

CALIFORNIA

Psychiatric Inpatient Concurrent Review

Presentation for County Mental Health Plans

March 3rd, 2022

MEET THE KEPRO TEAM



Senior Vice President Operations
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Psychiatric Inpatient Concurrent Review

AGENDA



Kepro Overview

An overview of who Kepro is and what we do



Why Kepro?

The advantages of selecting a vendor for delegated clinical review



Process Flow

A high-level process flow of the CalMHSA/Kepro solution



Question & Answers

Open forum to answer any question from the counties

This is a tentative agenda and Kepro is willing to deviate from it to best serve the counties.

KEPRO OVERVIEW



Care Management

Utilization Management

Case Management

Pharmacy Management

Care Coordination

Crisis Care & Absence Management

Community Health Workers



Quality Management

Appeals & Grievances

Dispute Resolution

Internal & External Quality
Review

Quality Oversight

Standard of Care Reviews



Assessments & Clinical Eligibility

Level of Care Assessments

Health Risk Assessments

Preadmission Screening &
Resident Review

Behavioral Health Needs
Assessment

WHY KEPRO?

CLINICAL EXPERTISE

Kepro's independently licensed (in CA) clinicians ensure beneficiaries receive the right level of service and ensuring proper step-downs are in place.

STREAMLINED SYSTEM

Kepro streamlines the process across all hospital systems with 24/7 access to submit requests.

CMS COMPLIANCE

Kepro is an independent third party to ensure the services paid for meet the appropriate clinical criteria.



REPORTING

Kepro provides in depth reporting on inpatient level of care.

ACCESS AND ACCESSIBILITY

Kepro provides counties with a single solution across all hospitals to review records, reports, clinical information and letters.

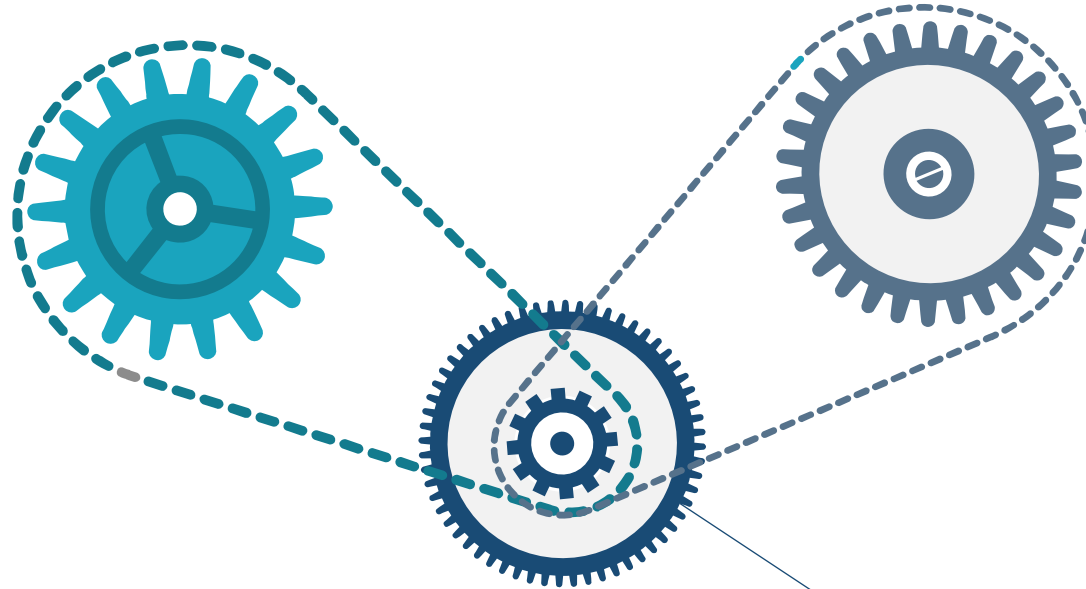
STAKEHOLDER ENGAGEMENT

Kepro will provide an effective communication strategy to inform and educate key stakeholders from MHPs and hospitals.

WHY KEPRO?

PLANS

- Develop plans for stakeholder engagement and training
- Understand existing issues to manage
- Understand existing stakeholder activities
- Identification of county and statewide stakeholders



ADVISORY COUNCIL

- Initial listening sessions
- Creation of Hospital Advisory Councils
- Actionable input

UNDERLYING PRINCIPLES

- Responsive
- Inclusive
- Transparent
- Collaborative

STAKEHOLDER ENGAGEMENT

Kepro will provide an effective communication strategy to inform and educate key stakeholders from MHPs and hospitals.

PROCESS FLOW



Submission –
Hospital submits clinical authorization request to Kepro in the Atrezzo platform



