

CALIFORNIA

# Psychiatric Inpatient Review

**Informational Gathering with Counties**

# AGENDA

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# INTRODUCTIONS

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## California Leadership Team



Quality/Project Manager  
**Kate Carada**



Clinical Supervisor  
**Julie Edwards, LCSW**



Senior Executive Director  
**Robert Noble, MBA**



Senior Vice President Operations  
**Susan Baker, LMSW, CEAP**

## Corporate Implementation Team



Vice President Government Relations  
**Michael Wolf**



Business Analyst, Solutions & Implementations  
**Katie Puttkammer, MPH**



Implementation Training Specialist  
**Aisha Hadlock**

Concurrent Inpatient Review

# OUR TEAM

Clinical Supervisor

**Julie Edwards, LCSW**



Susan Weaver, MD  
President &  
Chief Executive Officer

Mr. [Name]  
Chief [Title]

Rob [Name]  
Executive [Title]



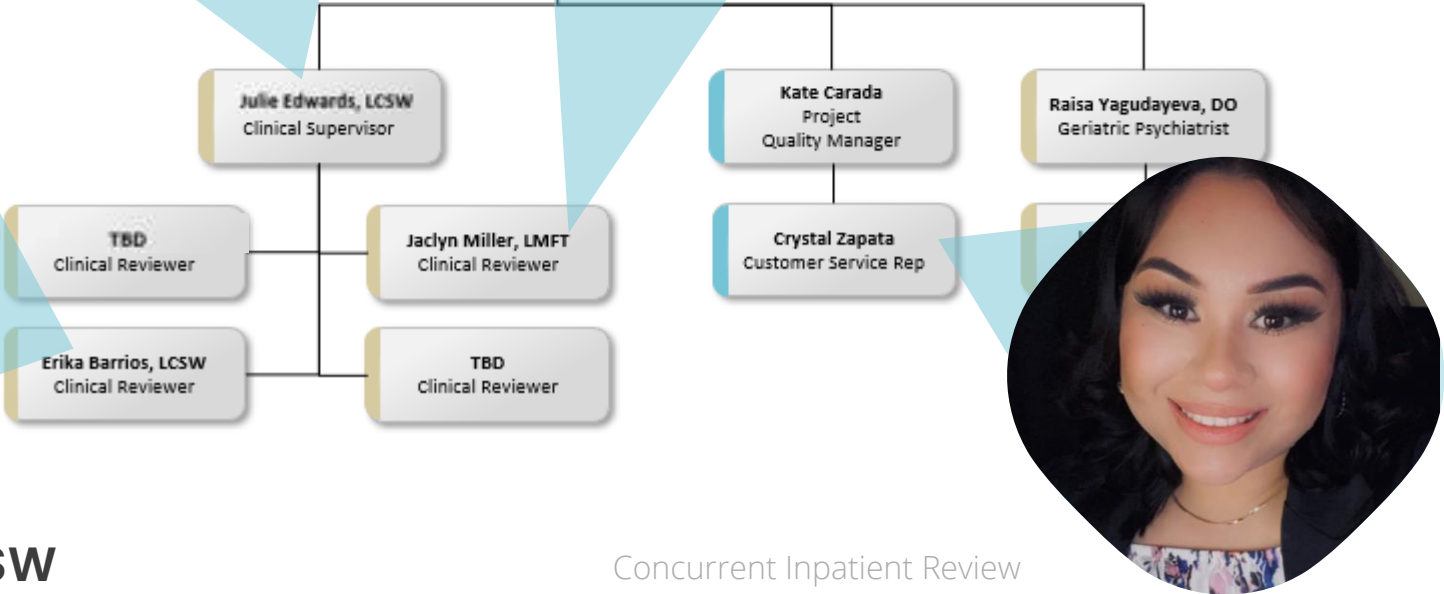
Clinical Reviewer

**Jackie Miller, LMFT**



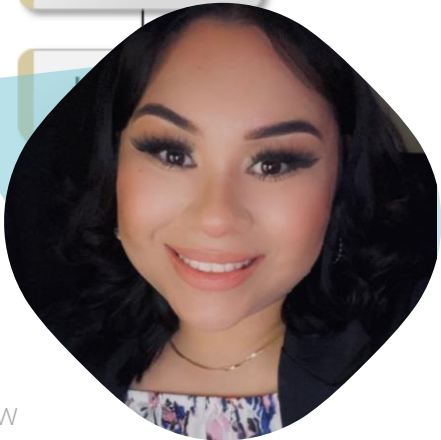
Clinical Reviewer

**Erika Barrios, LCSW**



Customer Service Rep

**Crystal Zapata**



Concurrent Inpatient Review

# STATE REGULATION

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## Concurrent Review

On May 13, 2019, the Department of Health Care Services (DHCS), State of California, Health and Human Services Agency released a Mental Health and Substance Use Disorder Services (MHSUDS) Information Notice (IN) to inform all County Mental Health Plans (MHPs) that they MUST develop a concurrent review and authorization process for all psychiatric inpatient hospital services pursuant to state and federal law. DHCS formally will enforce this new regulation by July 1, 2022., as required by statute.

The UM program must evaluate medical necessity, appropriateness, and efficiency of services provided to Medi-Cal beneficiaries prospectively, such as through prior or concurrent authorization procedures, or retrospectively, such as through retrospective authorization procedures.

