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Accelerating Better Outcomes

Lead the Way | October 27, 2023

Acentra
HEALTH

Meet Our Company



With over six decades of combined experience, CNSI and Kepro have **come together to become:**

Our purpose is to accelerate better health outcomes through quality healthcare

Our vision is to be the vital partner for healthcare solutions in the public sector

Our mission is to continually innovate solutions that deliver maximum value and impact to those we serve



Acentra Health Overview

2023

Founded

Acentra Health was formed following the merger of CNSI and Kepro

45+

States

Serve 45 state agencies and 5 federal agencies

3K

Employees

Skilled clinicians, technology experts, and industry leaders

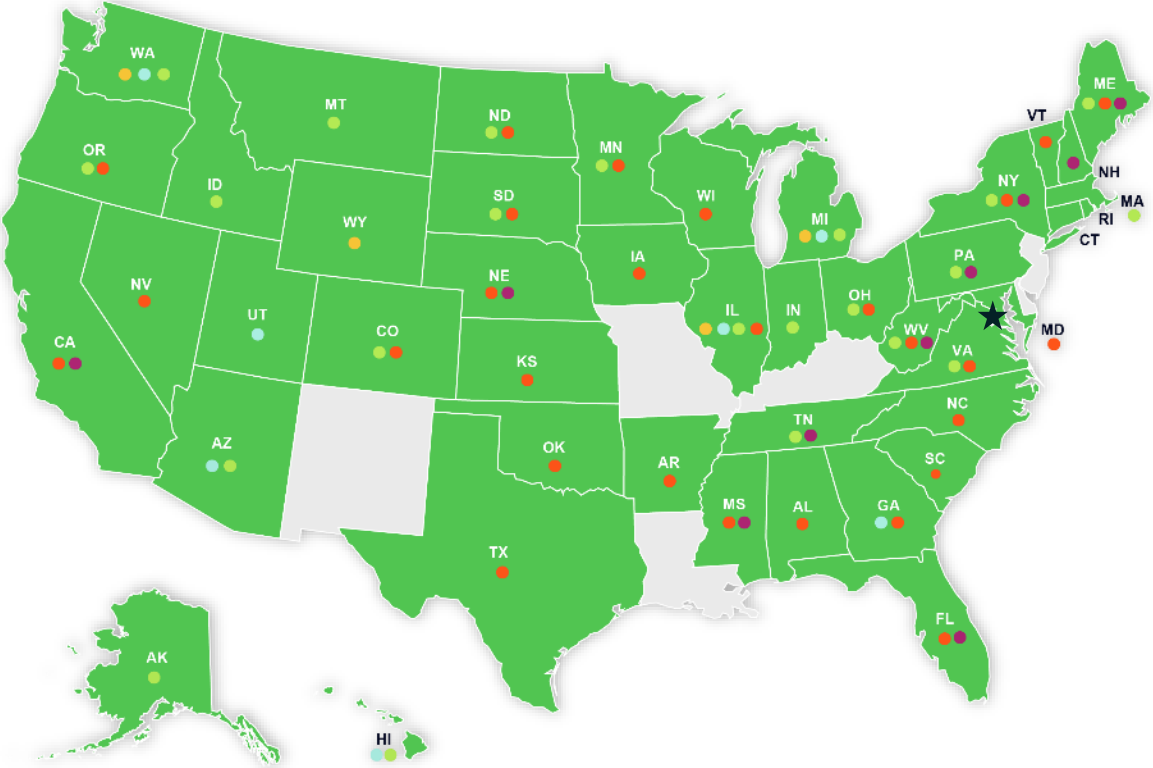
33

Locations

Headquartered in McLean, VA with 32 total company locations nationwide and a location in India

★ U.S. federal agencies we are partnered with:

- Centers for Medicare & Medicaid Services
- Department of Health & Human Services
- Department of Health Resources & Services Administration
- Department of Labor
- Department of Veterans Affairs



- STATE CLIENTS
- PROVIDER
- CARE MANAGEMENT
- CORE CLAIMS
- QUALITY OVERSIGHT
- ASSESSMENTS & CLINICAL ELIGIBILITY



By the Numbers

HELPED TO
IMPROVE THE
LIVES OF OVER

140M
BENEFICIARIES
NATIONWIDE



CMS CERTIFIED
FOR CLAIMS,
PROVIDER,
& CARE MGMT.