Clinical Review –
Kepro's clinical reviewer approves the request

Or sends to MD for review



TAR
Kepro sends TAR to Fiscal Intermediary



Letter Sent –
Denial Notice (NOABD) sent



MD Review
Physician Denies request



Appeal
Hospital requests an appeal



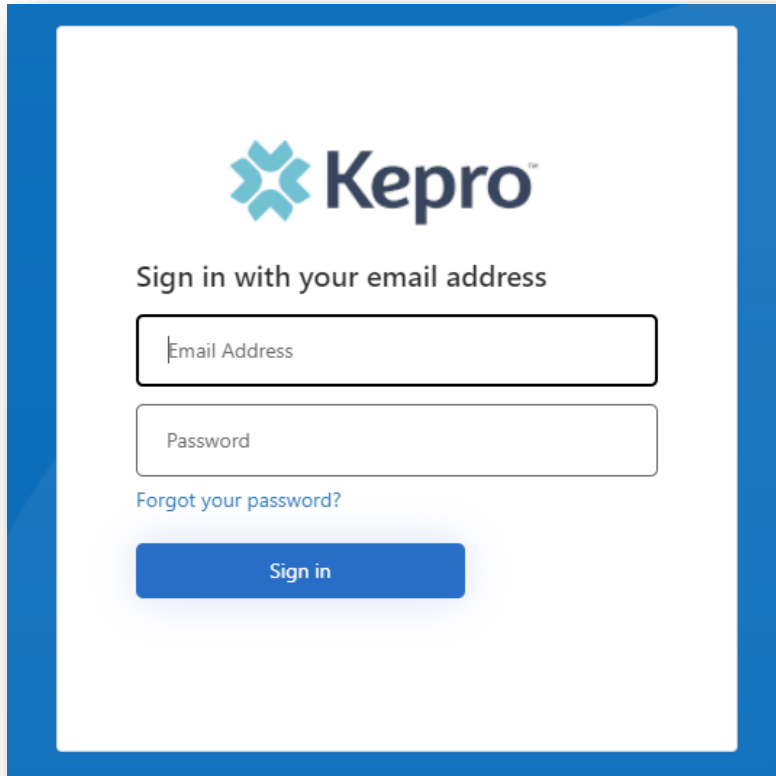
Case Consult
Hospital and MD discuss case



ATREZZO

LOGIN SCREEN

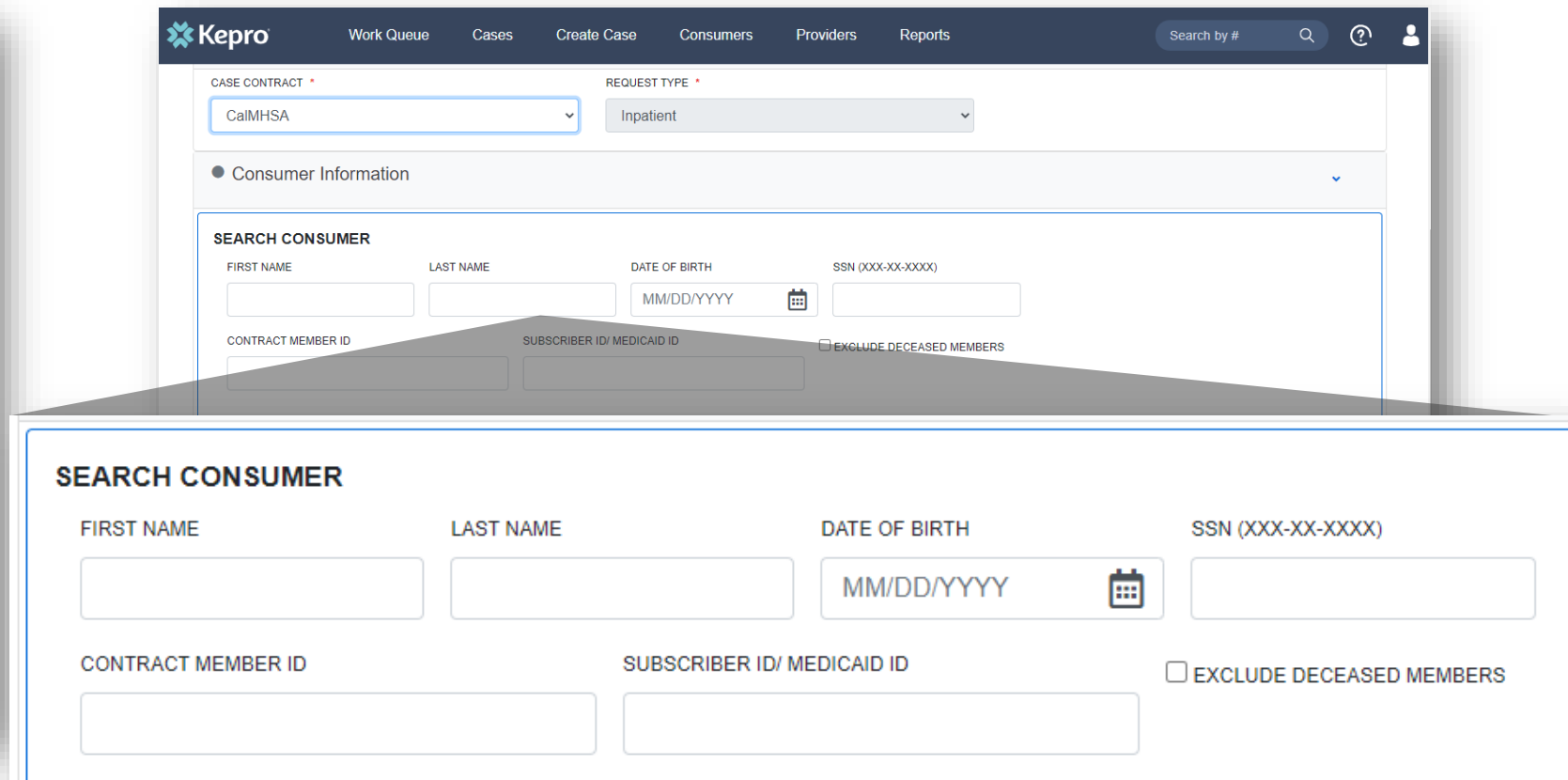
Counties and Hospitals will receive logins to the Atrezzo platform upon training



The login screen features the Kepro logo at the top. Below it, the text "Sign in with your email address" is displayed. There are two input fields: "Email Address" and "Password". A "Forgot your password?" link is located below the password field. A blue "Sign in" button is positioned at the bottom of the form.