CalMHSA has hired Kepro to provide delegated concurrent review and authorization services on behalf of multiple California County Mental Health Plans (MHPs). Qualified MHPs need to opt into the review process in order to receive delegated UR.





# SCOPE OF WORK



## Clinical Review

Using California licensed Master's level clinicians and MDs, Kepro will ensure compliance with DHCS guidance, determine appropriate duration, review information, approve admin days



## Training / Quality Assurance

Conduct stakeholder training, host stakeholder advisory council, survey stakeholders, Inter-Rater Reliability (IRR), Clinical Documentation Audits



## Provider Portal / Technology

Operate a Provider Portal to be accessed by MHPs/hospitals, provide help desk support, provide toll-free phone line, send notifications



## Denials and Appeals

When appropriate issue reduction/denials of by an MD, send NOABD letters, provide representation at reconsideration/appeals



## Care Coordination / Discharge Planning

Facilitate exchange of documents between IP and MHPs, assist with discharge planning.



## Reporting / Invoicing

Develop reports and dashboards summarizing operational data (call stats, admissions, outcomes, etc.), submission of TAR forms to DHCS on behalf of psych hospitals

# BY THE NUMBERS

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## 12 COUNTIES

12 counties have gone live with another 8 counties who have expressed interest and working with CalMHSA/Kepro



## 356 SYSTEM USERS

356 Atrezzo users that include both hospitals and counties. The average # of users per organization is 7.



## 69 HOSPITALS

69 hospitals are registered in Atrezzo with 52 actively submitting concurrent reviews



## 0.11 DAY TURNAROUND

Kepro's average turnaround across the 5,209 clinical reviews is 0.11 days with a small percentage of reviews that take greater than 24 hours.



## 5,209 CONCURRENT REVIEWS

5,209 concurrent reviews have been submitted for roughly 2,097 hospital admissions



## 150+ TRAININGS

Kepro has offered more than 150 training opportunities for both counties and hospitals to learn the new system to date.

