ATREZZO NEXT GENERATION (ANG) TBIW PROVIDER TRAINING

Atrezzo and TBI Waiver

- Atrezzo is a person-centered, web-based, secure, reliable, and HIPAA compliant population health care management system, proprietary to Kepro.
- It is simple to use and is available 24/7
- TBI Waiver Providers/PPL will use the **Provider Portal** to :
- Review and download assigned applicants/members' records
- Direct Data Enter Service Requests

Implementation Dates

1. April 27, 2021 – Registrant will receive email from Kepro with Registration Key and URL address to the Portal

2. May 3, 2021-Provider Portal Access

3. June 1, 2021- Service Requests for members will be direct data enter into Atrezzo by the Case Manager

Technical Assistance and Resources

1. Atrezzo User Guide Provider Portal –West Virginia TBIW UM and Care Team
2. Provider Training and Instructional Videos
3. Quick Reference Guides
4. Job Aids

Resources listed above can be accessed after today's training at:

http://wvaso.kepro.com/programs/waiver-programs/traumatic-brain-injury-waiver/

Technical Assistance :

Delena Arthur darthur@kepro.com
ABBLE Education
All Care Home and Community Service
Coalfield Community Action Partnerships, Inc.
Council on Aging
Barb Recknagel brecknagel@kepro.com
HomeTown Care
Just Right Case Management
Just Right Homecare
Lewis County Senior Citizens Center, Inc.
PPL
Jennifer Logan jlogan@kepro.com
Panhandle Support Services
All Ways Caring Homecare dba ResCare Homecare
Family Service of Marion and Harrison Counties Inc.
Coordinating Council for Independent Living
West Virginia's Choice

Technical Assistance and Resources cont.:

Training Event:
How to submit a Service Request (UM Request) in ANG Provider Portal

May 18, 2021

9:00 am -10:00 am

Or

1:30pm-2:30 pm

Who should attend: Staff from the TBI Waiver Case Management Agencies who will be submitting the request in the provider portal.

New Provider Registration

& MFA Registration

New Provider Registration & MFA Registration

Providers/PPL have selected the ANG Provider Group Administrator (Admin) for their agency - Registration

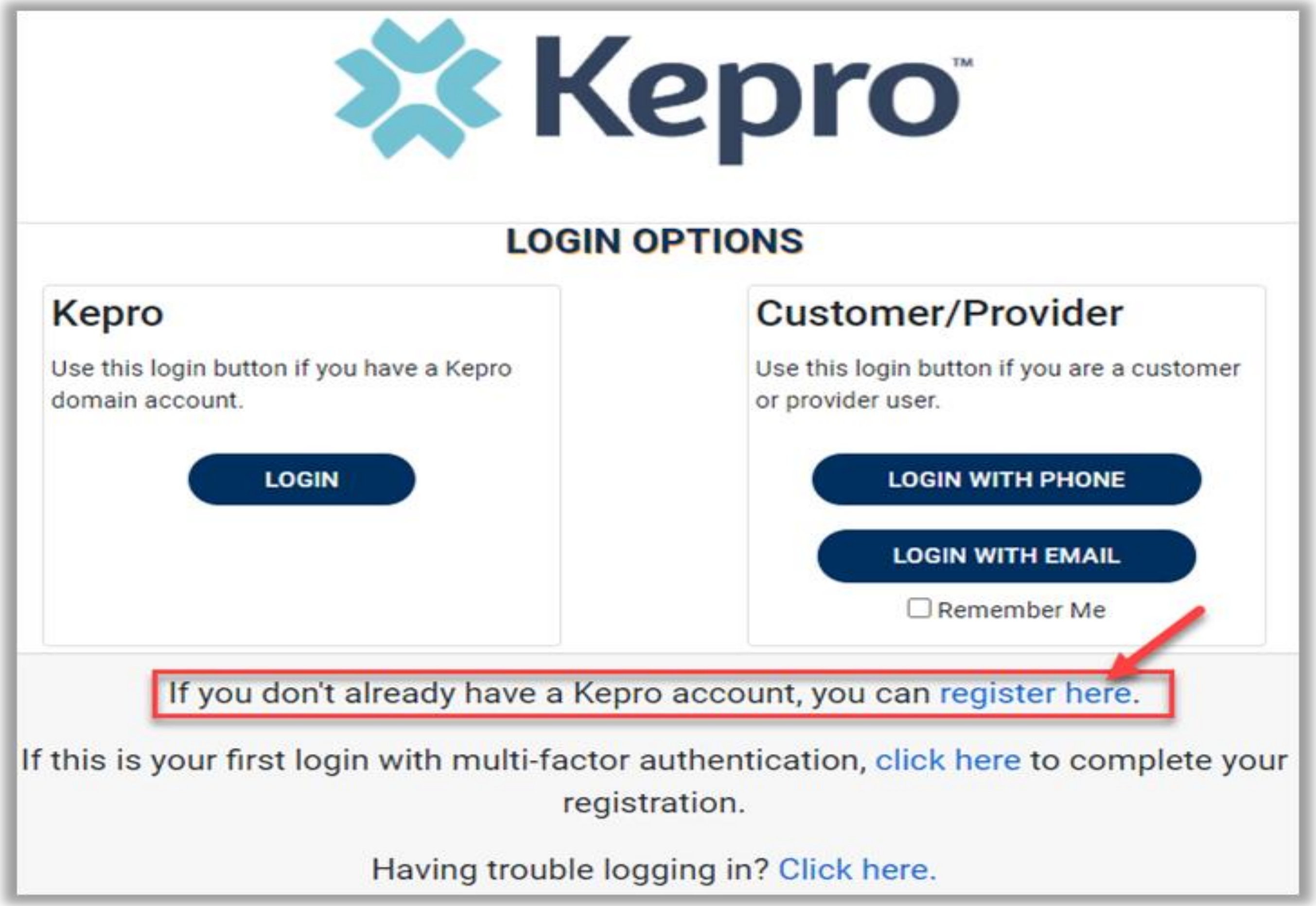
This person will receive an email from Kepro, on Tuesday, April 27, 2021 that will include the URL address to the Provider Portal and a unique Registration Key Number that is tied to that Provider/PPL NPI#.

Providers/PPL only need to register one time.

After initial registration, the Provider Group Admin will have the ability to create and manage additional Atrezzo Provider staff user accounts.