SEARCH BENEFICIARY

Hospitals will search and create the beneficiary into the system by entering demographic information.



The search beneficiary screen is part of the Kepro application. It includes a navigation bar with "Work Queue", "Cases", "Create Case", "Consumers", "Providers", and "Reports". A search bar is located in the top right corner. The main form has two dropdown menus: "CASE CONTRACT" (set to "CalMHSA") and "REQUEST TYPE" (set to "Inpatient"). Below these is a "Consumer Information" section with a "SEARCH CONSUMER" form. The form contains input fields for "FIRST NAME", "LAST NAME", "DATE OF BIRTH" (with a calendar icon and "MM/DD/YYYY" placeholder), and "SSN (XXX-XX-XXXX)". There are also fields for "CONTRACT MEMBER ID" and "SUBSCRIBER ID/ MEDICAID ID", and a checkbox for "EXCLUDE DECEASED MEMBERS".

ATREZZO

SERVICE DETAILS

Admission source, date of admission and intake method

Kepro Work Queue Cases Create Case Consumers Providers Reports Search by # [?] [User]

Case **Mickey Mouse (M)** CalMHSA TEMP002172022021700001 -
Case Summary 12/22/1947 (74 Yrs) Inpatient Member ID SVC Auth # Un-Submitted

Clinical Service Details Diagnosis Procedures

INTAKE METHOD * ADMISION SOURCE ADMIT DATE * PLACE OF SERVICE SERVICE TYPE *
Select One Select One MM/DD/YYYY Select One Select One

DISCHARGE DATE DISCHARGE DISPOSITION AUTHORIZATION NUMBER
MM/DD/YYYY Select One

Notes Internal Note External Note (Visible to Providers)

SAVE NOTE

Notes are saved in Communications - Notes panel. Notes cannot be modified or deleted after being saved. [Read More](#)

CANCEL REQUEST VALIDATE REQUEST SUBMIT REQUEST

ATREZZO

SERVICE DETAILS

Admission source, date of admission and intake method

DIAGNOSIS

List as many Dx as needed

The screenshot displays the Kepro ATREZZO web application interface. At the top, there is a navigation bar with the Kepro logo and menu items: Work Queue, Cases, Create Case, Consumers, Providers, and Reports. A search bar is located on the right side of the navigation bar. Below the navigation bar, the case information is displayed: Case Summary, Mickey Mouse (M), 12/22/1947 (74 Yrs), CalMHSA Inpatient, TEMP002172022021700001 Member ID, - SVC Auth #, and Un-Submitted status. The main content area is divided into four tabs: Clinical, Service Details, Diagnosis (selected), and Procedures. The Diagnosis tab contains a search form with the following fields: CODE TYPE (set to ICD10), CODE (empty), DESCRIPTION (empty), and SMART SEARCH (empty). There are SEARCH and RESET buttons below the search form. An ADD DIAGNOSIS button is located in the top right corner of the main content area. Below the search form, there is a table header with columns: RANK, CODE, DESCRIPTION, SOURCE, CREATED BY, and DEACTIVATE. The table currently shows "No records found." At the bottom of the interface, there are three buttons: CANCEL REQUEST, VALIDATE REQUEST, and SUBMIT REQUEST. A sidebar on the left contains a menu with items: Collapse Menu, Consumer Details, Provider/Facility, Clinical (highlighted with a blue arrow), Claims, Attachments, and Communications.