# PROCESS FLOW



**Hospital 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 denial*



**TAR**  
Kepro sends TAR to Fiscal Intermediary



**Letter Sent –**  
Denial Notice (NOABD) sent



**MD Review**  
Physician Denies request



**Appeal**  
Hospital requests an appeal



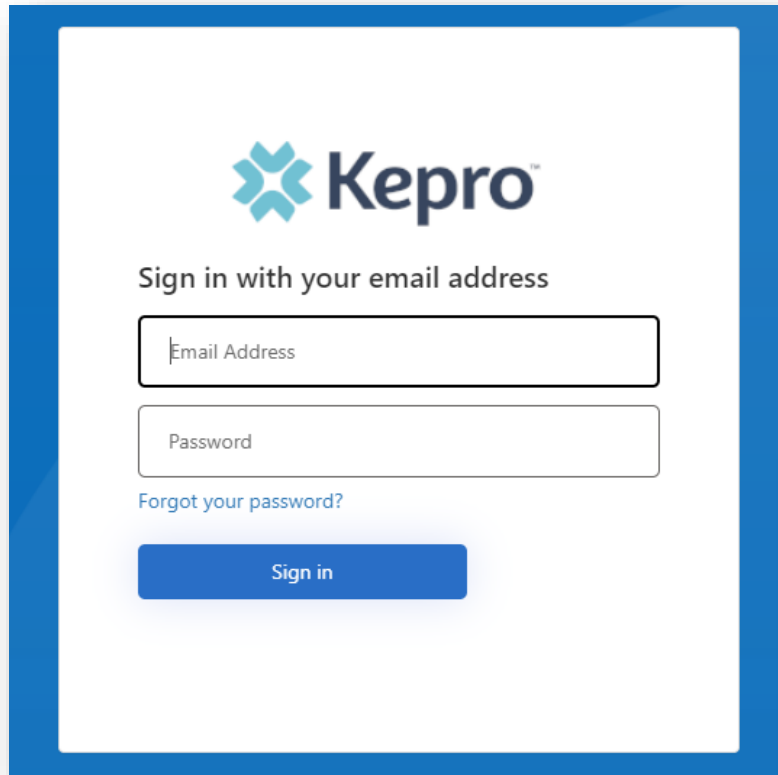
**Case Consult**  
Hospital and MD discuss case



# ATREZZO

**Atrezzo is the name of Kepro's Provider Portal for hospitals to complete their clinical submissions.**

The hospital will be provided unique login information and search the beneficiary information in the system. This information will populate based on the county MMEF sent monthly to Kepro.



