



KEPRO'S BAR CODE FAX COVER SHEET

September 2020

Kepro

- **Kepro is the Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) for 29 states**
- **Kepro is a government contractor for the Centers for Medicare & Medicaid Services (CMS)**
- **One of the responsibilities of the BFCC-QIO is to review hospital discharge and skilled service termination appeals**

Appeals Process

- **After a Medicare patient files an appeal, Kepro will call your organization and fax a medical record request**
- **When you receive this medical record request, the cover sheet will show all the information needed from the medical record for Kepro to complete the appeal**
- **There is a bar code on this cover sheet that should be attached to the medical record when it is being faxed back to Kepro**

Expedited Appeal Documentation Request

DATE: «FAX_Date» FROM: Kepra

NAME: «Provider_Contact» / «Plan_Contact» DEPT: Appeals

COMPANY: «Provider_Name» / «Plan_Name» PHONE: «QIPHONE»

FAX: «Provider_Fax» / «Plan_Fax»

NEW **Kepra has implemented a bar coding system. Please include this documentation request with the bar code as the top sheet when submitting medical records. For multiple batches, please include it as the top sheet for each batch.**



Case ID#:	«Case_ID»	Date of Birth:	«Bene_DOB»
State of Facility:	«Facility_State»	Name of Provider:	«Provider_Name»
Name of Member:	«Bene_Name»	Managed Care Plan:	«Plan_Name»

This notice is to inform you that Kepra, a Medicare Quality Improvement Organization for CMS, has received a beneficiary's request for an expedited appeal of your decision to terminate services. Please have records to us by the close of business, according to your local time zone, in accordance with 42 CFR 422.626 (c). If this fax is received after the close of business, medical records will be due by close of business the following day, your local time zone. Please note: the close of business is defined as 5PM, Monday-Friday, and 3PM on weekends and holidays. In order to expedite this appeal, please send us records as soon as possible. A determination will be made based on the information provided by this deadline.

- Please include the following:
- Copy of the Notice of Medicare Non-Coverage (NONMC)
 - Copy of the Detailed Explanation of Non-Coverage (DENC)
 - Copy of the beneficiary's medical record from the last 7 days including:

Please also include the following documents:

History and Physical	v	PT Evaluation and Progress Notes	v	Skilled Nursing Notes	v
Physician Orders	v	OT Evaluation and Progress Notes	v	Wound Care Orders and Flowsheets	v
Physician Progress Notes	v	ST Evaluation and Progress Notes	v	Facsheet	v
		Social Service/DC planning notes	v		

NOTICE

The attached information is CONFIDENTIAL and is intended only for the use of addressee(s) identified above. If the reader of this message is not the intended recipient(s) or the employee or agency responsible for delivering the message to the intended recipient(s), please note that any dissemination, distribution, or copying of the communication is strictly prohibited. Anyone who receives this communication in error should notify us immediately by telephone and return the original message to us at the address above via U.S. Mail. Thank you.

IDC Pub#CC2020323

Bar Code Cover Sheet

- This is an example of what the bar code cover sheet looks like. It should be attached as the first page of the medical record that is being returned
- If more than one fax is needed, it should be used as the cover sheet of each fax that is sent to us

Importance of the Bar Code Cover Sheet

- **The bar code allows the case review processing software to automatically attach medical records to the case, which reduces error and reduces the amount of time to complete the appeal review**
- **Most importantly, it allows the Medicare patient to have his or her appeal completed on the first request, which increases satisfaction and saves time for your organization**

Contact Information

- If Kepro calls your organization about an appeal and you do not receive a medical record request via fax, please call Kepro
- The phone numbers for each region are available on our website www.keproqio.com

