Accelerating Better Outcomes

Lead the Way | October 27, 2023
Meet Our Company

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.

With over six decades of combined experience, CNSI and Kepro have come together to become: Acentra HEALTH.
Acentra Health Overview

**2023**
Acentra Health was formed following the merger of CNSI and Kepro

**3K**
Employees
Skilled clinicians, technology experts, and industry leaders

**45+**
States
Serve 45 state agencies and 5 federal agencies

**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

**States Served:**
- 45+ State Agencies
- 5 Federal Agencies

**Locations:**
- McLean, VA
- Nationwide
- India
By the Numbers

- **140M** Beneficiaries Nationwide
- **5.7M** Prior Authorizations Processed Annually
- **1.4B** Claims Processed Annually
- **$26B** Payments Disbursed Annually by Mission-Critical Systems
- **312k** Assessments Completed Annually
- **1 Out of 10** Employees Actively Involved in Innovation
- **1.4B** URAC Accredited in Health Utilization Mgmt., Case Mgmt., Disease Mgmt. & Independent Review Organization
- **44** Current State Government Clients Served
- **CMS Certified** for Claims, Provider, & Care Mgmt.
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
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.
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.
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)
NCLIFTSS Contact Support Center Hours of Operations is 8am-5pm Monday-Friday.

- Telephone Number: 833-522-5429

- Email : NCLIFTSS@Kepro.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