Kepro logo

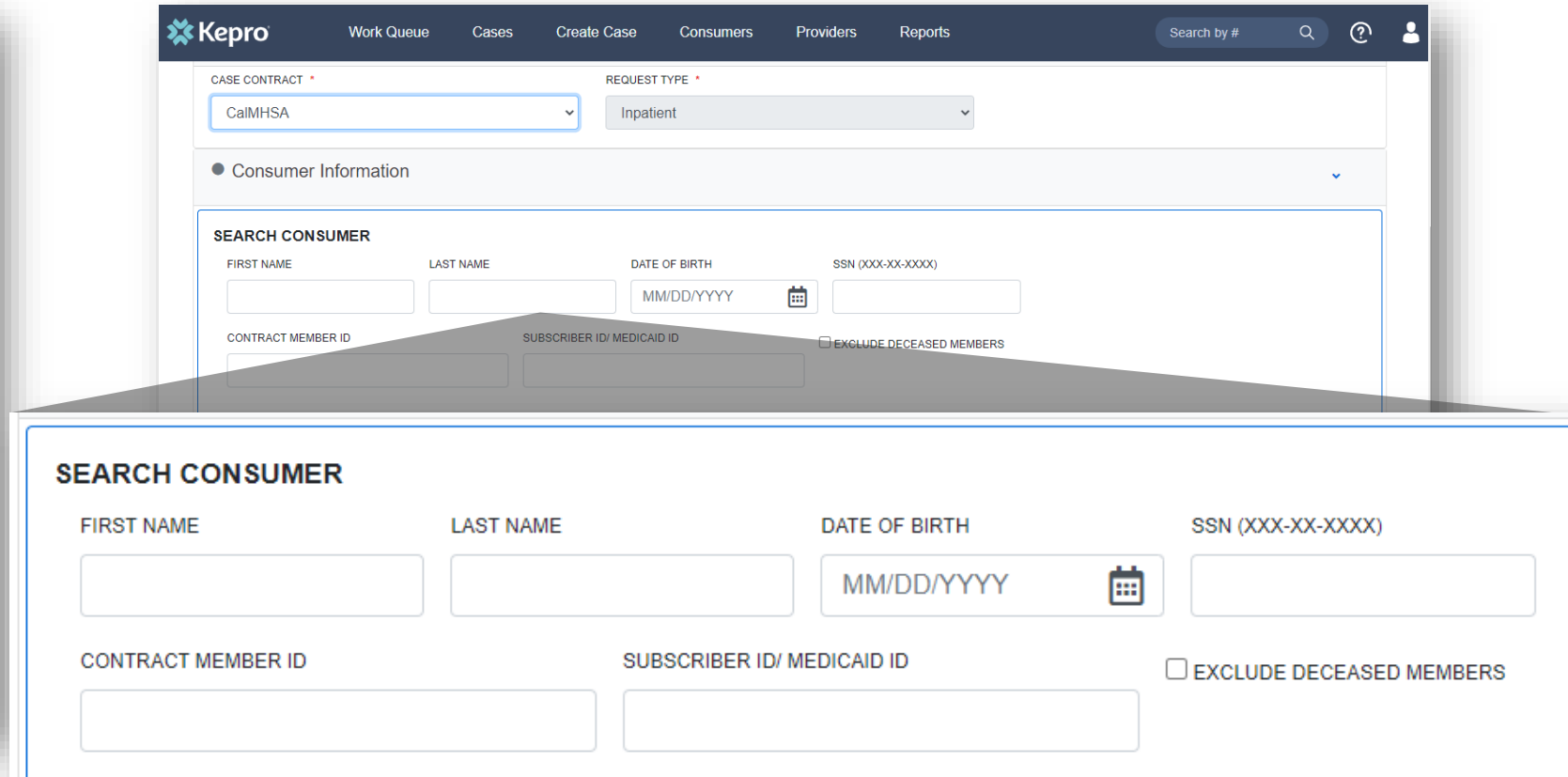
Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in



Kepro Work Queue Cases Create Case Consumers Providers Reports Search by #

CASE CONTRACT \* CalMHSA REQUEST TYPE \* Inpatient

Consumer Information

SEARCH CONSUMER

FIRST NAME LAST NAME DATE OF BIRTH SSN (XXX-XX-XXXX)

CONTRACT MEMBER ID SUBSCRIBER ID/ MEDICAID ID  EXCLUDE DECEASED MEMBERS

SEARCH CONSUMER

FIRST NAME LAST NAME DATE OF BIRTH SSN (XXX-XX-XXXX)

