTICE FOR NH MEDICAID ENROLLED PROVIDERS

KePRO to Perform Utilization Review for the New Hampshire Medicaid Program

The New Hampshire Department of Health and Human Services has contracted with a new medical review agent, Keystone Peer Review Organization, Inc. (KePRO) to perform Utilization Management and Medical Review Services **effective July 1, 2013**. KePRO replaces Schaller Anderson Medical Administrators whose contract expires on June 30, 2013.

KePRO will utilize the current NH administrative rules and nationally recognized standards of care, including Milliman criteria, for medical necessity determination for the following services **effective July 1, 2013**:

- Out of state inpatient admissions
- Therapy: Physical, Occupational, Speech-if exceeds limits
- Podiatry- if exceeds service limits
- Private Duty Nursing
- Psychotherapy - if exceeds service limits
- Transplant services
- Vision services- contact lenses
- Durable Medical Equipment (DME)
- Incontinence products
- Emergency Room- if exceeds service limits
- Imaging including X-ray and high-tech diagnostic procedures
- Potential cosmetic surgeries
- Hearing aids for adults
- Certain specialty injectable medications

The process for requesting prior authorization is unchanged and the required forms have been updated to reflect the new partnership with KePRO. The forms can be found at <http://nhmmis.nh.gov> and <http://nhmedicaid.kepro.com> and will be available **the week of June 24th**.

Beginning July 1st, KePRO Call Center staff will be available to answer your questions from 8 am to 5pm Monday and Friday and 8am to 8pm Tuesday through Thursday at 1- 800- 299- 5921. The KePRO Secure Fax number is 1- 800-922-9847. To send requests by mail, the address is:

KePRO/NH DHHS,
2810 North Parham Rd., Suite 305,
Henrico, VA 23294

Please visit the new NH Medicaid Utilization Management website **the week of June 24th** at <http://nhmedicaid.kepro.com>. and watch for future mailings about KePRO's Atrezzo Provider Portal for electronic submission of prior authorization requests and dates for provider training sessions.

Questions about this notice should be directed to Jane Hybsch RN, MHA at 1-800-852-3345 extension 9423 or via email at jhybsch@dhhs.state.nh.us.