



SPURWINK

going the distance

March 21, 2016

Spurwink Services
899 Riverside St
Portland ME 04103

Joseph Dougher
President and Chief Executive Officer
777 East Park Drive
Harrisburg, Pa 17111

RE: Request for Proposal OHA-4140-16: Care
Coordination, Integration & Evaluation Services

Dear Mr. Dougher:

The purpose of this letter is to provide a reference for APS Healthcare Quality Review, Inc. d/b/a KEPRO for its response to the above-referenced Request for Proposal. I am delighted to provide this reference, based on my knowledge of the organization's performance here in Maine, where they have delivered utilization management services for Medicaid-reimbursed behavioral health services since 2007.

My organization is a non-profit provider of behavioral health services, with 37 active homes serving children with behavioral health issues and another 18 providing community residences for adults. We also operate 6 special education schools, where we serve children ranging from 5 to 21 years of age. Our community to recovery and resilience for individuals is legendary over our 50 years of service, and our 1,000 employees encompass the spectrum of behavioral health professionals, including Qualified Mental Health Professionals. Our staff works with APS/KEPRO on a daily basis for prior authorization and concurrent review of behavioral health services.

We appreciate the behavioral health expertise of APS/KEPRO's staff and their professional commitment to a delivery system here in Maine that provides exemplary, person-centered care. Their contract performance has been exceptional, with timely reviews, a transparent process, and informative reports. The State of Oregon could not find an organization better prepared to assist with administration of the 1915(i) Waiver program. The program here in Maine was implemented on a timely basis and continues to provide value to the State through sound medical appropriateness decisions, informed consultation for care planning, and proactive communication and technical assistance.

Spurwink applauds the State of Oregon's initiative for independent, coordinated, and integrated administration of the 1915(i) waiver for home and community-based services, and recommends the selection of KEPRO as its Independent and Qualified Agent. If further information is needed, please do not hesitate to contact me.

Sincerely,

Eric Meyer, LCSW, MBA
President & CEO



HEALTH SYSTEMS DIVISION
Provider Clinical Support

Kate Brown, Governor

Oregon
Health
Authority

500 Summer St NE E44

Salem, OR, 97301

Voice: 1-800-527-5772

FAX: 503-378-5814

TTY: 711

www.oregon.gov/OHA/healthplan

February 25, 2016

To Whom It May Concern:

My name is Trevor Douglass and I am writing this letter to provide a reference for Keystone Peer Review Organization, Inc. (KEPRO).

The Oregon Health Authority's contract with APS Healthcare, a subsidiary of KEPRO, includes the following scope of work.

The name of the project	Oregon Health Plan (OHP) Care Coordination Program
The time period of the project	6/1/2009-8/31/2015; new contracts 9/1/2015-6/30/2016

Contract work relevant to the OHP Care Coordination Program:

- Care coordination services for fee-for-service Medicaid and fee-for-service dual-eligible clients (approximately 118,000 clients out of the total OHP population of 1.2 million).
- Telephonic and program management staff in Tualatin, Oregon.
- Field-based staff throughout the state (in eastern Oregon, the Oregon coast, the Willamette Valley, southern Oregon, and the Portland metropolitan area).
- Services include a 24-hour Nurse Advice Triage Line, face-to-face assessments, health education mailings, disease management coaching for chronic conditions, case management for high-acuity members, and care coordination in collaboration with primary care physicians and other health and social service providers.
- Work with clients on medication reconciliation, transition of care, exercise, diet, establishing primary care physicians, and making appointments.
- Collaboration with OHA and DHS programs to improve outcomes and reduce disparities within the fee-for-service population; and overcome outcome challenges for individual high-acuity members.

Please feel free to contact me if you have any additional questions. You may reach me at 503-947-2315 or via email at trevor.douglass@state.or.us.

Sincerely,

Trevor S. Douglass, DC, MPH
Provider Clinical Support Manager
OHA Health Systems Division
500 Summer St NE, E44
Salem, OR 97301



COMMONWEALTH of VIRGINIA
Department of Medical Assistance Services

CYNTHIA B. JONES
DIRECTOR

SUITE 1300
600 EAST BROAD STREET
RICHMOND, VA 23219
804/786-7933
800/343-0634 (TDD)
www.dmas.virginia.gov

February 17, 2016

To Whom It May Concern:

My name is Senthia Barlow, Prior Authorization Supervisor and I am writing this letter to provide a reference for Ohio KEPRO, Inc., Keystone Peer Review Organization, Inc. (KEPRO)/APS Healthcare.