ATREZZO

SERVICE DETAILS

Admission source, date of admission and intake method

DIAGNOSIS

List as many Dx as needed

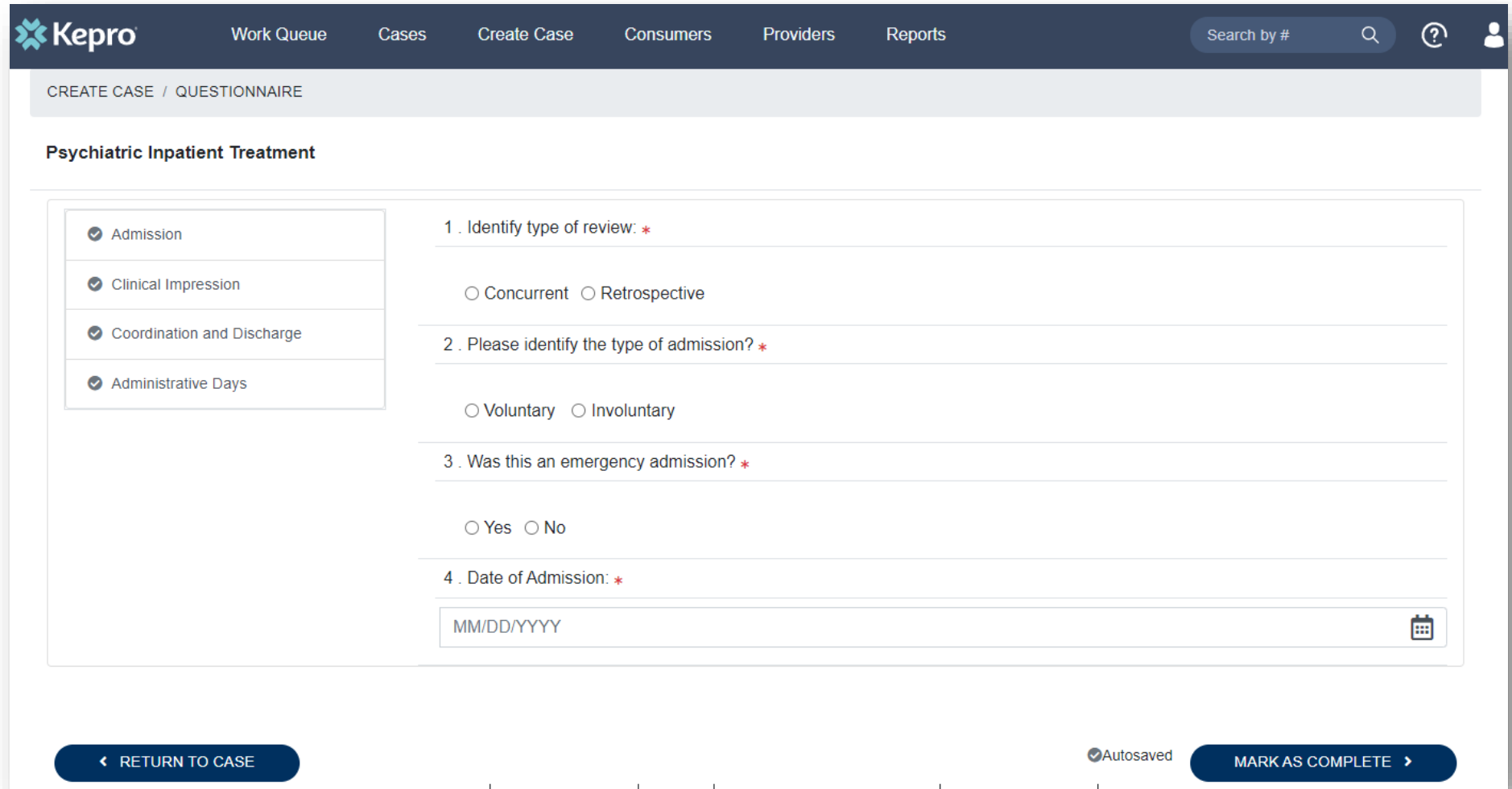
DATES OF SERVICE

Enter dates of service


ATREZZO

QUESTIONNAIRES

Complete the questionnaires



The screenshot shows the Kepro web interface for a 'Psychiatric Inpatient Treatment' questionnaire. The top navigation bar includes 'Kepro', 'Work Queue', 'Cases', 'Create Case', 'Consumers', 'Providers', and 'Reports'. A search bar and user profile icon are on the right. The breadcrumb trail reads 'CREATE CASE / QUESTIONNAIRE'. The form title is 'Psychiatric Inpatient Treatment'. On the left, a sidebar lists four sections: 'Admission', 'Clinical Impression', 'Coordination and Discharge', and 'Administrative Days', all with checkmarks. The main form contains four questions:

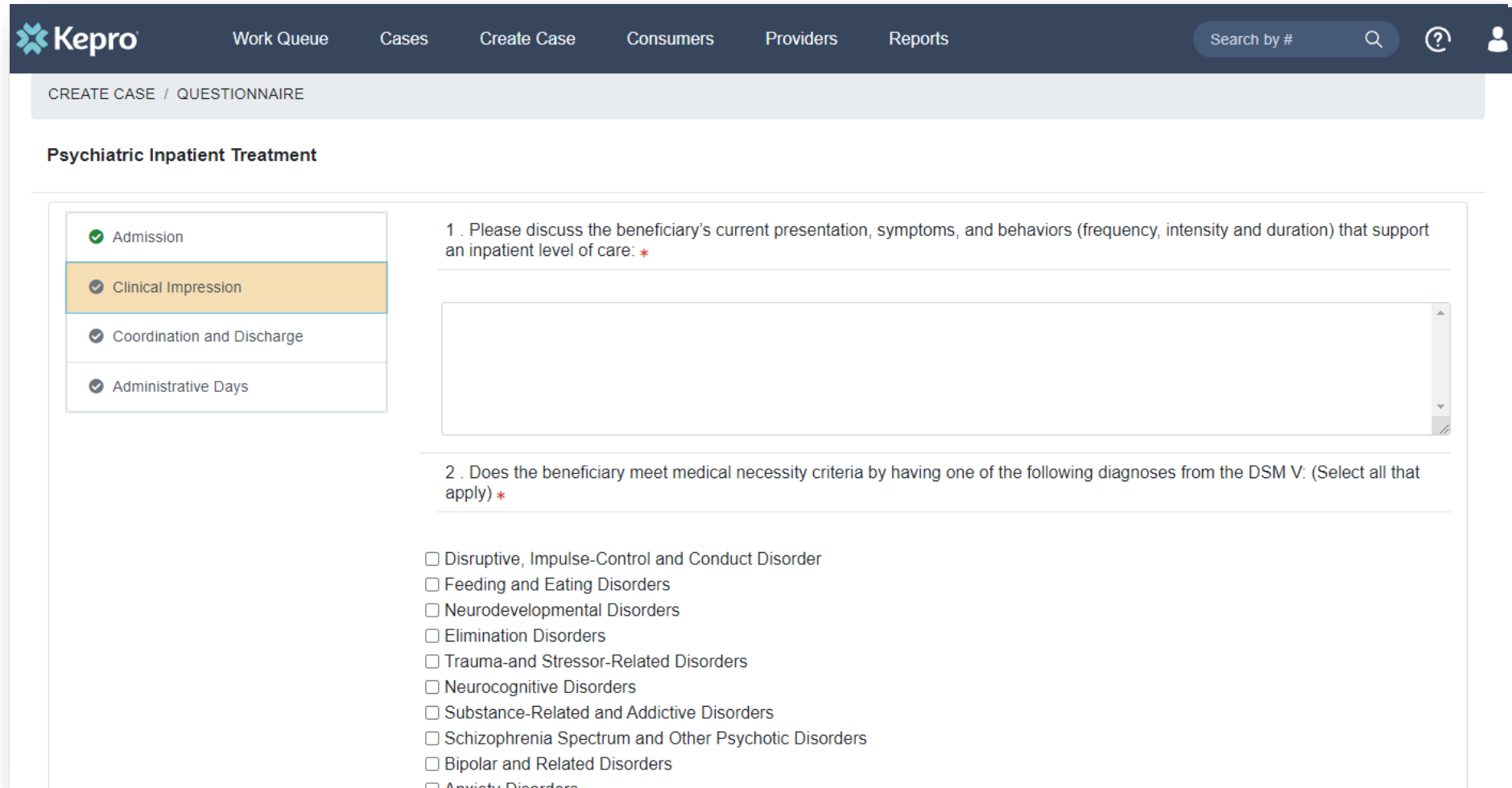
- 1. Identify type of review: *
 Concurrent Retrospective
- 2. Please identify the type of admission? *
 Voluntary Involuntary
- 3. Was this an emergency admission? *
 Yes No
- 4. Date of Admission: *
MM/DD/YYYY 

