



Summer 2023
SPECIAL EDITION

VA Insider

KEPRO SPECIAL EDITION NEWSLETTER
BEHAVIORAL HEALTH SERVICES/SPECIALITY SERVICES

Authored by Kepro DMAS Staff



IMPORTANT CHANGES



IMPORTANT CHANGES TO FEE FOR SERVICE (FFS) BEHAVIORAL HEALTH CLAIMS PROCESSES EFFECTIVE ON NOVEMBER 1, 2023.

Behavioral Health Services Administration (BHAS) Changes Due to Magellan Contract Ending. Electronic Funds Transfer Update Required for Providers Currently Enrolled with the Magellan of Virginia BHAS.

Through a competitive procurement process, the Department of Medical Assistance Services (DMAS) has awarded the new Service Authorization and Specialty Services Contract for Medicaid fee-for-service (FFS) behavioral health and medical service authorization (SA)

processing to Keystone Peer Review Organization, Inc. (Kepro).

Read the bulletin for details about changes to Fee for Service (FFS) behavioral health claims processes effective on November 1, 2023, including important action items for behavioral health providers: [BHAS Changes Due to Magellan Contract Ending](#)

PROVIDER MEETING

The Department of Medical Assistance Services (DMAS) will hold their Monthly Provider Focus Group Meeting on Monday, July 10, 2023, from 11:00 am – 12:30 pm.

If you are interested in attending, please register by sending an email to providerfocusgroup@dmas.virginia.gov

DMAS will host a special Provider Focus Group Meeting in September 2023 for behavioral health providers.

KEPRO ANNOUNCEMENT



CNSI AND KEPRO ARE NOW ACENTRA HEALTH

"Our new company name and brand represent a new era and a transformational new company," said Acentra Health Chief Executive Officer, Todd Stottlemyer.



"Acentra Health brings together a deep collective of expertise across all facets of the healthcare ecosystem that is unmatched in our industry today. Our team of technology and business experts, skilled clinicians, and highly talented healthcare professionals work as one to help state and federal partners lead the way in accelerating better health outcomes for priority populations."

ATREZZO UPDATE

ATREZZO NEXT GENERATION

BH Provider Training, will take place prior to November 1, 2023. Please continue to visit our Kepro Website - [Kepro / DMAS Home](#) - for upcoming BH Provider ANG Training dates.

When sending an email to Kepro, please do not include any PHI.

- For **questions regarding system training only**, please send an email to: training@kepro.com
- For **Atrezzo Next Generation Technical assistance only**, please send an email to: VAproviderissues@kepro.com



Kepro / DMAS website: <https://dmas.kepro.com>

CONTACT US

KEPRO

General questions related to Kepro Services:

When sending an email, providers must not include any PHI. Kepro will provide a response within 2 business days.

Email: VAproviderissues@kepro.com

Toll free telephone: 888-827-2884

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (DMAS)

General **BH Service Authorization** related questions: EnhancedBH@dmas.virginia.gov

General **Medical Service Authorization** related questions: PAUR06@dmas.virginia.gov

OUTREACH EFFORTS

OUR PARTNERS AND STAKEHOLDERS

Kepro recognizes the importance of connecting with the community and has started to make efforts to do so in light of the recent changes to the behavioral health provider system in Virginia. Kepro has connected with a number of statewide provider organizations to introduce local executive leadership, as well as clinical leadership.

Kepro has also been meeting with statewide behavioral health advocacy organizations to ensure we never lose sight on what matters most to our organization – our clients. These outreach efforts will continue to be important to Kepro and its success in delivering services to this population.

Upcoming Stakeholder Outreach: Kepro plans to attend the Virginia Association of Community Services Boards, Inc. (VACSB) Provider Meeting in July 2023.

