



MMIS Annual Billing Workshop

Scope of Services

2023

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eQHealth Solutions, Kepro, CNSI, and Acentra Health

- Keystone Peer Review Organization (Kepro) was founded by physicians from the Commonwealth of Pennsylvania Medical Society in 1985
- eQHealth Solutions was founded in Baton Rouge, Louisiana in 1986
- Both companies focused on healthcare quality improvement, utilization management, and health information technology organization
- eQHealth Solutions was purchased by Kepro in 2021
- The 2022 merger of Kepro and CNSI brought together experts in health advocacy and information technology
- Kepro and CNSI became Acentra Health in 2023, forming one company with a goal of overseeing and ensuring the quality of the relevant care while promoting appropriate utilization of medical services by reducing costs and using plan resources with the most user-friendly and efficient technology resources available.



Core Values

- **Dedicated:** We are driven by a customer-first approach. We work tirelessly to improve our customer relationships, the solutions we deliver, and our company as a whole.
- **Passionate:** We are enthusiastic about the work we do and why it matters to our clients and their beneficiaries.
- **Trustworthy:** We are honest and ethical. We are committed to always acting with the best of intentions for our customers, partners, and colleagues.
- **Collaborative:** We believe our clients are our partners and we work together to achieve the mission of their programs.
- **Innovative:** We want to help to transform the worldwide healthcare system through new insights, technology, and greater integration across programs, systems, and populations.



Scope of Services

- Behavioral Health and Qualified Residential Treatment Assessments:
 - Division of Youth Services: Alexander Unit
 - Division of Family Services: Foster Care
- Utilization Management (Prior Authorization, Retrospective/Quality Reviews, Extension of Benefits)
 - Applied Behavior Analysis (ABA)
 - Day Habilitation
 - ADDT/EIDT: Nursing Services
 - Behavioral Health
 - Outpatient Services
 - Inpatient Psychiatric Services Under 21-Acute care
 - Personal Care Services
 - OT/PT/SLP Therapy Services – more than 90 minutes per week
 - Clinical Based and School Based services
- Medical Review Team-Disability Determinations
- Medical Eligibility- Waiver Reviews
- Behavioral Health Crisis Coordinator



Division of Youth Services: Alexander Unit

Acentra Health provides Arkansas Licensed Mental Health Professionals who are embedded at the Juvenile Assessment and Treatment Center in Alexander.

Our Qualified Professionals assist with treatment planning and focused discharge coordination for youth in state custody residing within this facility in addition to Physician Support.



Division of Family Services: Foster Care

The Family First Prevention Services Act emphasizes the importance of children growing up in families and helps ensure children are placed in the least restrictive, most family-like setting appropriate to their special needs while in Foster Care.

The Child and Adolescent Needs and Strengths (CANS) Assessment is a comprehensive trauma-informed behavioral health evaluation and communication tool. This tool is used to help determine eligibility for placement into a Qualified Residential Treatment Program (QRTP).

Acentra Health provides the Arkansas Licensed Mental Health Professionals who complete the CANS Assessment in addition to Physician Support.



Applied Behavior Analysis (ABA)

- ABA Consists of three review submissions
 - Autism Diagnosis Pre-Approval: ASD diagnosis required for ABA services
 - ABA Diagnosis Assessment
 - ABA Treatment Plan
- The three reviews must be submitted separately
- Diagnosis Pre-Approval is required for ABA assessment and treatment
- Initial Diagnosis Assessment review request must be approved **before** submitting the Treatment Plan review request.
- Review completion times for ABA is 9 days **after** the request is submitted to Acentra Health with **all** appropriate documentation for each type of review.



Day Habilitative Services

- When a child does not meet the specific eligibility criteria for Early Intervention Day Treatment (EIDT), there **may be** an option for developmental day habilitative treatment based on a Developmental Evaluation that identifies delays, but possibly not the required medical needs like nursing care, nutrition or occupational, physical, or speech therapy.
- Day Habilitative Services are for children six (6) years old and younger.
- Maximum benefit is 1300 units per year or 25 units per week
- Determinations are made on a case-by-case basis by Clinical Reviewer based on DMS-693, relevant social and medical history, and Developmental Assessment results (ex: Battelle Developmental Inventory II, Early Learning Accomplishment Profile, or Vineland Adaptive Behavior Scales)
- Additional documentation such as EPSDT visit from PCP and Therapy Evaluations may be needed to support the request when available