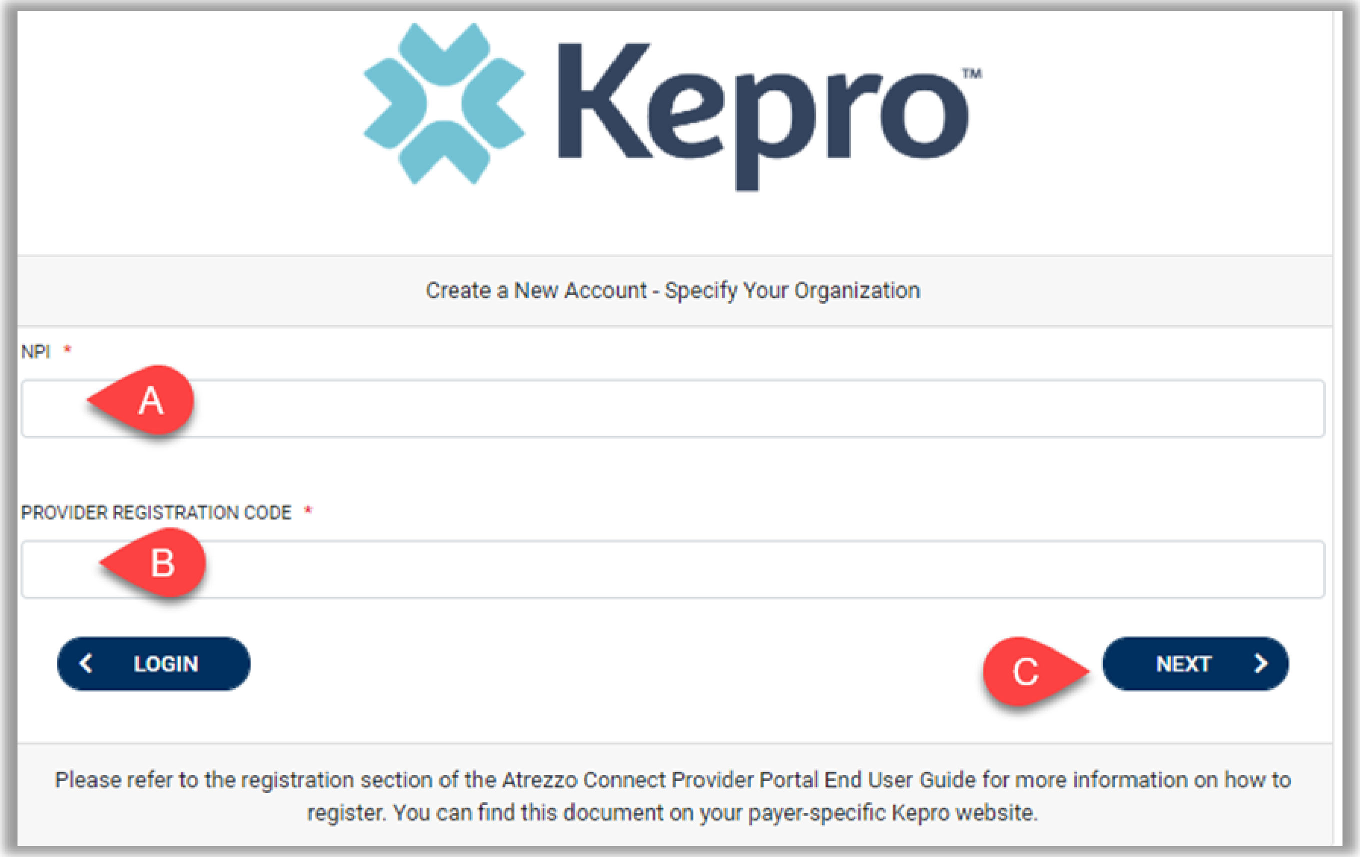
New Provider Registration & MFA Registration

1. From the login screen, click the link to register for a Kepro Account.



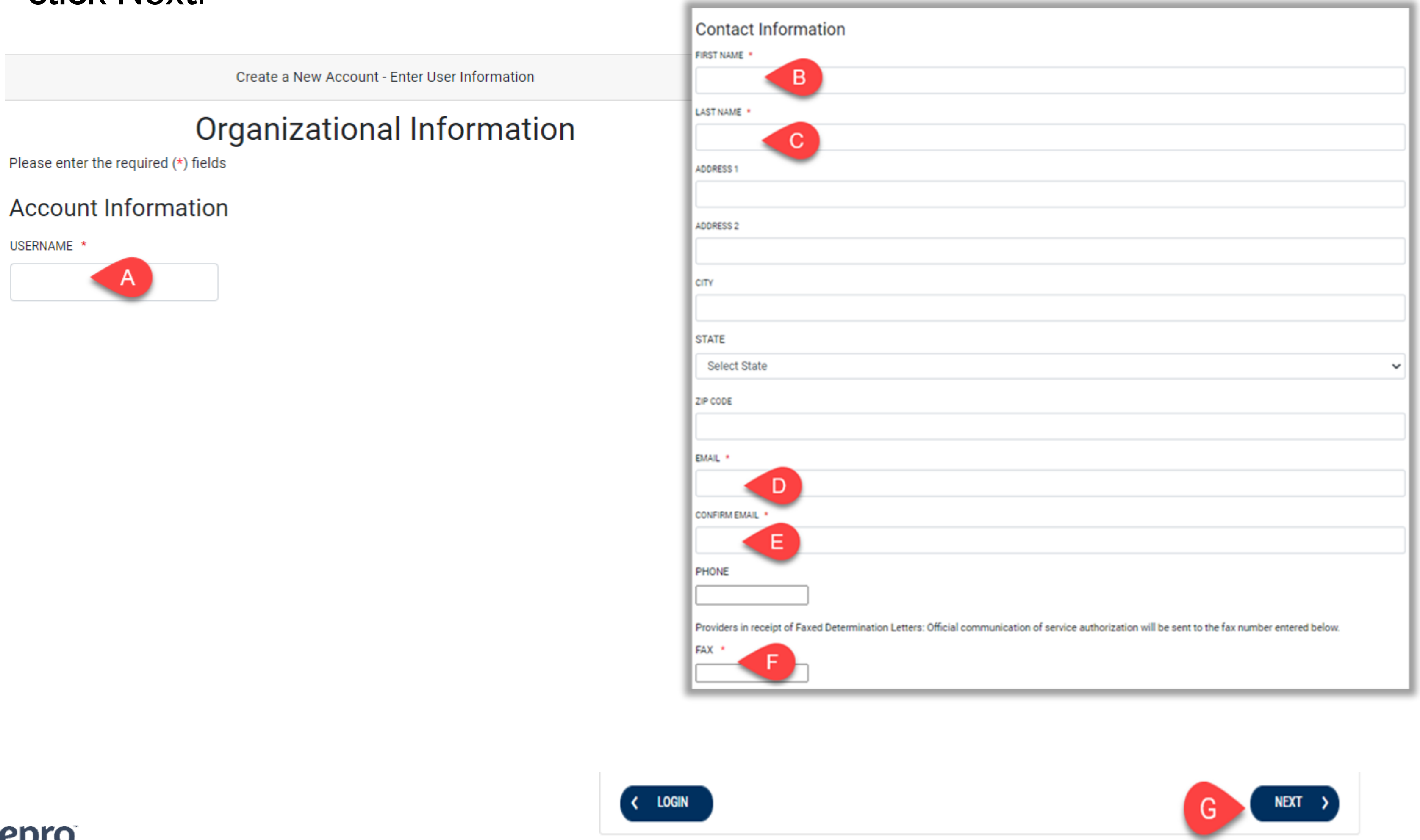
New Provider Registration & MFA Registration

2. Enter NPI and Registration Code received via email, then click Next



New Provider Registration & MFA Registration

3. Create Username, and enter all required fields under Contact Information, then click Next.



MFA Registration

4. A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.


Atrezzo - Account Registration

atrezzo_donotreply@kepro.com
To: dduck_denver@yahoo.com

Dear User,

Your Atrezzo user profile has been initiated. Please follow the link below and the instructions on that page to register your account.

Atrezzo Registration
This link will expire in 20 minutes.