44

CURRENT
STATE
GOVERNMENT
CLIENTS
SERVED

1 OUT OF 10
EMPLOYEES
ACTIVELY INVOLVED
IN INNOVATION



\$26B
PAYMENTS

DISBURSED
ANNUALLY
BY MISSION-
CRITICAL
SYSTEMS

312k

ASSESSMENTS
COMPLETED
ANNUALLY

5.7M

PRIOR
AUTHORIZATIONS
PROCESSED
ANNUALLY

1.4B

CLAIMS
PROCESSED
ANNUALLY

URAC ACCREDITED IN
HEALTH UTILIZATION MGMT.,
CASE MGMT., DISEASE MGMT.
& INDEPENDENT REVIEW
ORGANIZATION



NC LIFTSS Summary of Services

The **Acentra Health** Team is responsible for:

- LIFTSS – Linking Individuals and Families for Long Term Services & Support
- Performing and conducting assessments and day to day administration functions for:
 - State Plan Personal Care Services (PCS)
 - Community Alternatives Program for Disabled Adults (CAP/DA)
 - Community Alternatives Program for Children (CAP/C)
 - Preadmission Screening and Residential Review Level II (PASRR)
- Provide Community Options for Beneficiaries transitioning from Institutional Care to Community-Based Living
- Manage transitions of care for individuals leaving Medicaid Managed Care returning to Medicaid Direct



NC LIFTSS Team

JOHN HENNESSEY | VICE PRESIDENT, OPERATIONS

LYNEKA JUDKINS | EXECUTIVE DIRECTOR, NC LIFTSS PROGRAM

TIFFANY BROOKS | CONTACT SUPPORT CENTER DIRECTOR, NC LIFTSS PROGRAM

RENEE WHITE | CONTACT SUPPORT CENTER MANAGER , NC LIFTSS PROGRAM

VERONICA CRUZ | STAKEHOLDER ENGAGEMENT AND EDUCATION COORDINATOR, NC LIFTSS PROGRAM



Our Commitment

- **Streamlined Access for All Support Services**
 - Comprehensive Independent Assessment Entity for PCS, CAP/C, CAP/DA, PASRR Level 2 evaluations and TOC (transition of care) and LCA (local contact agency) disenrollment
 - Seamless coordinated care through collaboration with partner entities
 - Need your help to make this process work (actionable feedback, collaboration)
- **Role of Quality Assurance**
 - Establishes baseline data and trends to identify key quality areas of strength and quality improvement
 - Monitors clinical and non-clinical workflows and processes
 - Overarching program development for highest standards in linking beneficiaries to appropriate long-term services and supports



Approach to Stakeholder Outreach & Community Engagement

OUR CORE PRINCIPALS TO ACHIEVE WELL-INFORMED STAKEHOLDERS



RESPONSIVE

Engage early and often



INCLUSIVE

Foster dialogue and collaboration



TRANSPARENT

Information will be readily available



PROACTIVE

Using data insights on rules and policies



COORDINATED

State-informed and coordinated

- Our approach is to listen, learn, and continuously improve our messaging, training curriculum, materials and processes as we serve the people of North Carolina.
- Our team, in conjunction with DHHS, will establish a feedback loop that allows actionable feedback

Escalation Process

- Contact **Customer Service** at 833-522-5429, Monday-Friday (excluding state holidays), 8:00AM-5:00PM EST.
- Request to speak to a program **Supervisor** or **Lead**. If a Supervisor or Team Lead is not immediately available, provider's call should be returned within 1 business day.
- For calls not resolved by a Supervisor or Team Lead within 48 business hours, providers may contact Customer Service and request to speak with **Quality Director**, **Contact Support Center Director**, or **Clinical Director**.



