



Atrezzo User Guide Provider Portal

West Virginia Socially Necessary Services



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The purpose of this user guide is to provide an overview of the Provider Portal for Atrezzo, the Kepro proprietary system. Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

Atrezzo is a web-based system that works across numerous internet browsers; however, **Chrome is preferred**, and system functionality is enhanced with this platform.

Kepro utilizes Multi-Factor Authentication to keep all information within the Provider Portal protected.

Multi-Factor Authentication (MFA) Summary

Single-Factor authentication (username/password) is not sufficiently secure when handling sensitive Personal Health Information or Personally Identifiable Information. Multi-Factor authentication is required to properly secure access to sensitive information.

What is MFA?

Multi-Factor authentication (MFA) is an authentication method that requires users to verify identity using multiple independent methods. Instead of just asking for a username and password, MFA implements additional credentials like a pin sent via email or text, or a verification call made to a pre-registered phone number.

How Multi-Factor Authentication Works

The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access.



Provider Login

Customer and provider users are any users who do not have a Kepro account or kepro.com email address. These users should use the login button under the Customer/Provider heading on the right-hand side of the login page.

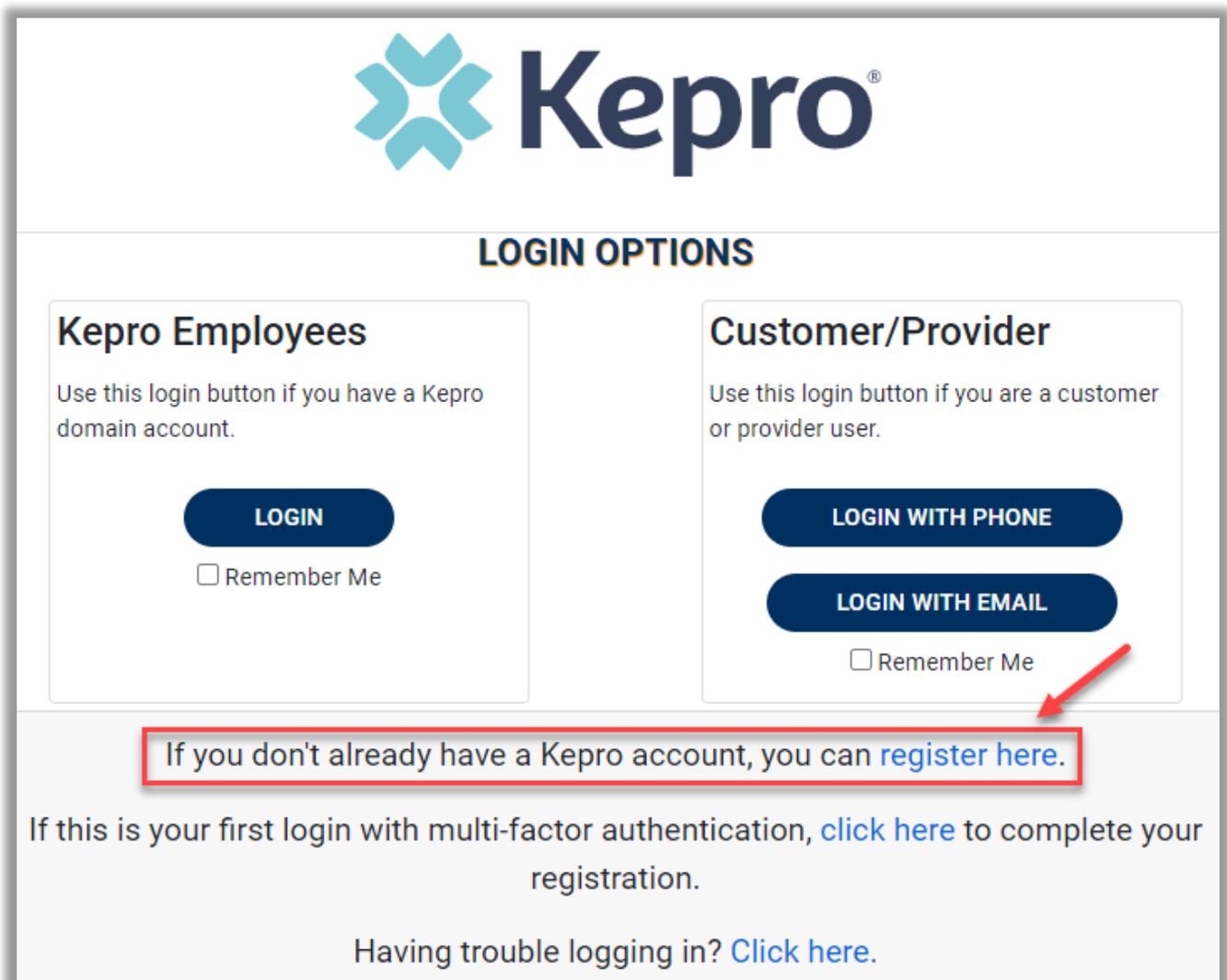
After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login boxes. The left box is titled "Kepro Employees" and contains the text "Use this login button if you have a Kepro domain account." Below this text is a dark blue button labeled "LOGIN" and a checkbox labeled "Remember Me". The right box is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." Below this text are two dark blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", followed by a checkbox labeled "Remember Me". At the bottom of the page, there is a light gray box with the text: "If you don't already have a Kepro account, you can [register here](#)." "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and "Having trouble logging in? [Click here](#)."