Thank you,
Kepro

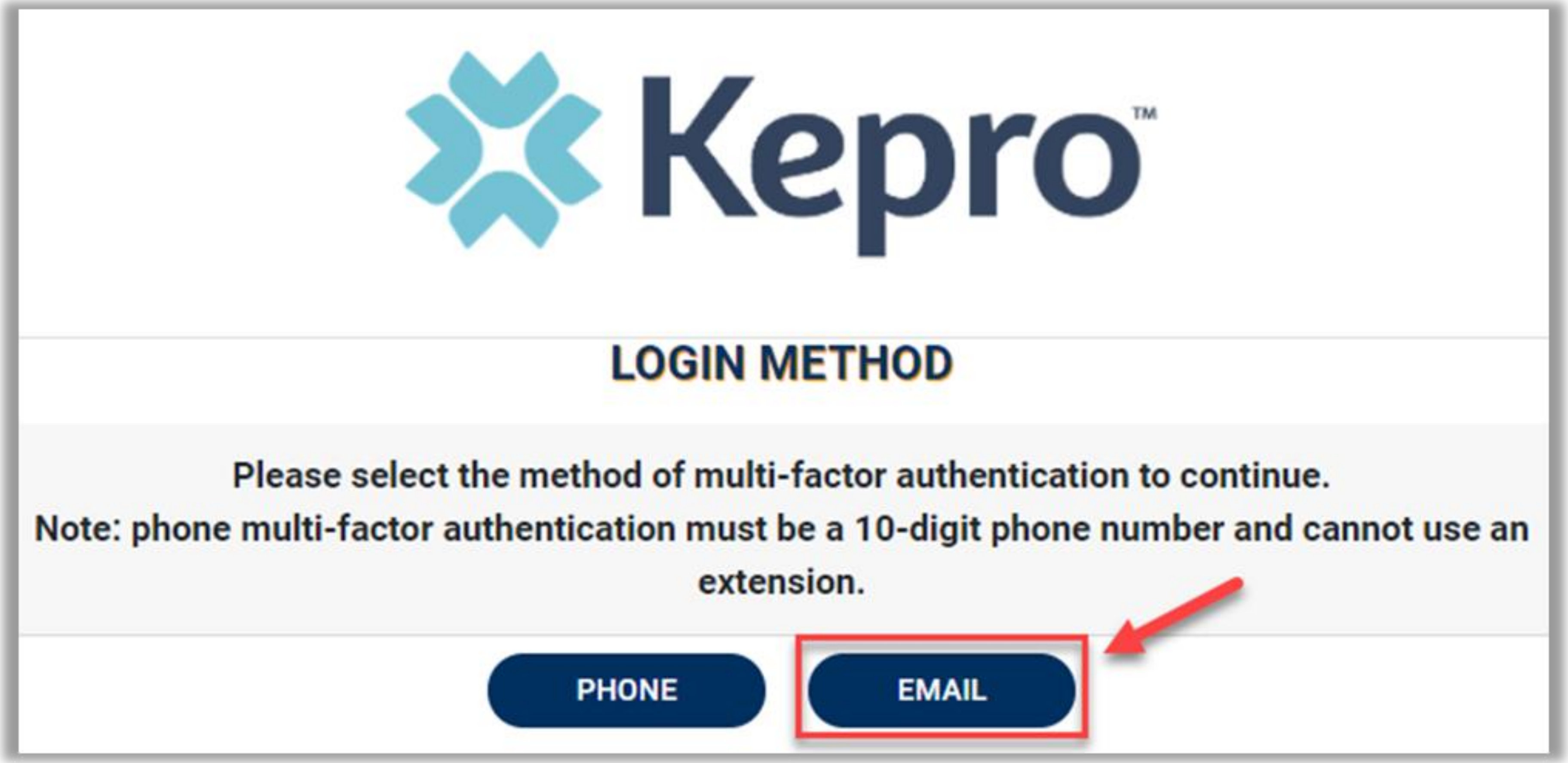
MFA Registration

LOGIN METHOD

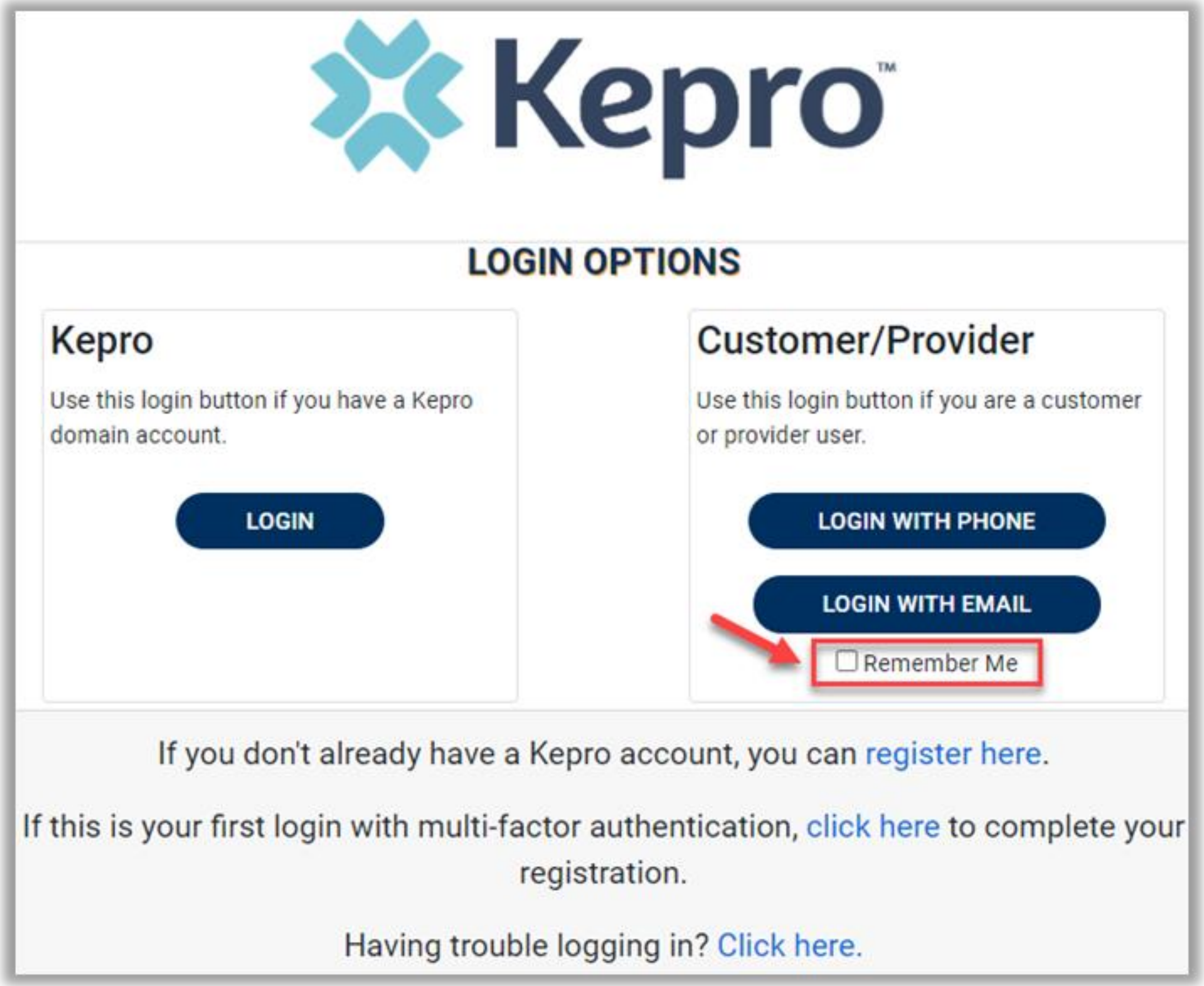
Please select the method of multi-factor authentication to continue.
Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension.