Our current contract with KEPRO includes the following scope of work:

Virginia	
The name and address of the client	Commonwealth of Virginia Department of Medical Assistance Services (DMAS) 600 East Broad Street, Suite 1300 Richmond, VA 23219
The name of the project	Virginia State Medicaid Contract
The time period of the project	11/1/2012-10/31/2017 (with 1 additional option year)

Brief Description of the Contract Work / Relevancy to Virginia State Medicaid Contract (DMAS)

KEPRO DMAS' service authorization contractor ensures that Medicaid, FAMIS Plus, and FAMIS Fee-for-Service enrollees receive medically necessary and appropriate health care services through the Service Authorization Process. KEPRO preforms precertification and retrospective reviews, and defends member and provider appeal decisions. Utilizing nationally recognized criteria such as McKesson InterQual, along with DMAS criteria and business rules, KEPRO provides utilization management for services that include durable medical equipment (DME), acute inpatient, several community based waivers (Elderly and Disabled with Consumer Direction, Individual and Family Developmental Disabilities, Technology Assisted, Alzheimer's, Money Follows the Children), Specialized Care Long Stay Hospital, Early Periodic Screening and Diagnosis Treatment Program (EPSDT), outpatient rehabilitation, home health, transplant, and surgical services. Annually KEPRO processes almost 250,000 service requests.

Significant Accomplishments and Achievements

- Saved over \$100 Million dollars in 2015 alone
- Has yielded consistent 17:1 ROI
- Long Term client relationship – Contract held since 2006
- > 90% of the providers are utilizing the web submission program

- Implemented Rules-driven clinical authorizations (the next generation of UM)
- Added new services within 30 days
- 10 years of flexible contracting adjusting with the Commonwealth's changing program

Understanding of Requirements	
Wyoming Requirements	Virginia Requirements
Utilization Management and Review	✓ Utilization Management (reporting, analytics, over-utilizers)
Relationship Building and Integration	✓ Large stakeholder group, team building and complete care record integration
HCBS Waiver Management	✓ HCBS Waiver Management
Provider Engagement and Communication	✓ Provider Engagement and Communication
Integrated Technology	✓ Integrated Teams and Patient Coordination ✓ Integrated Technology
Reports/Analytics	✓ Reporting/Analytics

KEPRO and DMAS work very well as a team. KEPRO provides good quality services, reports are timely and accurate, staff members are cooperative, knowledgeable and helpful. KEPRO is proactive in apprising DMAS of any problems or issues that they feel could impact either entity. They are always willing to attempt resolution of problems independently or in conjunction with DMAS. KEPRO is very responsive to the needs of DMAS. They are flexible in meeting DMAS requests even when it requires an immediate response. They are very knowledgeable of the contract requirements and work diligently to adhere to those requirements. DMAS values KEPRO's input when working with program implementations and changes. KEPRO has very professional staff. They are very responsive to the needs of the Medicaid members and providers as well as the general public.

Please feel free to contact me if you have additional questions. You may reach me at 804-225-4270 or via email at senthia.barlow@dmavirginia.gov.

Sincerely,

Senthia Barlow
Prior Authorization Supervisor



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

BUREAU FOR MEDICAL SERVICES
350 Capital Street, Room 251
Charleston, West Virginia 25301-7307
Telephone: (304) 558-1700 Fax: (304) 558-1451

Earl Ray Tomblin
Governor

Karen Bowling
Cabinet Secretary

February 23, 2016

Angela Morson, Procurement Officer
Wyoming Department of Administration and Information
Procurement Section
700 W. 21st Street
Cheyenne, WY 82002-0060

Dear Ms. Morson:

I am writing to provide information about the contract between the State of West Virginia, Department of Health and Human Services (DHHR) and KEPRO (APS Healthcare Quality Review, Inc.). The initial contract period began in 2000, with responsibilities to administer Utilization Management for behavioral health services. Since then, the contract has been expanded through modification and procurement to integrate a broad set of Administrative Services (ASO) including:

- Medical utilization management.
- Intellectual Developmental Disabilities Waiver
- Aged and Disabled Waiver
- Traumatic Brain Injury Waiver
- PASRR Level I Review
- Behavioral Health and Health Facilities
- Socially Necessary Services Program
- Health Homes Program
- Personal Care

ASO functions include but are not limited to: UM, onsite provider compliance reviews and audits, provider training and education, in-home assessments, quality improvement activities, consumer/community training and data analysis and reporting.

It is the preference of DHHR that we not provide comment on Vendor performance in writing; however, I would be glad to speak with someone from the State of Wyoming to share our perspectives on and experience with this organization. Please contact me at 304-356-4844.

Sincerely,

Cynthia E. Beane
Commissioner
Bureau for Medical Services



State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

February 19, 2016

To Whom It May Concern:

My name is Rita McCabe, California Pre-Admission Screening and Resident Review (PASRR) Section Chief, and I am writing this letter to provide a reference for Keystone Peer Review Organization, Inc. (KEPRO)/APS Healthcare.

Brief Description of the Contract Work

Under the APS Healthcare Quality Review KEPRO subsidiary, the CA PASRR program works with the State of California Department of Health Care Services, to provide federally-mandated PASRR Level II evaluations for individuals admitted to skilled nursing facilities who have, or are suspected to have, a serious mental illness. These evaluations are performed by licensed clinicians face-to-face with the individual, in their facility.