ADDT/EIDT: Nursing Services

- Acentra Health is responsible for evaluating the appropriateness and medical necessity of ADDT and EIDT Nursing Services, under the direction of the Arkansas Medicaid Program and the Division of Developmental Disabilities Services.
- The EIDT Program requires Prior Authorization when more than one (1) hour per day of covered EIDT nursing Services are provided
- The ADDT Program requires Prior Authorization when any amount of ADDT nursing services are provided



Inpatient Behavioral Health Acute Admission

- Acentra Health processes Prior Authorization requests for Inpatient Psychiatric Acute Admissions for beneficiaries under the age of 21.
- Provider Type 25
- Procedure Code: 0114 – Inpatient Psychiatric Hospital Only
- PAs must be submitted within 2 business days of admission
 - If more than two (2) working days pass, the Acentra Health review team will partially deny the PA, approving only the dates of service after the date that the PA is requested
- Inpatient Behavioral Health is the only program which uses “Inpatient” as the Service Type, when submitting a PA to our portal
- Review time for Inpatient Behavioral Health PAs is one (1) day



Outpatient Behavioral Health

- Provider Types 19, 26, and 91
- Service Categories
 - Outpatient Behavioral Health Services (OBHS)
 - Infant Mental Health (IMH)
 - Adult Behavioral Health Services for Community Independence (ABHSCI)
 - School-Based Mental Health (SBMH)
 - School-based services provided by school employees are excluded from the PASSE programs. Acentra Health processes the authorizations for School-based services, without regard to Assessment Tier and PASSE Assignment
 - OP Acute Crisis
- Review Time for OP Acute Crisis is one (1) day. All other Outpatient Services are nine (9) days



Personal Care Services

- Personal Care Services for beneficiaries 21 and over have a limit of 256 units per month and require an Optum Assessment to determine if services are medically necessary and how many units the beneficiary qualifies for each month.
 - In home (T1019 – U3)
 - In a Residential Care Facility or Assisted Living Facility (T1020 [modifier used to determine units per month])
- Personal Care Services for beneficiaries under 21 years of age have no limit on units per month and require an Optum Assessment to assist in determining if services are medically necessary and how many units the beneficiary qualifies for each month.
 - In home (T1019)
 - In a school or cooperative based education setting (T1019-U4)
 - School-based services provided by school employees are excluded from the PASSE program. Acentra Health processes the authorization for School-based services, without regard to Assessment Tier and PASSE Assignment.
 - Beneficiaries 16 and over, on the job site (T1019-U5)
 - In a Residential Care Facility or Assisted Living Facility (T1020 [modifier used to determine units per month])
- All Personal Care services have a review time of 15 working days **after** the required documentation and Optum Assessment have been received



Occupational Therapy, Physical Therapy, Speech-Language Pathology

- Acentra Health processes Prior Authorization requests for Occupational Therapy, Physical Therapy, and Speech-Language Pathology services when the combined total of all services (between schools and clinics) equals more than 90 minutes per week.
- OT/PT/SLP PAs require program types 21, 24, 42, and 43
- Therapy services requested by Therapy program types (21, 42, 43) have a review time of 3 days (72 hours) after receiving all required documentation.
- Therapy services requested by EIDT program type (24) have a review time of nine (9) days after receiving all required documentation.
- All reviews are conducted by a licensed Occupational Therapist, Physical Therapist, or Speech-Language Pathologist, depending on the type of service under review



Retrospective Quality Reviews

- Acentra Health reviews supporting documents for a sampling of claims submitted each quarter
 - Determine if those services are delivered in accordance with the plan of care and conform to generally accepted professional standards
 - Evaluate the medical necessity of services provided to Medicaid beneficiaries
 - Evaluate the clinical documentation to determine if it is sufficient to support the services billed during the requested period of authorized services
 - Safeguard the Arkansas Medicaid program against unnecessary or inappropriate use of services and excess payments in compliance with 42 CFR 456.3(a).
- ADDT/EIDT
- Inpatient Behavioral Health
- Outpatient Behavioral Health
- OT/PT/SLP
- Letters are both mailed and uploaded to the portal for provider notification
- Lists of the required documentation can be found on our website ar.eqhs.com
- Providers have 30 days to submit the required documentation via the provider portal or fax



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