



IMPORTANT NOTICE FOR NH MEDICAID ENROLLED PROVIDERS

The NH Department of Health and Human Services, Medicaid Medical Services Unit to perform utilization and service authorization review for the fee-for-service NH Medicaid program. This change does not impact managed care.

Effective October 1, 2015

The NH Department of Health and Human Services is discontinuing its contract with KePRO and is returning the utilization management and service authorization functions to the Medicaid Medical Services Unit within the Office of Medicaid Business and Policy.

The following services will continue to require review for a service authorization:

- Out of State Inpatient Admissions
- Incontinence Products for Adults
- High Tech Diagnostic Imaging Procedures, i.e. MRI, CT scans
- Potential Cosmetic Surgeries
- Podiatry-if exceeds service limits
- Hearing Aids for Adults
- Private Duty Nursing
- Certain Specialty Injectable Medications
- Organ Transplants
- Certain Durable Medical Equipment
- Therapy: Physical, Occupational, Speech – if exceeds service limits
- Contact Lenses

The only change in the process for requesting a service authorization is that requests should no longer be submitted to KePRO. All requests should be faxed to the attention of the Medicaid Medical Services Unit at 603-271-8194. To send requests by mail, the address is:

DHHS Medicaid Medical Services Unit
129 Pleasant Street
Concord, NH 03301

The required forms are being revised to remove the KePRO logo and will be posted as soon as possible. Please continue to check the website at <https://nhmmis.nh.gov> and begin using the new forms as soon as they are available. In the interim, the current forms with the KePRO logo may be utilized as long as they are faxed/mailed as noted above.

Xerox, the fiscal agent for the Medicaid program will be responsible for data entry of the approved service authorizations. Providers are encouraged to use the MMIS web portal to check on the status of their authorization requests. **Providers requesting service authorization numbers should contact the Provider Relations Unit at Xerox at 866-291-1674.** The call processor will ask you for your seven (7) digit Provider number. If you do not have that information, press 0. The Medicaid Medical Services Unit will handle all other inquiries and can be reached at 603-271-9384.

Questions about this notice should be directed via e-mail to Jane Hybsch at jhybsch@dhhs.state.nh.us.