Significant Accomplishments and Achievements

- Program began 1/2/15, with contractually-required staff. Doubled clinical field staff in first 8 months.
- Inherited 1,000+ referrals held during the transition from the previous vendor. These evaluations were cleared by May of 2015, while simultaneously responding to real-time referrals.
- Processed 29,483 referrals in 2015.
- Reduced state's turn-around time for these evaluations from 45 days/evaluation, under the previous vendor, to 3.1 days/evaluation—exceeding federal mandate for turnaround time.
- Ensured consistently high quality work product with overall clinical quality score of 97% in 2015.
- 174 evaluations completed in remote and rural CA areas in 2015.

Please feel free to contact me if you have any additional questions. You may reach me at (916) 319-0982 or via email at Rita.McCabe@dhcs.ca.gov.

Sincerely,

Rita McCabe, Section Chief
PASRR Division



Defense Health Agency
 7700 Arlington Boulevard, Suite 5101
 Falls Church, VA 22042
 February 12, 2016

To Whom It May Concern:

I am writing this letter to provide a reference for KEPRO Acquisitions, Inc. My name is Dr. Frank Flannery, COR for the TQMC Contract.

Please see below the scope of work.

TRICARE Quality Monitoring Contract (TQMC)	
Contract Agency and Number	Defense Health Agency HT940210d001
Address	Department of Defense Defense Health Agency 16401 East Centrectech Parkway Aurora, CO 80011-9066
POC	Dr. Frank Flannery, M.D., J.D. Deputy Director, Clinical Quality 301-319-2495 frank.t.flannery.civ@mail.mil
Time Period	April 1, 2011 to March 31, 2016
Functions Performed	Reconsideration and Appeals, Standard of Care, Appeals and Hearings, Transition Assistant Management Program (TAMP) Benefits Extension, Quality of Care Reviews and Focus Studies

Brief Description of the Contract Work / Relevancy to TQMC

The purpose of this contract is to assist Health Affairs, Defense Health Agency (DHA) the TRICARE Regional Offices (TRO), the Designated Provider Program Office (DPPO), the TRICARE Overseas (TAO) Eurasia-Africa, Pacific and Latin America/Canada Program Offices, the TRICARE Dual Eligible Fiscal Intermediary Contract (TDEFIC), and the Pharmacy and Dental Program Offices, by providing the Government with an independent, impartial evaluation of the care provided to Military Health System (MHS) beneficiaries. KEPRO reviews care provided by the Designated Providers (DP) under the Uniformed Services Family Health Plan (USFHP), the Managed Care Support Contractors (MCSCs) and the TDEFIC contractor. In addition, the TQMC will review records from other TRICARE contractors (e.g., TRICARE pharmacy and dental contractors) to satisfy requirements to validate the quality of care delivery under the TRICARE benefit. The TQMC is part of TRICARE's Quality and Utilization Review Peer Review Organization Program, in accordance with Code of Federal Regulations 32 CFR 199.15.



Key Contract Standards. From April 1, 2011 to March 31, 2016, KEPRO's performance exceeded contract standards; see table below.

KEPRO Exceeded CMS Contract Standards in Review, Accuracy and Timeliness	
Contract Standard	Standard achieved (average over period) FY 2015
Reconsideration and Appeals completed within 30 days (Non-Expedited)	100%
Expedited Reviews completed within 24 to 72 hours	100%
Accuracy of Focus Study reviews performed at the 95% accuracy level	100%
Reliability of reviews must achieve 90% reliability level (two separate reviewers reach the same conclusion)	100%

The lack of a mechanism to monitor timeliness of case review processing with a frequency to allow for timely programmatic change and quality improvements.	Created tracking report that monitors timeliness of case review completion across multiple review types on a daily basis; extensive monthly dashboard created to provide detailed progress report of multiple critical contract activities to include: case reviews volumes/timeliness/provider outcomes.	Improved timeliness of case review processing, identified data entry errors, timely analysis of program activities to effect change/exceed contract requirements/identify opportunities for provider and staff training/improvements.
Maintain timeliness & quality with increased volumes.	KEPRO's processes are scalable and can adjust to take on the additional volume. Workload management by seasoned KEPRO Supervisory Staff and daily meetings with review staff.	Utilization of an internal tracking system that tracks the case through each critical phase of the process.
Need for accurate data collection tool for quality metrics of focused studies.	Creation of data collection tool to extra focused study data in conjunction with quality review of medical record.	Improved data collection, documentation and management, resulting in more effective, organized and precise data analysis of objective/outcome measures and reporting.



KEPRO has not only met, but exceeded all performance measures. All deliverables have been either timely or early. KEPRO's work product has been excellent in all respects. Please feel free to contact me if you have any additional questions. You may reach me at 301-319-2495 or via email at frank.t.flannery.civ@mail.mil.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank T. Flannery".

Frank T. Flannery, M.D., J.D.
Legal Medicine/Risk Management
Clinical Support Division, DHA
Walter Reed National Military Medical Center
Clinical Support Division, DHA
Walter Reed National Military Medical Center
BLDG 17, Suite B3
8901 Wisconsin Avenue
Bethesda, MD 20889-5600
Main: 301-319-2495
frank.t.flannery.civ@mail.mil