PHONE   EMAIL

MFA Registration



Remember Me Functionality



SYSTEM NAVIGATION

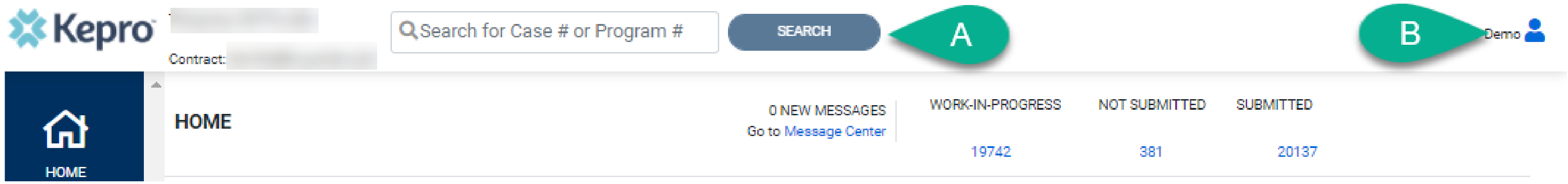
General System Features

Navigating Atrezzo

HOME	**Home**	This is the default page upon successful login and will enable you to view submitted cases and any pending submissions.
CASES	**Cases**	This section will enable you to search cases based on specific parameters including case type, case status and request type To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.
CREATE CASE	**Create Case**	This section will enable you to create a new case for a consumer. Required fields include the case type, consumer information, and case parameters. Some fields will auto populate based on user role. Additional fields appear based on selections made.
CONSUMERS	**Consumers**	This section will enable you to search for Consumer specific information utilizing the Consumer ID or last name and date of birth. Consumer specific data will render based on information entered.
SETUP	**Setup**	Visible to Provider Administrator users only. This section will enable Provider Administrators to manage, edit, and add provider users for the facility.
MESSAGE CENTER	**Message Center**	This section will enable users to communicate directly with the team at Kepro regarding specific Consumers and/or cases.
REPORTS	**Reports**	This section will display all available reports for those who have access. The report icon will not be visible to those users or contracts who do not have access to reports User specific reports will be listed on this page, no search required.
Help	**Help**	This section will display available information including User Guides, FAQs, Latest Release Notes, and Password Guidelines.

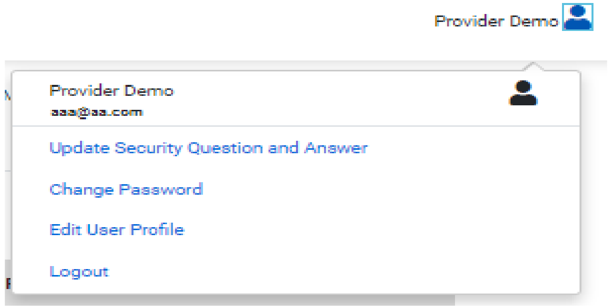
General System Features

1. After successful login, the system will default to the Home Screen, which is also the Work Queue search page. See below for the feature present on all pages throughout the system to assist with navigation.



2. A. To search a Case # or Program #, enter specified information in this box and click Search (see Searching by Case ID for step by step instructions).

3. B. This section will identify the user logged in. Click on the icon in the upper right corner to open menu options where you can Update Security Question & Answer, Change Password, Edit User Profile, or Logout.



Home Screen

Once successfully logged in, the user will be taken to the Atrezzo Home Screen which will default to display all “Requests Saved But Not Submitted”. This will provide a list of Consumers with cases that have been started but are incomplete and have not been submitted to Kepro.

HOME

0 NEW MESSAGES
Go to Message Center

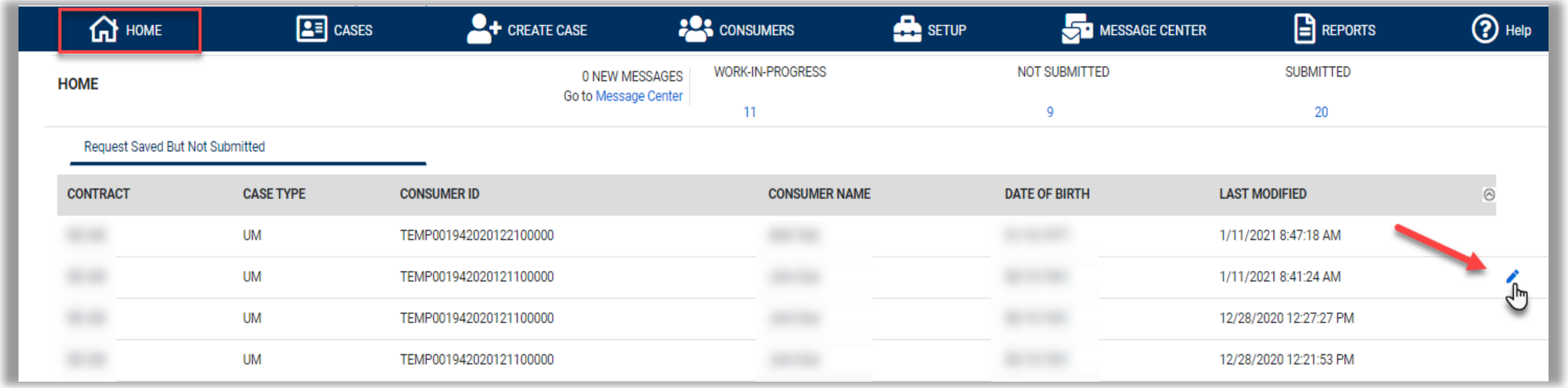
WORK-IN-PROGRESS	NOT SUBMITTED	SUBMITTED
19742	381	20137

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
[illegible]	UM	11199307587	[illegible]	[illegible]	3/23/2020 8:36:44 AM
[illegible]	UM	01206924067	[illegible]		3/19/2020 3:37:45 PM
[illegible]	UM	06044718801	[illegible]		2/26/2020 6:29:04 AM
[illegible]	UM	01199789547	[illegible]	[illegible]	2/25/2020 6:55:11 AM

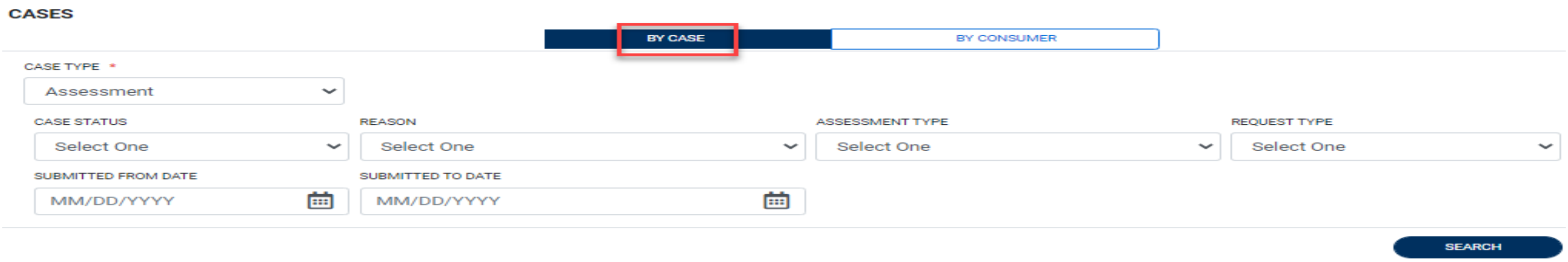
Home Screen cont.:

To complete an un-submitted case, you can click the edit icon that will appear when hovering over the specified Consumer line or complete a full search for un-submitted cases with specific parameters.

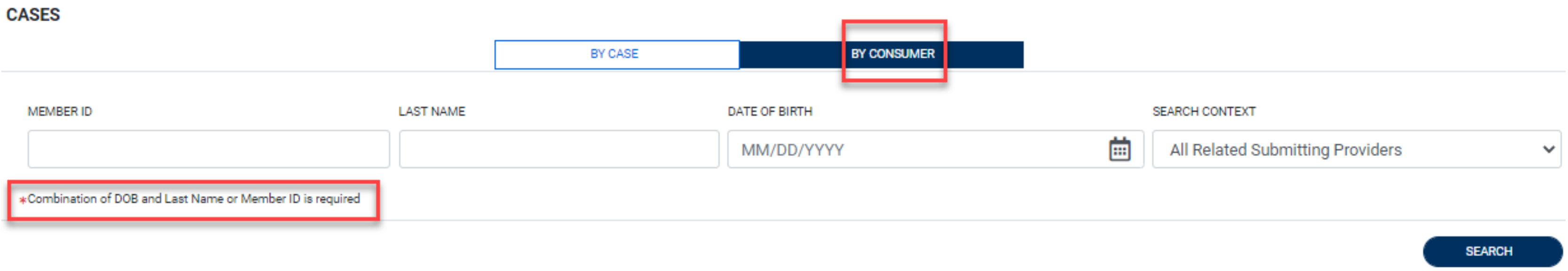


Cases

- To search By Case, select the Case Type from the drop down. Available sections will vary based on contract and user role. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.
- Note: *You must enter a submitted date span for search results to render.*



- To search By Consumer, enter the required Member information. For results to render, user must enter Last Name and DOB or Member ID.

