



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
PROGRAM PLANNING & INTEGRITY

BUREAU OF IMPROVEMENT & INTEGRITY - PROGRAM INTEGRITY UNIT

Jeffrey A. Meyers
Commissioner

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Director

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November 27, 2018

Dear Provider:

The New Hampshire Department of Health and Human Services, Bureau of Improvement and Integrity, Program Integrity Unit, as part of its utilization review function, is required to ensure compliance with state and federal rules, regulations, policies and procedures established by NH Medicaid rendered to Medicaid recipients.

The Department has contracted with KePRO, to conduct retrospective utilization and quality reviews on selected inpatient hospital services provided to New Hampshire Medicaid fee for service recipients. All NH Medicaid enrolled in-state and border hospitals have a signed agreement of understanding with the Department, and are subject to comply with these reviews, and to follow the associated protocol.

When KePRO issues a final denial notice, the notice contains instructions to follow if they disagree with KePRO's final decision. At that point they have the option to accept the decision, or request reconsideration by KePRO. Failure to do so, waives all rights for them to appeal or grieve with the Department. In the event that they do request reconsideration, and the decision is upheld by KePRO, at that point they can file an appeal with the Department's Administrative Appeals Unit, within the allotted timeframe specified in the letter. Timeframes must be adhered to and exceptions will not be granted. *Grievances cannot be filed with the Department in lieu of a request for reconsideration or filing an appeal.*

All grievances filed in regards to a KePRO decision *will be rejected* by the Department.

If you have any further questions, please contact me. Thank you for your continued participation in the NH Medicaid Program.

Sincerely,

A handwritten signature in cursive script that reads "Marylynne Chavanelle".

Marylynne (Mindy) Chavanelle, BSN, CPC, CPIP
Program Integrity Specialist IV

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