At the bottom, there is a 'RETURN TO CASE' button, an 'Autosaved' indicator, and a 'MARK AS COMPLETE' button.

ATREZZO

QUESTIONNAIRES

Complete the questionnaires

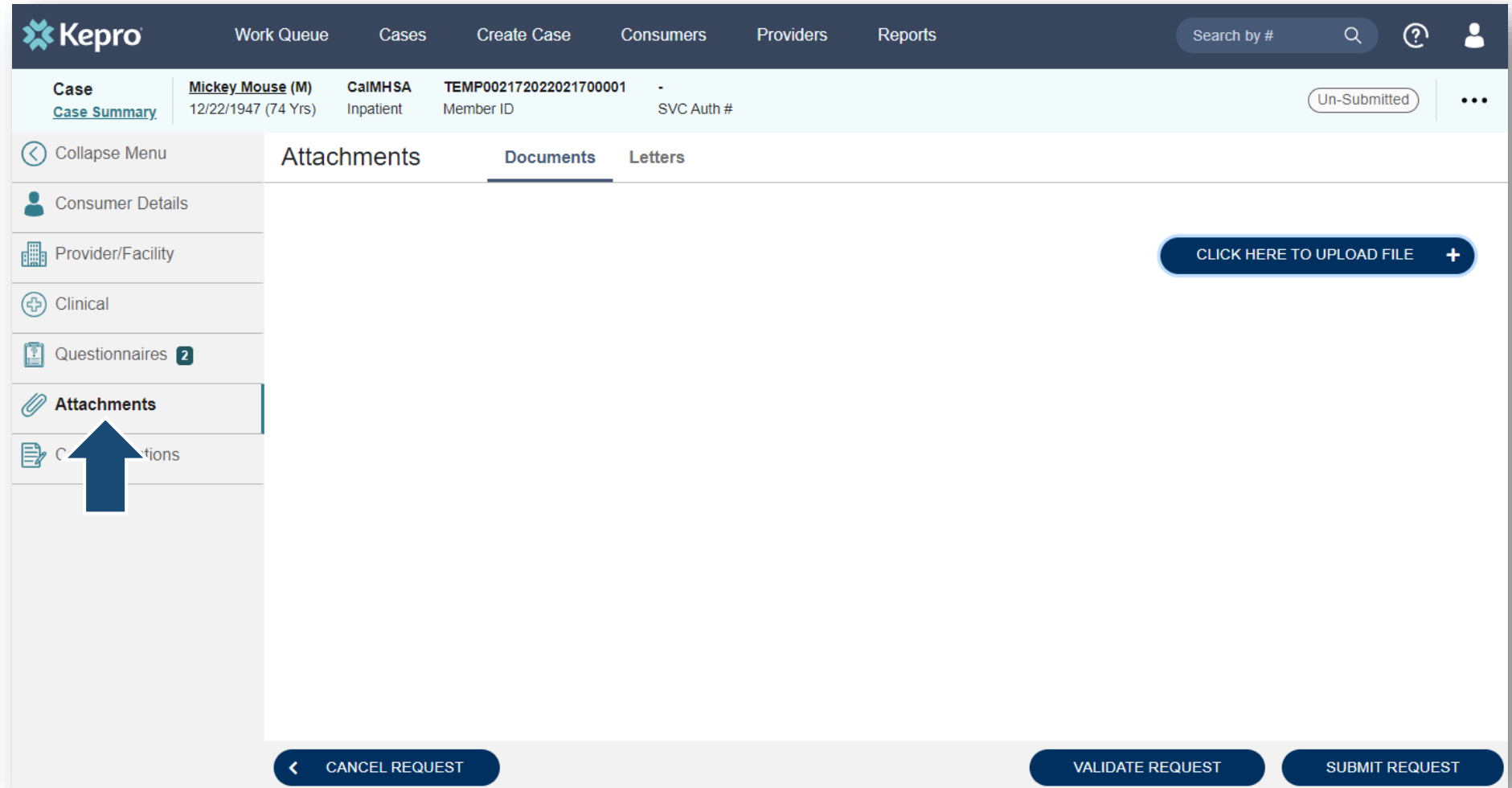


The screenshot shows the Kepro ATREZZO interface. At the top is a navigation bar with the Kepro logo and menu items: Work Queue, Cases, Create Case, Consumers, Providers, Reports. A search bar on the right contains the text "Search by #" and a magnifying glass icon. Below the navigation bar is a breadcrumb trail: "CREATE CASE / QUESTIONNAIRE". The main content area is titled "Psychiatric Inpatient Treatment". On the left, there is a vertical list of four items, each with a checkmark icon: "Admission", "Clinical Impression" (highlighted in orange), "Coordination and Discharge", and "Administrative Days". To the right of this list is a large text input area for question 1: "1. Please discuss the beneficiary's current presentation, symptoms, and behaviors (frequency, intensity and duration) that support an inpatient level of care: *". Below this is another question: "2. Does the beneficiary meet medical necessity criteria by having one of the following diagnoses from the DSM V: (Select all that apply) *". This question is followed by a list of checkboxes for various DSM-5 categories: Disruptive, Impulse-Control and Conduct Disorder; Feeding and Eating Disorders; Neurodevelopmental Disorders; Elimination Disorders; Trauma-and Stressor-Related Disorders; Neurocognitive Disorders; Substance-Related and Addictive Disorders; Schizophrenia Spectrum and Other Psychotic Disorders; Bipolar and Related Disorders; and Anxiety Disorders.