CONTRACT MEMBER ID SUBSCRIBER ID/ MEDICAID ID  EXCLUDE DECEASED MEMBERS

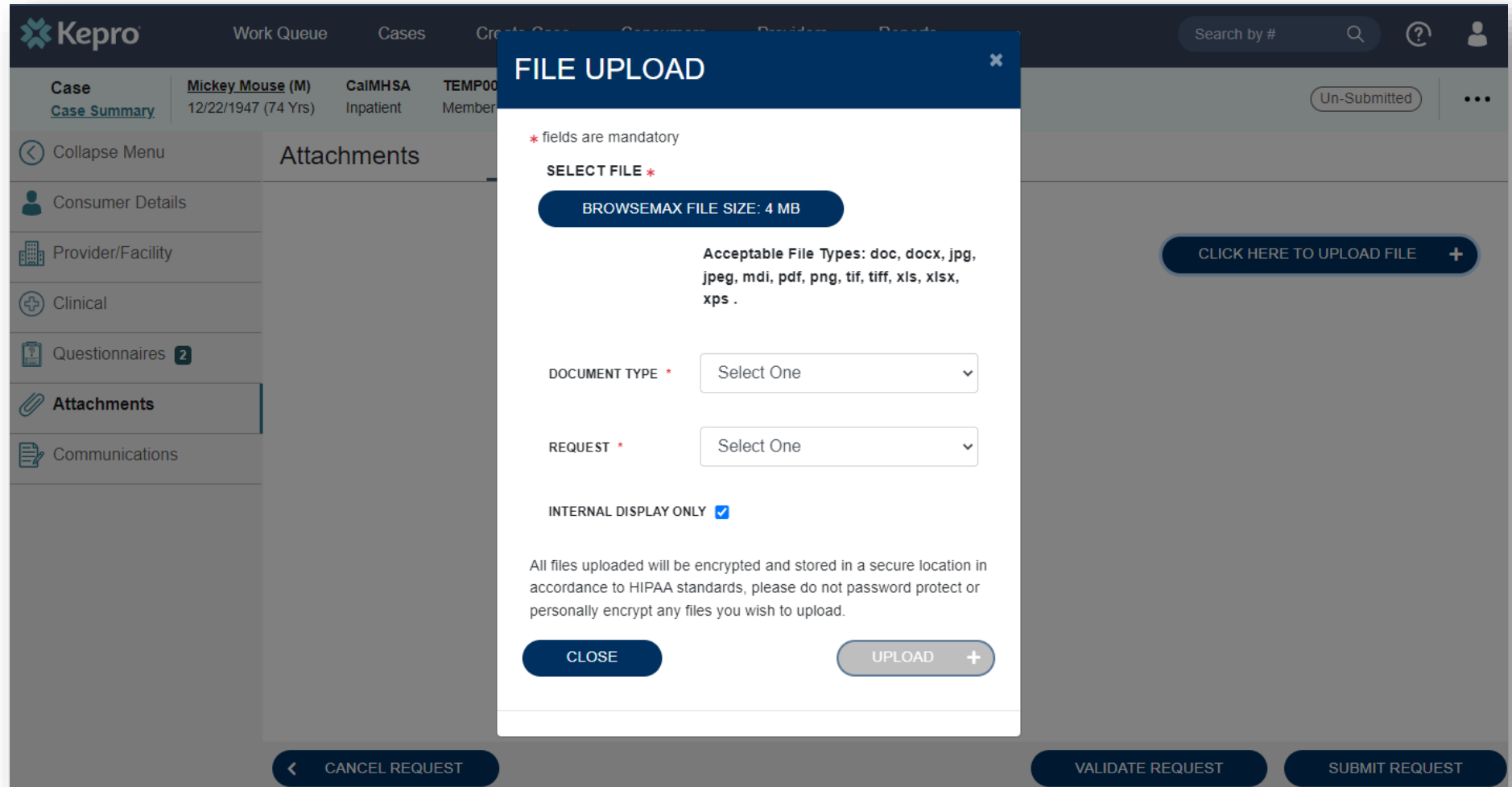
# ATREZZO

Atrezzo will require the hospitals to submit concurrent reviews every 3-days upon admission

The screenshot shows the Kepro 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 on the right. Below the navigation bar, the case summary for Mickey Mouse (M) is displayed, including birth date (12/22/1947), age (74 Yrs), status (Inpatient), member ID (TEMP002172022021700001), and service authorization (SVC Auth #). The 'Clinical' tab is selected, showing a procedure request form for 'Request 01' (Un-Submitted, 1/0). The form includes fields for LOS (Un-Submitted), Unit Qualifier (Select One), Requested Start Date, Requested End Date, Requested Duration, Requested Rate, Discounted Rate, and Standard Rate. A 'Notes' section is also present with a 'SAVE NOTE' button. At the bottom, there are buttons for 'CANCEL REQUEST', 'VALIDATE REQUEST', and 'SUBMIT REQUEST'.

# ATREZZO

Atrezzo will require the hospital to upload or fax the TAR into Atrezzo



**FILE UPLOAD**

\* fields are mandatory

**SELECT FILE \***

BROWSE MAX FILE SIZE: 4 MB

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps .

