



West Virginia Children's Health Insurance Program
350 Capitol Street
Room 251
Charleston, WV 25301
304-558-2732 voice / 304-558-2741 fax
Helpline 877-982-2447
www.chip.wv.gov

Dear WVCHIP Provider:

The West Virginia Children's Health Insurance Program (WVCHIP) is transitioning their utilization management (UM) contractor, from HealthSmart to KEPRO.

Effective July 1, 2019, all prior authorization (PA) requests and UM activities for the WVCHIP program will transition from HealthSmart to KEPRO. This change will not impact or change the scope of services that require prior authorization (PA) under the WVCHIP program. All PA criteria for WVCHIP will remain the same.

Prior Authorization Requests

Continue to contact HealthSmart at **1-800-356-2392** for PA requests through June 24, 2019.

Beginning July 1, 2019, all PA requests should be submitted online to KEPRO.

KEPRO's contact information is provided below:

KEPRO Toll-Free Phone Number: **1-888-571-0262**

Fax: **1-866-438-1360**

Email: wvchip@kepro.com

KEPRO Provider Portal:

Medical: <https://c3wv.kepro.com> or <https://providerportal.kepro.com>

Behavioral: <https://careconnectionwv.kepro.com>

Black-out Period

All existing PAs approved by HealthSmart prior to July 1, 2019 will be honored by the claims payer, DXC. However, to assist with this transition, HealthSmart will not accept PAs for WVCHIP after June 24, 2019. KEPRO will begin accepting them on July 1, 2019.

Please ensure that you submit any PAs that need to be approved prior to July 1, 2019 to HealthSmart by June 24, 2019. In the event of an urgent / emergent service for dates of service after June 24, please submit the PA request online to KEPRO on July 1.

KEPRO Provider Registration

Medical Providers: If you are a Medicaid participating provider with access to KEPRO's online provider portals, you will be automatically granted access to submit requests for WVCHIP member as of July 1. If you are a WVCHIP provider who is not registered, please visit KEPRO's provider website at <https://providerportal.kepro.com> and follow the appropriate prompts to create a user profile and account.

Behavioral Health Providers: Registration materials are available online at <http://wvaso.kepro.com>. For assistance with portal registration, please contact KEPRO at 1-888-571-0262 or email wvchip@kepro.com.

Thank you,

WVCHIP