ATREZZO

ATTACHMENTS

Click to add appropriate supporting documentation

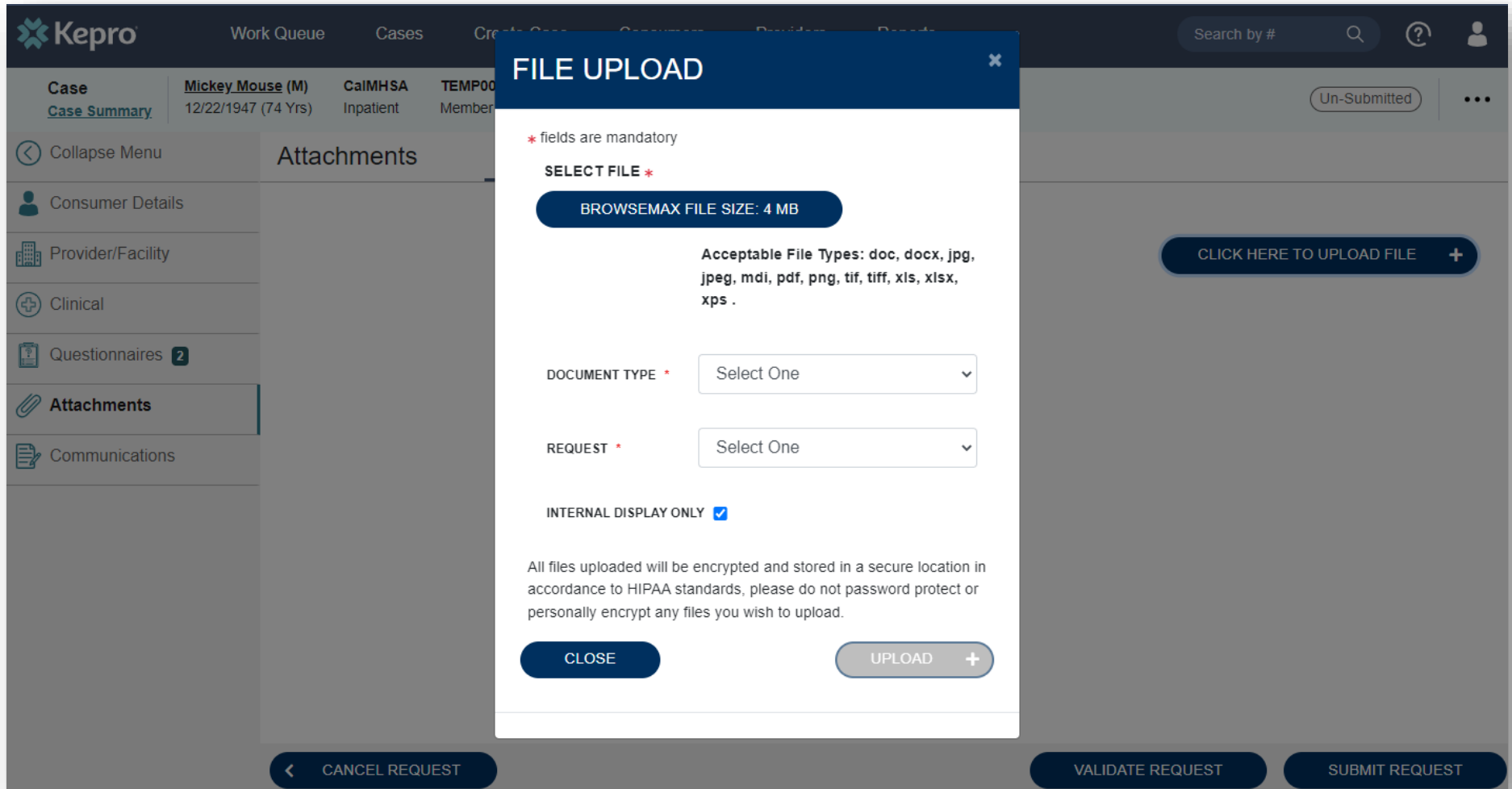


The screenshot displays the Kepro ATREZZO interface for a case review. The top navigation bar includes 'Kepro', 'Work Queue', 'Cases', 'Create Case', 'Consumers', 'Providers', and 'Reports'. A search bar is on the right. The case details header shows 'Case Summary' for 'Mickey Mouse (M)', born 12/22/1947 (74 Yrs), an inpatient at CaIMHSA, with Member ID TEMP002172022021700001 and SVC Auth # -. The status is 'Un-Submitted'. The left sidebar contains menu items: Collapse Menu, Consumer Details, Provider/Facility, Clinical, Questionnaires (2), Attachments (highlighted with a blue arrow), and Communications. The main content area has tabs for 'Attachments', 'Documents', and 'Letters'. A 'CLICK HERE TO UPLOAD FILE +' button is visible. At the bottom, there are buttons for 'CANCEL REQUEST', 'VALIDATE REQUEST', and 'SUBMIT REQUEST'.

ATREZZO

ATTACHMENTS

Click to add appropriate supporting documentation



The screenshot displays the Kepro web application interface. A modal window titled "FILE UPLOAD" is open in the center. The background shows a case record for "Mickey Mouse (M)" with details like "12/22/1947 (74 Yrs)", "CaIMHSA Inpatient", and "TEMP00 Member". The left sidebar has a menu with "Attachments" selected. The modal window contains the following elements:

- Header: "FILE UPLOAD" with a close button (X).
- Text: "* fields are mandatory".
- Section: "SELECT FILE *".
- Button: "BROWSE MAX FILE SIZE: 4 MB".
- Text: "Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps".
- Form: "DOCUMENT TYPE *" with a dropdown menu showing "Select One".
- Form: "REQUEST *" with a dropdown menu showing "Select One".
- Form: "INTERNAL DISPLAY ONLY" with a checked checkbox.
- Text: "All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload."
- Buttons: "CLOSE" and "UPLOAD +".

At the bottom of the application, there are three buttons: "CANCEL REQUEST", "VALIDATE REQUEST", and "SUBMIT REQUEST".

ATREZZO

ATTACHMENTS

Click to add appropriate supporting documentation

LETTERS

All letters would be contained on this tab

Case Summary: Wayne Bolton (M), 01/01/1978 (44 Yrs), CalMHSA Inpatient, TEMP002172022020900000 Member ID, - SVC Auth #