DOCUMENT TYPE \*

REQUEST \*

INTERNAL DISPLAY ONLY

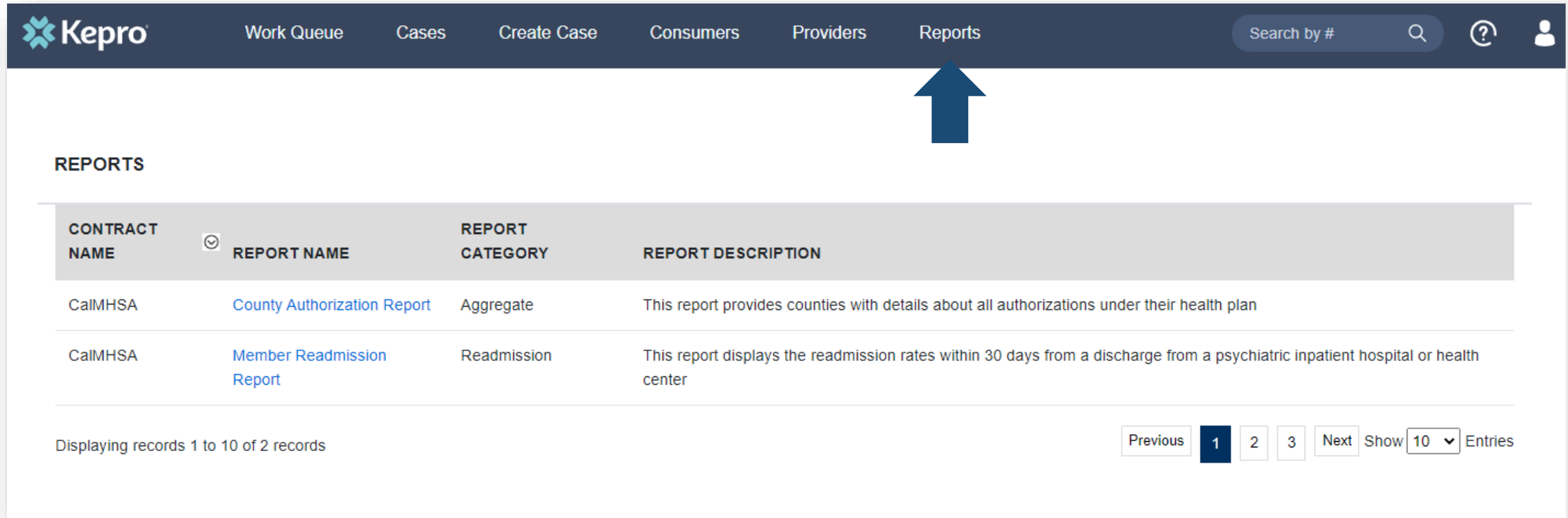
All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

CLOSE

CANCEL REQUEST

# ATREZZO

Atrezzo will offer counties and hospitals the option for running their own utilization reports