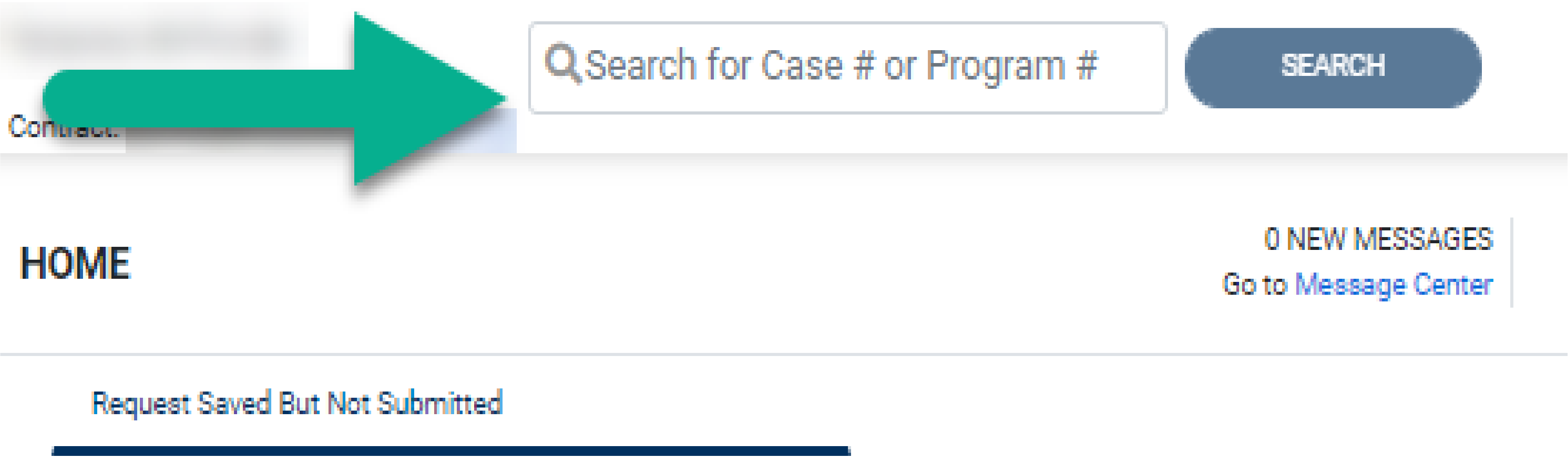


Search Results

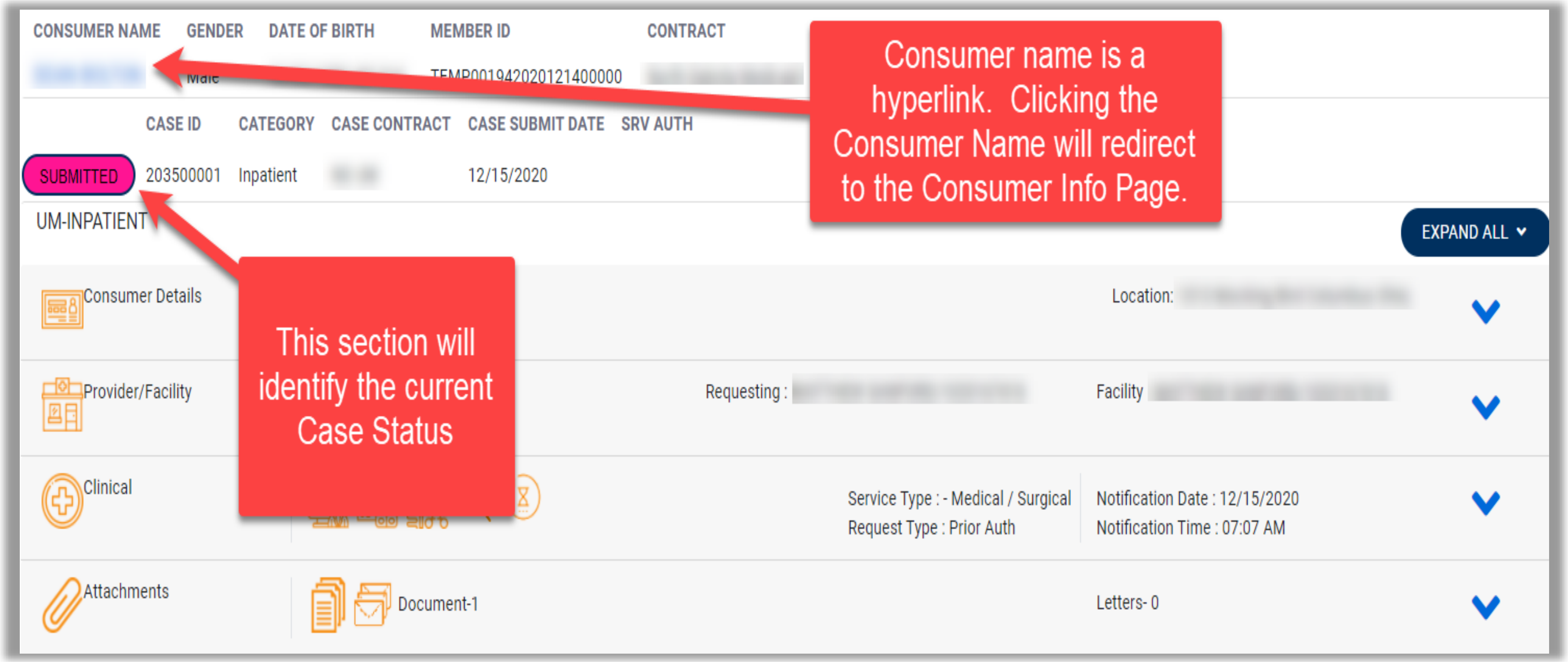
CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM	E1399
203500001 8015985 View Request [Extend] [Copy] [Discharge]	36324355	Submitted Approved: 0 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Inpatient Letters: 0 Messages: 0	- Medical / Surgical	12/8/2020 12:00:00 AM	LOS 43865
203500003 8015989 View Request [Extend] [Copy] [Discharge]	36324357	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Outpatient Letters: 1 Messages: 0	- Medical / Surgical	12/15/2020 12:00:00 AM	15780

Searching by Case ID

1. Search results will render below. The Case ID is a hyperlink which will open the specified Case page.
2. This section will identify the steps necessary to complete a search for active cases when you already know the Case ID.
3. To search directly for a case, enter the Case ID in the search box on the top left of any page.
4. Then click to be directed to the specified case.

