

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202374    JUNE 29, 2023

## Reminder: Kepro to begin prior authorization and utilization management responsibilities July 1

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202301](#), Kepro will be the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor for the IHCP nonpharmacy services. Kepro will assume PA-UM responsibilities beginning July 1, 2023. Kepro will work with current IHCP contractors to ensure PA-UM responsibilities are carried out seamlessly and with no interruption of services.

Remember that after the transition, all existing FFS authorizations will be honored until all approved units have been used or length of stay dates have been exhausted. No action will be needed by members or providers to ensure this continuity. Furthermore, for renewal or continuation of authorization for home health and therapy (physical, occupational, speech) services, requests received from July 1, 2023, through Sept. 30, 2023, will be honored for at least 180 days at the same service level, provided the requests also meet administrative requirements.



After July 1, 2023, providers can continue to log in to the [IHCP Provider Healthcare Portal](#) (IHCP Portal) to view all authorizations adjudicated by Gainwell in a read-only environment. In addition, Gainwell authorizations with end-dates of July 1 or later will be available to view in the [Atrezzo Provider Portal](#). For questions about any authorizations, providers may call Kepro Customer Service at 866-725-9991.

Finally, providers can be ready to submit authorizations to the Atrezzo Provider Portal after the July 1 go-live date by registering now for the portal (see *IHCP Bulletin* [BT202339](#) for portal training information). All portal training sessions will be available to watch anytime through the [Kepro website](#) at [INMedicaidFFS.kepro.com](http://INMedicaidFFS.kepro.com).

The following are quick contact information and links for providers:

- Kepro Customer Service line: 866-725-9991
- Fax number: 800-261-2774
- [Atrezzo Provider Portal](#), accessible at [portal.kepro.com](http://portal.kepro.com)
- Atrezzo Provider Portal training information in *IHCP Bulletin* [BT202339](#)
- [Kepro Indiana Medicaid PA-UM FFS website](#), which includes previously recorded Atrezzo Provider Portal trainings (under Provider Education & Training)

For more information about Kepro and the Atrezzo Provider Portal, search “Kepro” in the Provider Reference Search on the [IHCP Bulletins](#) page at [in.gov/medicaid/providers](http://in.gov/medicaid/providers).

**QUESTIONS?**

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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