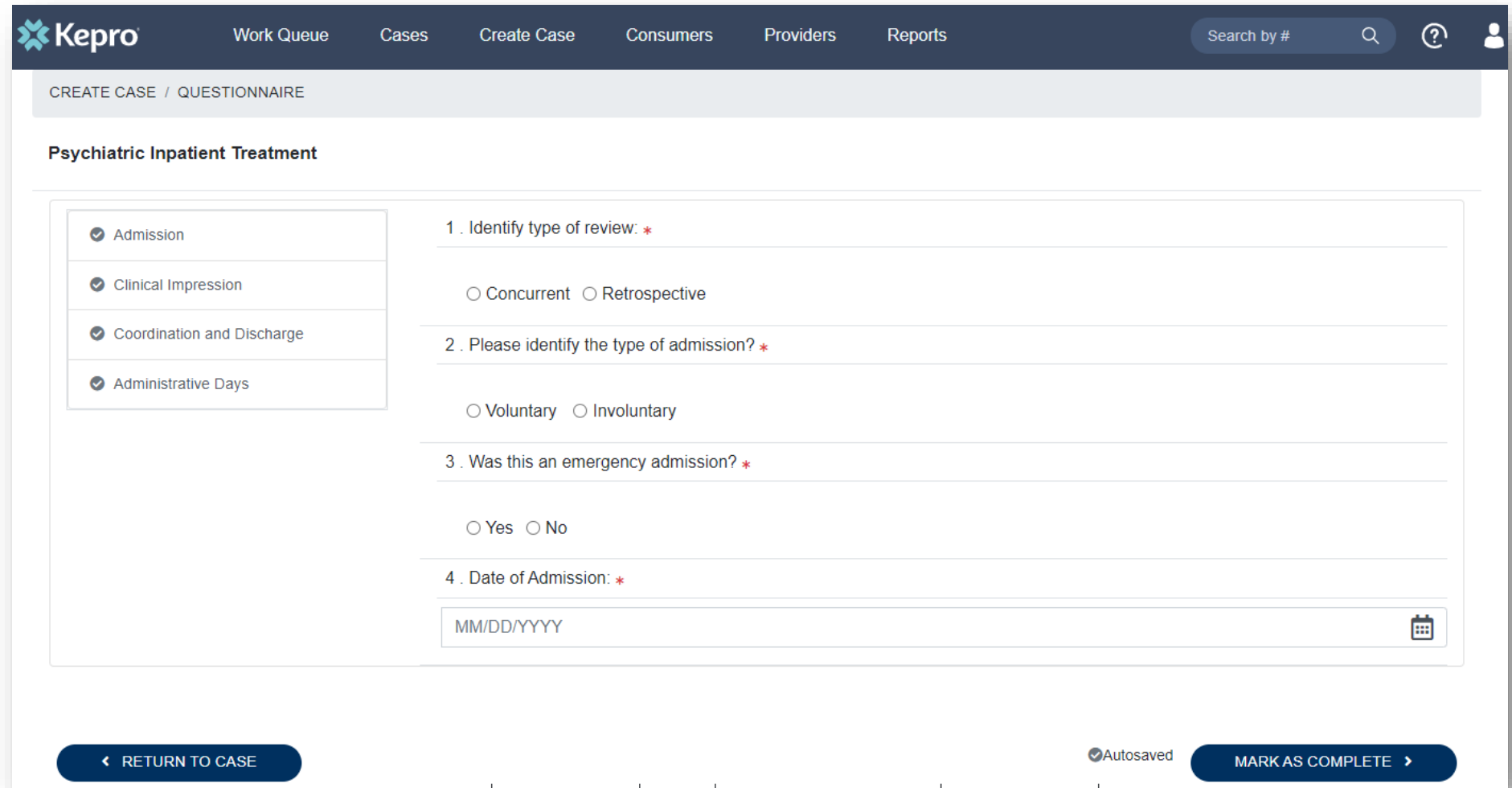
The screenshot shows the Kepro web application interface. The top navigation bar includes the Kepro logo and menu items: Work Queue, Cases, Create Case, Consumers, Providers, and Reports. A search bar with the placeholder 'Search by #' and a magnifying glass icon is on the right. A blue arrow points to the 'Reports' menu item. Below the navigation bar, the 'REPORTS' section is displayed. It contains a table with the following data:

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


At the bottom of the table, it says 'Displaying records 1 to 10 of 2 records'. To the right, there is a pagination control with buttons for 'Previous', '1', '2', '3', 'Next', and a 'Show 10' dropdown menu followed by 'Entries'.