Expedited Assessments for PCS

- **Expedited Assessment**
 - An immediate review of an individual who meets eligibility requirements.
 - Assessment is completed by fax and telephone.
- **Who Can Request An Expedited Assessment**
 - Hospital discharge planner
 - SNF discharge planner
 - LME/MCOs Transition Coordinator
 - Adult Protective Services (APS) worker
- **Eligibility**
 - A beneficiary with active or pending Medicaid, in a medically stable condition
 - Currently hospitalized, in a medical facility, or SNF,
 - Included in the Transition to Community Living Initiative
 - Active APS case



Expedited Process

- A hospital discharge planner, SNF discharge planner, LME/MCO Transition Coordinator, or APS Worker may request an Expedited Assessment by faxing the Request for Services form to 1-833-521-2626 followed by a call to NCLIFTSS at 833-522-5429.
- Request will be reviewed and immediately approved or denied by NCLIFTSS.
- If approved, caller will be transferred to an NCLIFTSS nurse who will conduct a brief telephone assessment. When approved the beneficiary will be immediately awarded temporary hours for PCS. A provider of services must be selected to initiated the prior approval for the expedited hours.
- NCLIFTSS will then contact the beneficiary within 14 business days to schedule a full assessment.



Eligibility for Beneficiaries in Adult Care Home

- For an Adult Care Home (excluding 5600 facilities), the beneficiary must have a Pre-Admission Screening and Resident Review (PASRR) number.
- To learn more about this form and process, please go to www.ncmust.com/pasarr/pasarrsummary.jsp.



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HEALTH

To access resource materials and program specific requirements visit our website at ncliftss.acentra.kepro.com

- The site will be updated to contain latest information on training materials as well as any new information on the program.

The screenshot shows the Acentra Health website. On the left is a dark blue navigation menu with white text for: Home, Personal Care Services (PCS), Community Alternatives Program for Disabled Adults (CAP/DA), Community Alternatives Program for Children (CAP/C), Pre-Admission Screening and Resident Review Process (PASRR), Transition of Care Coordination (TCC), and Contact. The main content area features the Acentra Health logo (with 'Kepto is now Acentra Health' above it) and the tagline 'Accelerating Better Outcomes'. Below the logo is a news article with the following text:

In June of 2023, the North Carolina Department of Health and Human Services announced that Keystone Peer Review Organization (KEPRO), now Acentra Health, was selected by the North Carolina Department of Health and Human Services to deliver assessment and transition services for the NCLIFTSS Program (Linking Individuals and Families with Support Services). As a result of this award NC Medicaid will expand the existing independent assessment program to include the 1915(c) home and community-based services waivers which will significantly improve coordination of Medicaid Long-Term Services and Supports (LTSS).

This initiative will provide beneficiaries a long-requested single point of entry for accessing Medicaid LTSS and streamline the processes between initial contact and service enrollment. This single point of entry will be branded as NC Medicaid Linking Individuals & Families for Long Term Services and Supports (LIFTSS).



NC LIFTSS Bulletins

<https://medicaid.ncdhhs.gov/blog/2023/06/15/ncdhhs-awards-contract-comprehensive-independent-assessment-entity>

[Preadmission Screening Resident Review Level II and Local Contact Agency Vendor Transitions | NC Medicaid \(ncdhhs.gov\)](#)

[Transition Dates Announced for NC Medicaid's Comprehensive Independent Assessment Entity | NC Medicaid \(ncdhhs.gov\)](#)

[Update on PASRR Level II Processing Transition to Acentra Health | NC Medicaid \(ncdhhs.gov\)](#)



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NCLIFTSS Contact Support Center Hours of Operations is 8am-5pm Monday-Friday.

- Telephone Number: 833-522-5429
- Email : NCLIFTSS@Kepto.com
 - Important: Emails with forms should be sent encrypted. If unable to encrypt, please send an email, without the form, requesting an encrypted link to send the form.
- Fax numbers
 - PCS : 833-521-2626
 - CAP Programs : 833-470-0597