Navigation: Work Queue, Cases, Create Case, Consumers, Providers, Reports

Left Sidebar: Collapse Menu, Consumer Details, Provider/Facility, Clinical, Questionnaires, **Attachments**, Communications

Main Content Area:

- Tabs: Attachments, Documents, **Letters** (highlighted with a blue arrow)
- Form: SELECT TEMPLATE * (Select One), SELECT REQUEST * (Select One)
- Button: GENERATE LETTER
- Table:

REQUEST	FILE NAME	DATE CREATED	COMMENTS	FILE SIZE	LETTER STATUS	FAX STATUS	CREATED BY	MODIFIED ON	MODIFIED BY	MAILED DATE	RESEND	DEACTIVATE
No records found.												
- Bottom Buttons: CANCEL REQUEST, VALIDATE REQUEST, SUBMIT REQUEST

ATREZZO

COMMUNICATION

Messaging system between Kepro and providers

The screenshot shows the Kepro ATREZZO interface. At the top, there is a navigation bar with options: Work Queue, Cases, Create Case, Consumers, Providers, Reports, and a search bar. Below this is a case summary for Mickey Mouse (M), born 12/22/1947 (74 Yrs), with CaIMHSA Inpatient status and Member ID TEMP002172022021700001. The case is currently Un-Submitted.

The main content area is titled 'Communications' and has tabs for 'Notes' and 'Alerts'. There are buttons for 'ADD NOTE' and 'EXPAND ALL'. A table lists communication records:

REQUEST	CREATED BY/ROLE	DATE/TIME	NOTE TYPE	DISPLAY	DEACTIVATE
R01	Robert Noble Super Admin	03/03/2022 09:15:34 AM	ExternalNotes	External	

Below the table, a note is displayed: **NOTE:** Did you receive my psych eval? At the bottom of the table, it says 'Displaying records 1 to 1 of 1 records' with navigation buttons for 'Previous', '1', 'Next', and 'Show 10 Entries'.

At the bottom of the interface, there are three buttons: 'CANCEL REQUEST', 'VALIDATE REQUEST', and 'SUBMIT REQUEST'. A blue arrow points to the 'Communications' menu item in the left sidebar.

ATREZZO

COMMUNICATION

Messaging system between Kepro and providers

The screenshot shows the Kepro ATREZZO interface for a case. The top navigation bar includes 'Work Queue', 'Cases', 'Create Case', 'Consumers', 'Providers', and 'Reports'. The case details for 'Mickey Mouse (M)' are visible, including birth date, facility, and member ID. The 'Communications' section is active, showing a form to add a note. A blue arrow points to the 'Communications' menu item in the left sidebar.