# ATREZZO

**Atrezzo will ask providers specific questions related to the IN and to determine medical necessity and continued stay criteria**



The screenshot shows the 'Psychiatric Inpatient Treatment' questionnaire in the Atrezzo system. The interface includes a top navigation bar with 'Kepro' logo and menu items: 'Work Queue', 'Cases', 'Create Case', 'Consumers', 'Providers', and 'Reports'. A search bar is on the right. Below the navigation is a breadcrumb 'CREATE CASE / QUESTIONNAIRE'. The main content area is titled 'Psychiatric Inpatient Treatment' and contains a sidebar with four checked items: 'Admission', 'Clinical Impression', 'Coordination and Discharge', and 'Administrative Days'. The main form has 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 on the left, 'Autosaved' status in the center, and a 'MARK AS COMPLETE' button on the right.

Concurrent Inpatient Review

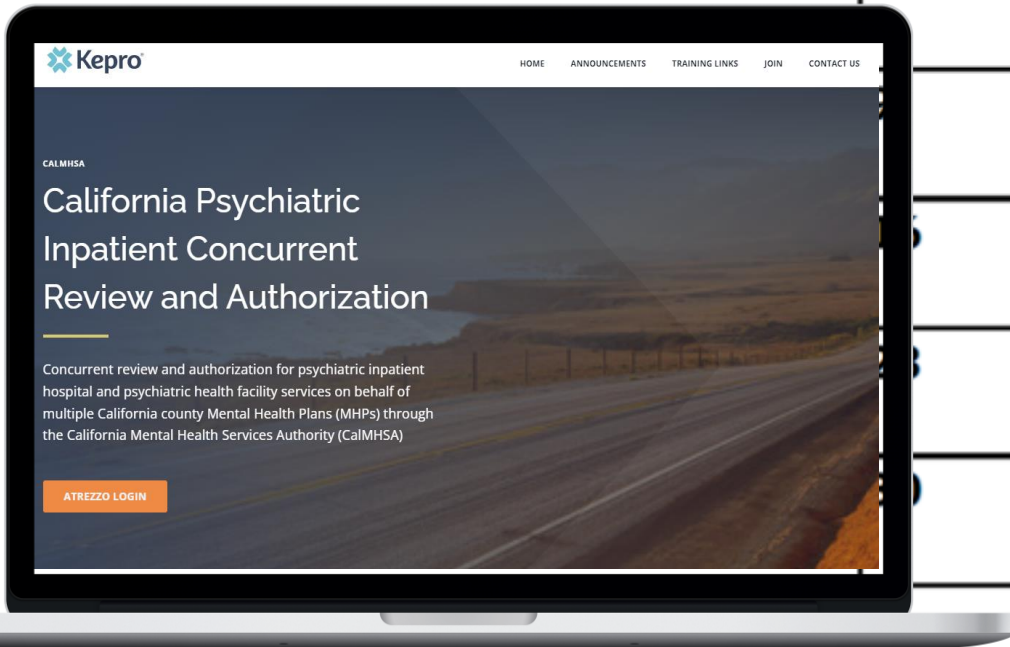
# TRAINING

## October 2022

Kepro will outreach to all hospitals to initiate training and provide a set schedule of trainings for both counties and hospitals.

Additional training opportunities can be offered upon request by emailing [CAReviews@kepro.com](mailto:CAReviews@kepro.com)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 ✓	5	6 ✓	7	8
	10	11 ✓	12	13 ✓	14	15
	17	18 ✓	19	20 ✓	21	22
	24	25 ✓	26	27 ✓	28	29
	31					



Visit us at [CALMHSA.KEPRO.COM](https://CALMHSA.KEPRO.COM)

Concurrent Inpatient Review



# QUESTIONS & NEXT STEPS

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- County to complete BAA/PA with CalMHSA
- County to send CalMHSA MMEF contact information
- County to send Kepro Hospital contact information
- County to select go-live date
- County to Identify an Atrezzo administrator
- County to sign-up for training at [CalMHSA.kepro.com](https://CalMHSA.kepro.com)
- Kepro to send registration code to administrator
- County to register organization in Atrezzo
- Kepro to send sample hospital notice to County to introduce the new process
- You may also view the Concurrent Review P&P on our Website located under the UR Information drop down.