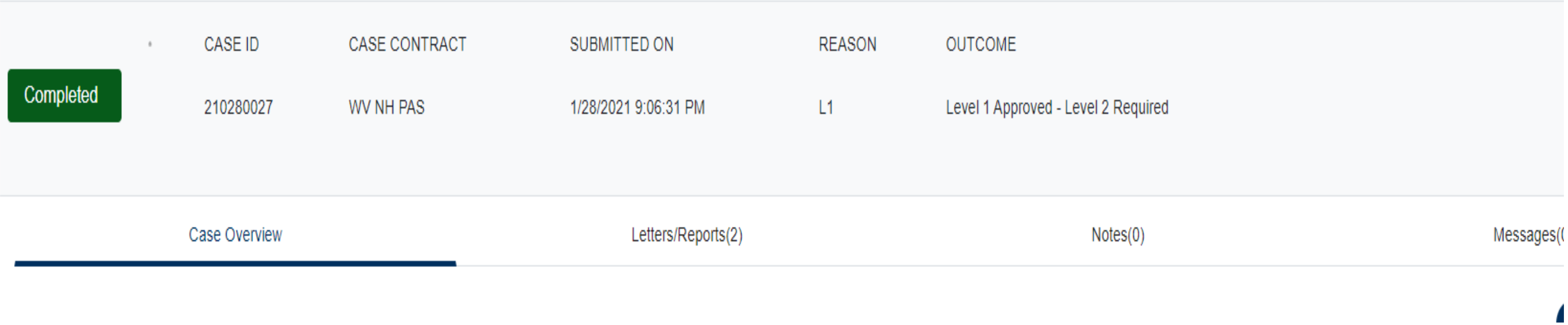


Search Results



Messages

1. This section will identify the steps to view messages. To send messages, you must be inside a specified case. See the Messages section within the case for details on how to send a message.
2. New available messages are displayed in the left navigation index menu.
3. Indicates there are 2 unread and non-responded messages available.
4. Indicates all messages are read and/or responded.
5. Available messages will display in the Message Center.



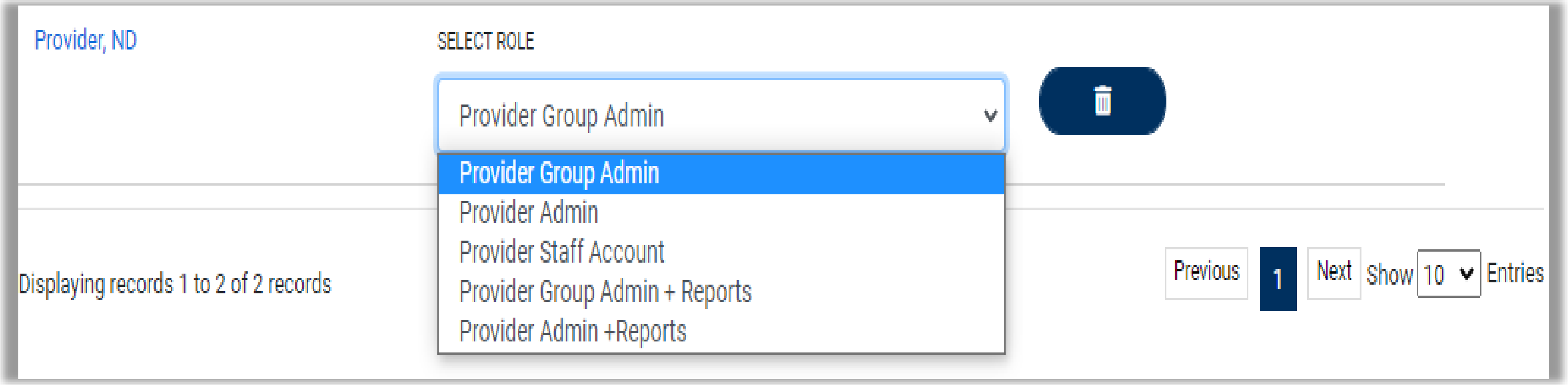
TBI WAIVER-AGENCY ASSIGNMENT

Care Team

Provider Portal /Care Team User Roles

Providers can create more than one Provider Admin Role, once the initial Provider Group Admin (Registrant who will receive the Key # on April 27th) has completed Provider Registration and MFA.

Provider Account Staff would be the user Role for Staff that will need to have access to the members' cases and to submit the UM requests



Process for Care Team

- Applicant/Members will continue to make selections for providers and service delivery model

- Kepro will send a Secure email to the selected Providers (Agency Assignment)

- Selected Providers must communicate to Kepro if they are accepting or rejecting the assignment

Process for Care Team

- TBI Waiver policy requires Providers to act on an Agency Assignment by either accepting or rejecting the assignment within two (2) business days of email sent by Kepro
- Providers are to respond back to Kepro via Email (Either accept or reject)

Accepted Agency Assignments: Providers that accept the assignment will receive a follow up email from Kepro that will include applicant/member's demographic information to assist them in locating the person in ANG.

Rejected Agency Assignments: Providers that reject the assignment must provide a ***reason*** for their decision and include that in their email.

Process for Care Team

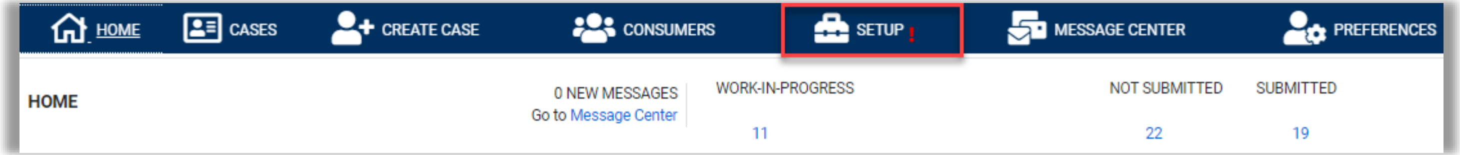
- Rejected Agency Assignments: Providers that reject the assignment must provide a *reason* for their decision and include that in their email to Kepro.

    - Rejected Reason:

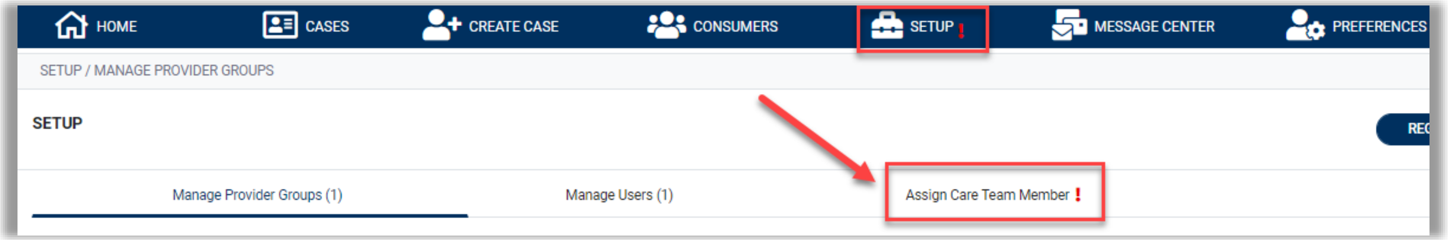
- Already at Max Capacity
- Inappropriate Referral
- Temporary unable to take new members
- Unable to meet Member needs
- Withdrawn by Member request
- Other-provide explanation

Provider Portal -Care Team

When a new Care Team member needs to be verified and added to the provider account, an indicator will display on the Setup Tab. This process will be completed by the Provider Group Administrator.



Click the Assign Care Team Member Tab and select an Agency Staff to assign to that case.



