

MHCP Announces New Medical Review Agent

March 7, 2013 – MHCP Provider Update XXX-YY-##

Effective April 1, 2013, MHCP is contracting with a new medical review agent, Keystone Peer Review Organization (KePRO), for the following authorization requests:

- Medical
- Dental
- Medical supply
- Home Care
- Inpatient Hospital Authorization

The new medical review agent will not process the following authorizations:

- Outpatient prescription and physician-administered drugs will be processed by Health Information Designs (HID)
- Care Plan Certification requests under Emergency Medical Assistance will be processed by Telligen
- New MHCP post-payment reviews of authorized services will be processed by Telligen

Medical Review Agent Transition Process

Providers submitting authorization requests on or after April 1, 2013, must submit those requests to KePRO. Authorization requests can be submitted electronically through the MN-ITS Authorization Request (278) transaction or on the appropriate authorization form by fax, mail or using KePro's secure Web-based portal to upload the MN-ITS Authorization Requests Response Page or appropriate [authorization form](#) and supporting documentation. KePro will offer training using mhcp.kepro.com prior to April 1, 2013. MHCP will notify providers about the training through a provider news message.

Authorization requests pending for additional documentation

Documentation received by Telligen before 3/31/2013	<p>Telligen will review all documentation received by midnight on March 31, 2013 and will make an initial determination on all review requests.</p> <p>Providers who are submitting authorization requests prior to April 1, 2013, must submit requests to Telligen. Submit authorization requests using the MN-ITS 278 Authorization Request transaction or fax or mail the appropriate form.</p> <p>Providers who are responding to a notice requesting additional information prior to April 1, 2013, must submit the requested documentation to Telligen.</p> <p>Providers who are requesting reconsideration prior to April 1, 2013, must submit the request and supporting documentation to Telligen.</p>
Documentation received by Telligen on or after 4/1/2013	Will be destroyed, and no determination made
Documentation received by KePro on or after 4/1/2013	<p>Providers who are responding to a notice requesting additional information on or after April 1, 2013, regardless of when the notice was issued, must submit the requested documentation to KePRO.</p> <p>If the notice requesting additional information was dated prior to April 1, 2013, submit the request to KePRO and include the original authorization request documentation that was sent to Telligen along with the requested documentation.</p> <p>Providers who are requesting reconsideration on or after April 1, 2013, regardless of when the denial notice was issued, must submit the request to KePRO. If the denial notice was dated prior to April 1, 2013, include the original documentation when sending the request for reconsideration.</p>

Post to: ALL,24, 33, 51, 52, 53, 85 (add additional provider types as needed)

Email to: (add email list selections as needed)

Home Care Authorization Requests

Effective beginning April 1, 2013, submit all supporting documentation for the following long term service authorization requests directly to KePro, instead of MHCP:

- Skilled Nursing Visits
- Home Health Aide services
- Private Duty Nursing Services

Fax, mail or upload the documentation through the secure Web-based portal mhcp.kepro.com available on April 1, 2013.

MHCP will not process or forward documentation requests received at DHS on or after 4/1/2013.

MHCP will continue to process PCA requests.

Continue to submit all requests for the services above using the MN-ITS DDE Authorization Request (278) transaction. Use the [Authorization Requests \(278\) – Home Care](#), MN-ITS User Guide for instruction when submitting these requests.

Contacting KePRO

Submit authorization requests and documentation to KePRO by:

Fax: 1-866-889-6512

Mail: KePRO
7900 International Plaza Drive
Suite 988
Bloomington, MN 55425

Phone: 1-866-433-3658

Portal: mhcp.kepro.com

Contacting Telligen

Submit authorization requests and documentation to Telligen by:

Fax: 952-853-1314

Mail: Telligen
Medical Review Agent
7851 Metro Parkway, Suite 315
Bloomington, MN 55425

Phone: 952-853-1300
1-866-438-5698

Additional Resources

If you have questions about this information, call the MHCP Provider Call Center at 651-431-2700 or 1-800-366-5411.

[Sign up](#) to receive Provider Updates and other MHCP notices in your e-mail account.

Post to: ALL,24, 33, 51, 52, 53, 85 (add additional provider types as needed)
Email to: (add email list selections as needed)