Case Summary: Mickey Mouse (M), 12/22/1947 (74 Yrs), CalMHSA Inpatient, TEMP002172022021700001 Member ID, - SVC Auth #, Un-Submitted

Communications Form:

- REQUEST: R01
- NOTES: Yes, thanks for sending.
- Buttons: CANCEL, DISPLAY (External Note selected), SAVE

Table of Communications:

REQUEST	CREATED BY/ROLE	DATE/TIME	NOTE TYPE	DISPLAY	DEACTIVATE
R01	Robert Noble Super Admin	03/03/2022 09:15:34 AM	ExternalNotes	External	[Trash Icon]

Table Row Detail:

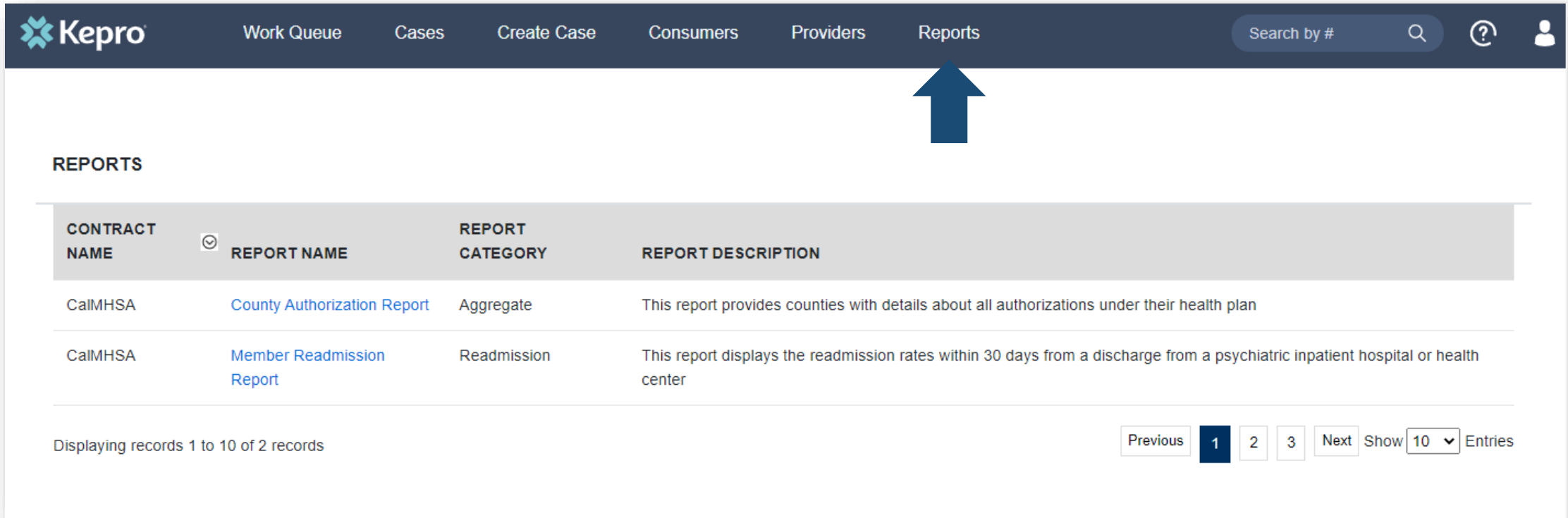
NOTE: Did you receive my psych eval?

Bottom Navigation: CANCEL REQUEST, VALIDATE REQUEST, SUBMIT REQUEST

ATREZZO

REPORTS

Kepro can add specific reports to be used by CalMHSA, Counties and Hospitals



REPORTS

CONTRACT NAME	REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
CalMHSA	County Authorization Report	Aggregate	This report provides counties with details about all authorizations under their health plan
CalMHSA	Member Readmission Report	Readmission	This report displays the readmission rates within 30 days from a discharge from a psychiatric inpatient hospital or health center

Displaying records 1 to 10 of 2 records

Previous 1 2 3 Next Show 10 Entries

QUESTIONS

What does communication look like between counties and Kepro? What do counties do if they have a problem that needs to be addressed?

Answer: Kepro will be actively engaged and communicating with the counties on a routine basis. We will provide the counties and hospitals with an escalation tree shall a problem arise. If communication cannot be properly handled between the counties and Kepro it will be escalated to CalMHSA for support.

Will Kepro communicate with county staff who are in charge of supporting and tracking hospital discharges?

Answer: Yes, Kepro staff will outreach to the hospital liaison/county staff members if there are questions about discharge planning or administrative days.

Will Kepro manage ALL aspects of the Concurrent Review process?

Answer: Kepro will provide training, help desk support, clinical review, quality review, and appeals representation. Kepro manages the Concurrent Review process from the point that the hospital requests authorization through submitting the TAR/invoice to the Medi-Cal Fiscal Intermediary and/or county (in the case of county-pay hospitalizations) for payment.

QUESTIONS

How do counties view the client's hospitalization documents (progress notes, admit/discharge notes, treatment plan, etc.)?

Answer: Kepro, Counties and Hospitals will all have access to login to the Atrezzo system to view all uploaded documents and clinical information from the hospitals. Hospitals must upload documents into the Atrezzo system for review.

How will our county know what days were approved and denied?

Answer: All outcomes are documented within the Atrezzo portal. Kepro can develop a report within the Atrezzo platform that provide the outcome of all case submissions. This can be scheduled to be sent securely to county contacts. Reports can be distributed daily, weekly, or monthly.

OTHER QUESTIONS

Thank you for the opportunity
to present today!