Kepro

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TBI WAIVER- SERVICE REQUEST

UM Request

Provider Portal-UM Request

TBI Waiver Case Managers will be able to:

1. Submit requests for authorization
2. Attach documents, faxes, or other forms to the request
3. Review the results of the request
4. Communicate electronically with Kepro
5. Manage and track requests for authorization
6. Download authorization notices

Process -UM Request

- TBI Waiver Case Managers will be required to direct data enter (DDE) Service Requests for authorizations into the Provider portal beginning **June 1, 2021**

- In ANG this is called a UM Request

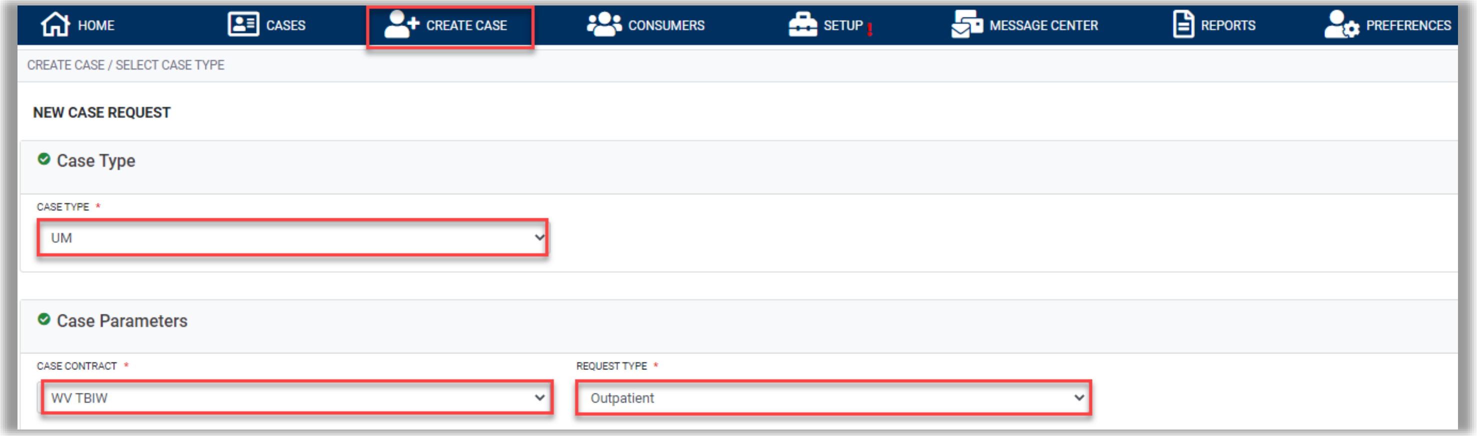
- Initial and Annual Service Requests will be DDE by the Assigned Case Management Provider/Case Manager beginning **June 1, 2021**

- Starting June 1st, the Initial and/or Annual Service Request will no longer be faxed to Kepro.

- The Six (6) Month Service Plan and Service Plan Addendum are only faxed to Kepro when the plan results in an increase in service units and budget

How to Create a UM Request

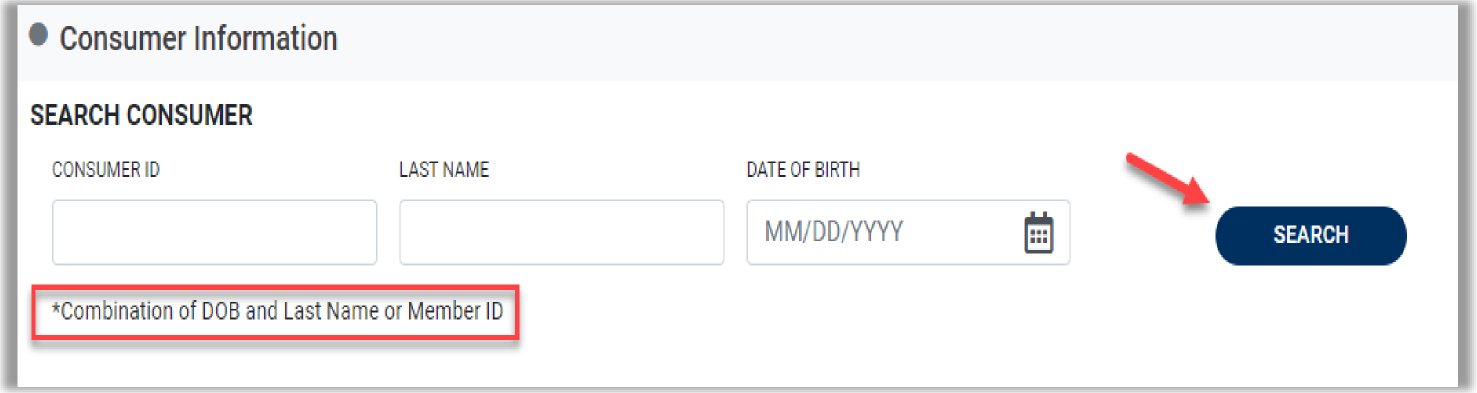
1. CREATE CASE. . In Case Type select UM. Under Case Parameters, select Case Contract WV TBIW and Request Type Outpatient.



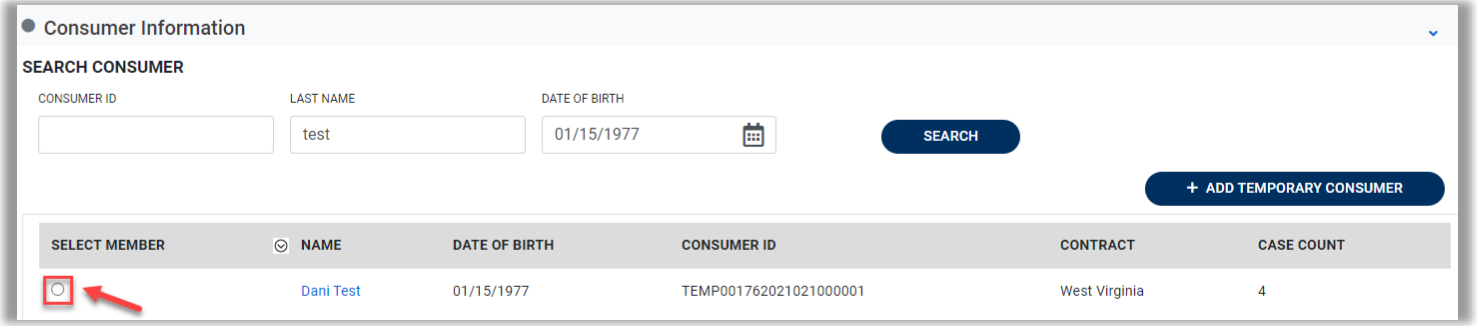
Kepro

How to Create a UM Request

To search the consumer, you must enter the Consumer ID or Last Name and Date of Birth, then select SEARCH.



Click the radio button to select the member.

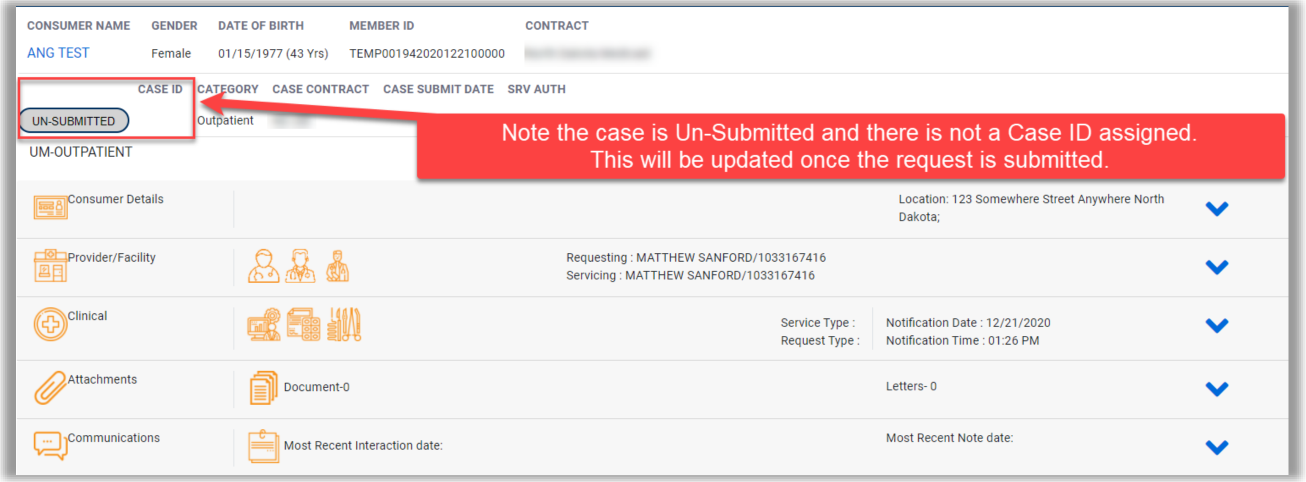


How to Create a UM Request

After completing all sections, click CREATE CASE.

