

PA CONTRACTOR

The Department of Medical Assistance Services (DMAS) currently utilizes KePRO, an innovative healthcare management solution company, as the Medicaid Prior Authorization (PA) Contractor. KePRO conducts PA for Medicaid, Family Access to Medical Insurance Security (FAMIS), and FAMIS Plus clients in the fee-for-service programs.

KePRO offers the following benefits to the PA process:

- An internet accessible, web-based interactive PA request and response function (iEXCHANGE™);
- A primarily paperless process for faster service and reduced provider administrative burden; and
- Utilization of InterQual, a nationally recognized criteria set, where applicable.

Additional information regarding PA is available on the Department of Medical Assistance Service's website at www.dmas.virginia.gov and the KePRO website at <http://dmas.kepro.org>. Please be sure to check these websites on a regular basis for any new program information, changes, or updates.

Should you have any questions regarding PA, please send your inquiries via e-mail to providerissues@kepro.org or PAUR06@dmas.virginia.gov.

KePRO WEB BASED APPLICATION iEXCHANGE

KePRO utilizes a web based application called iEXCHANGE to facilitate the submission of PA requests. This is a user friendly system that will enable Medicaid enrolled providers to submit requests 24 hours a day, seven days a week via a secure internet connection. All information submitted to KePRO for new cases, changes to existing cases, extensions and additional information may be submitted via iEXCHANGE™. PA requests, updates and case viewing are available at any time, from virtually anywhere high speed internet access is available. Once a PA number has been generated, it is available for viewing in iEXCHANGE™.

Registration is required to access and use iEXCHANGE™. You must have a registered account before submitting information through iEXCHANGE™.

To register for iEXCHANGE, please go to <https://dmas.kepro.org/>. Simply click on the “**First time registration for iEXCHANGE**” button and you will be prompted through the registration process. Once registered, a password will be generated and sent to you via e-mail. It may take up to 10 business days to receive your password. Once you receive your password, you will be able to set up your account, specify users within your organization, and customize your account.

To register for an iEXCHANGE™ account, please have the following information ready to enter on the registration site:

- 1) Remittance Advice (RA) payment address (“Pay To” address); **and either**
- 2) 1099 total amount (current year to date total); **or**
- 3) Last Remittance date (last payment date).

It may be necessary to contact your agency’s business office or billing department for this information.

KePRO has developed new tools for each service requiring PA through KePRO to assist providers in submitting appropriate clinical information for successful processing. These guides termed “*Required PA Information*” checklists for PA requests are available on the KePRO website at <https://dmas.kepro.org>.

Using these sheets and referring to them during the submission process will decrease the number of cases pending by KePRO for missing or additional information, and speed up the processing time.

KePRO offers frequent live trainings regarding iEXCHANGE™ account set-up and information on how to submit requests via iEXCHANGE™. Please visit KePRO’s website at <https://dmas.kepro.org/> for specific training information/schedules and a directory of available recorded trainings that can be viewed at your convenience. Click on the “**Training**” tab where you will see a link to “***Scheduled Training Live and Recorded***”.

Registration is not required to attend KePRO’s live web presentations, but space is limited to 100 attendees per training session. All recorded training will be available to view at any time.

Frequently Asked Questions regarding iEXCHANGE:

What is required to connect to the iEXCHANGE system?

The only system requirement for hospitals or providers to enter requests for authorization is high speed internet access. iEXCHANGE is browser based and requires either Internet Explorer version 5.5 or higher, or Netscape Navigator Version 4.08 or higher, with the exception of version 6.0. The browser must allow 128-bit encryption. JavaScript must also be enabled. If a non-compliant browser is detected, iEXCHANGE will generate an error message with links to download compliant browsers or detailed instructions on how to enable JavaScript.

We have users with AOL accounts. Will they be able to access the system?

AOL uses a unique and proprietary browser. It is not supported and not recommended for use with iEXCHANGE. An AOL account may be utilized for connection to the internet, provided a compliant browser is then launched and used for accessing iEXCHANGE.

Is access to the system password protected? How will users be set up?

Access to the system beyond the opening page is password protected. Each provider will be assigned an administrative account and password and will be expected to add and maintain user accounts in accordance with the provider's security policies and procedures.

How many accounts can be set up?

There is no limit to the number of accounts that may be set up for iEXCHANGE access.

While online submission is strongly encouraged, KePRO will also accept FAX, telephone and mail requests.