



Winter 2021

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NEW AND IMPROVED

The Kepro website has been upgraded and is now "LIVE". Please take a moment and visit <https://dmas.kepro.com> and experience the enhanced navigation of our new and improved website.

TELEHEALTH METHODS OF COMMUNICATION USED DURING THE NOVEL CORONAVIRUS (COVID -19)

Please remember if telehealth methods of communication (ex. telephone, video conferencing) were used for access to your client, always document those methods when submitting your request for services to Kepro. These methods allow you to stay connected with your clients while social distancing rules are in place.

NOVEL CORONAVIRUS (COVID -19) FLEXIBILITIES SCHEDULED TO END ON 1/20/2021

Please see DMAS Medicaid Memo dated 10/22/2020 for Home Health and DME flexibilities that are scheduled to end on 10/22/2020.

The memos provide the agency's guidance on the flexibilities available to providers in light of the public health emergency presented by the COVID-19 virus.

<http://www.dmas.virginia.gov>

TRAINING

Pre-recorded service specific trainings are located on dmas.kepro.com under the training tab.

<https://dmas.kepro.com/content/training.aspx>

LONG-TERM SERVICES & SUPPORT (LTSS) SCREENING

Please remember that per Regulations: 12VAC30-60-303 Access to Medicaid-funded long-term services and supports, members must be screened in order to receive LTSS services. Once you have completed the electronic form please confirm the following:

- Your form indicates, "Status: Successfully Processed".
- The Medicaid Authorization section of the form indicates "Medicaid Services Authorized: YES".

PEER-TO PEER CONVERSATIONS

Please remember to always provide 3-different dates and times for contact with the Kepro Medical Director as well as an accurate telephone number when a requesting peer-to-peer consult.

SUBMITTING REQUEST TIMELY

Please take a moment and review your provider manual for timeliness requirements. All service manuals can be found on the DMAS website. Timely submissions can prevent delays your client receiving the required services.

<http://www.dmas.virginia.gov>