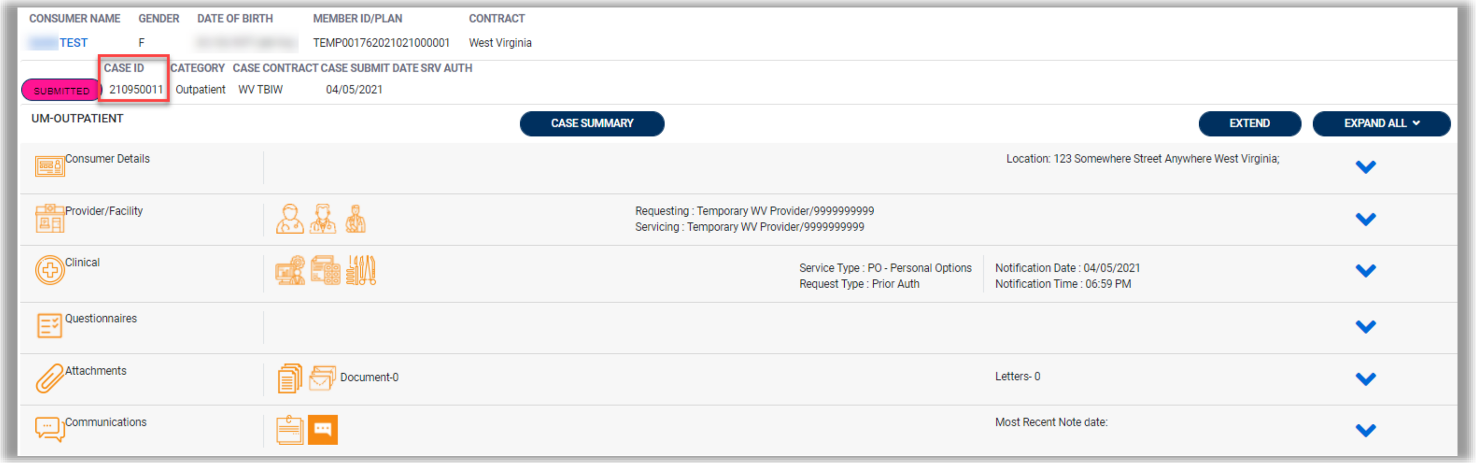
How to Create a UM Request

The next page that renders will be <u>the shell of the case and will reflect Un-Submitted</u>. This means the case request has been started, but not yet submitted to Kepro for review. Enter the rest of the clinical information pertaining to the request.



Submitted UM Request

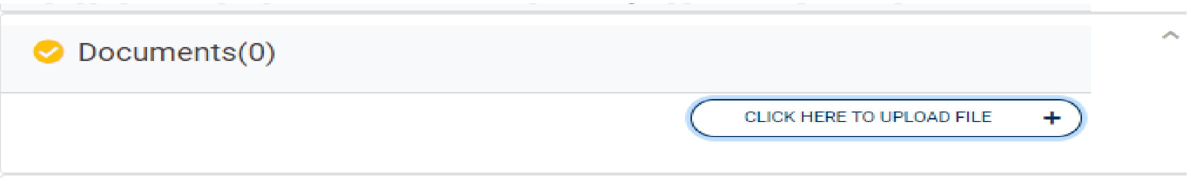
The case will be assigned a Case ID and the status will change from Un-Submitted to Submitted.

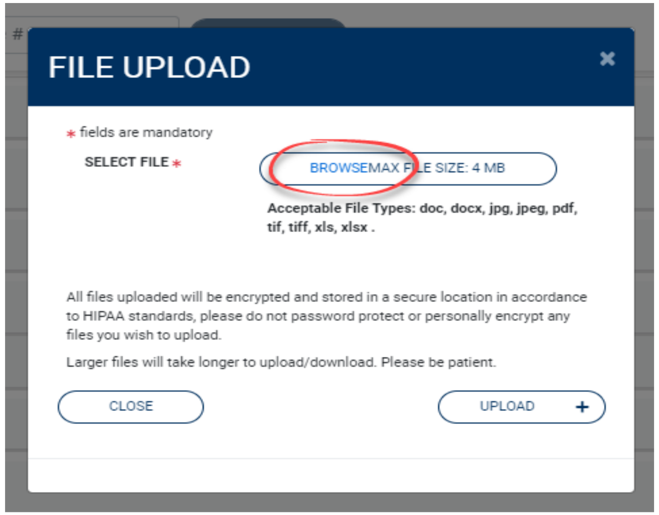


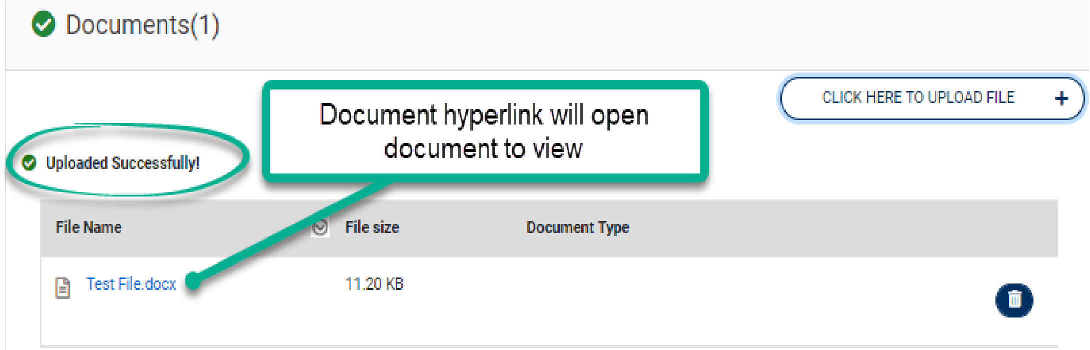
Attaching Documentation

- **Case Managers will be able to attach the Prior Authorization Cover Sheet, Assessment, Service Plan and Draft Budget under the documents section of the case.**

- **Once uploaded, documentation can be viewed by clicking the hyperlink. To upload**







ANG PROVIDER PORTAL

Demonstration

Getting Ready

Review the Atrezzo User Guide Provider Portal-West Virginia TBIW UM and Care Team

Determine which staff that will be users in ANG and provide links to the Training resources and material

(slide # 4)

Contact your assign Kepro Staff if you have questions (Slide # 5)

Atrezzo is a web-based system that works across numerous internet browsers; however, Chrome is preferred

Kepro

Steps to Complete on May 3rd

Step # 1

Registrant completes New Provider Registration and MFA Registration

Step# 2

Provider Group Admin User creates additional Provider Users

Step # 3

The new users will receive an email with a link to complete the MFA registration process. This must be completed for the new user to have access to ANG.

Steps to Complete on May 3rd

Step # 4

Once new users have completed MFA, the Provider Group Admin should complete Set Up, by clicking on the icon and assigning Provider Staff Account to their assigned cases

(Members)

Step # 5

<u>Provider should contact Kepro immediately if an active member is missing from the Set Up!</u>

Step # 6

Provider Staff Account users should be able to search for their members and review cases in ANG (example Assessment Case)