Provider Registration & MFA Registration

The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time process. Each provider will need to designate a Provider Group Administrator who will be responsible for registering the account and adding additional users.

From the login screen, click the link to **Register for a Kepro Account**.



The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections: "Kepro Employees" and "Customer/Provider". The "Kepro Employees" section has a "LOGIN" button and a "Remember Me" checkbox. The "Customer/Provider" section has "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons, and a "Remember Me" checkbox. A red arrow points to a red-bordered box containing the text: "If you don't already have a Kepro account, you can [register here](#)." Below this box, there is a message: "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." At the bottom, it says "Having trouble logging in? [Click here](#)."



Enter your **F.A.C.T.S. number** as the NPI and enter the **F.A.C.T.S. number** as the Registration Code. Click **Next**.



Create a New Account - Specify Your Organization

NPI *

PROVIDER REGISTRATION CODE *

[< LOGIN](#) [NEXT >](#)



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

Create a New Account - Enter User Information

Organizational Information

Please enter the required (*) fields

Account Information

USERNAME *

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State 

ZIP CODE

EMAIL *

CONFIRM EMAIL *

PHONE

Providers in receipt of Faxed Determination Letters: Official communication of service authorization will be sent to the fax number entered below.

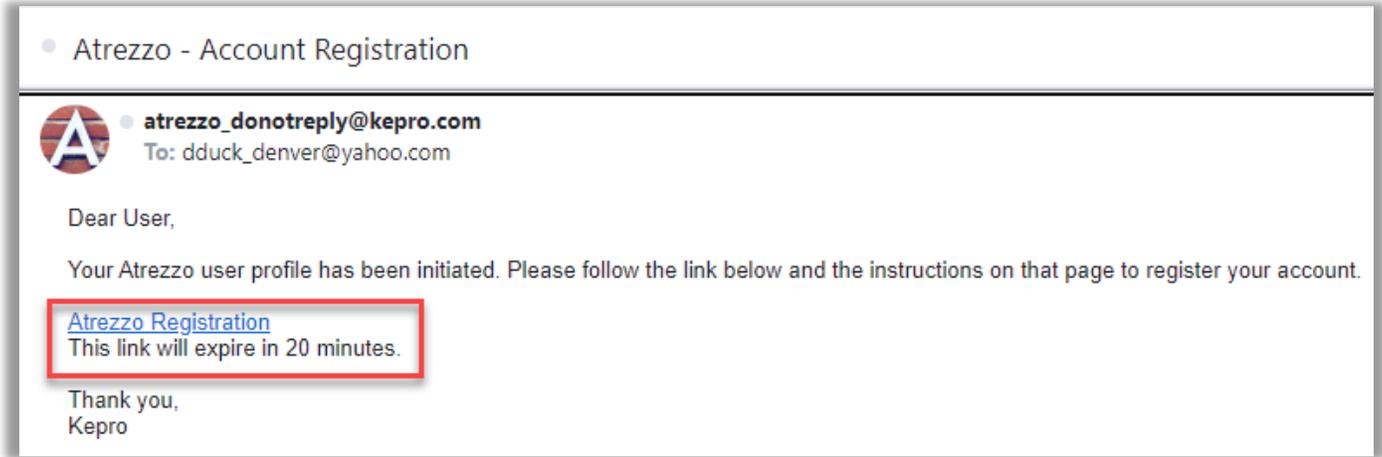
FAX *

 LOGIN  NEXT 



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**.

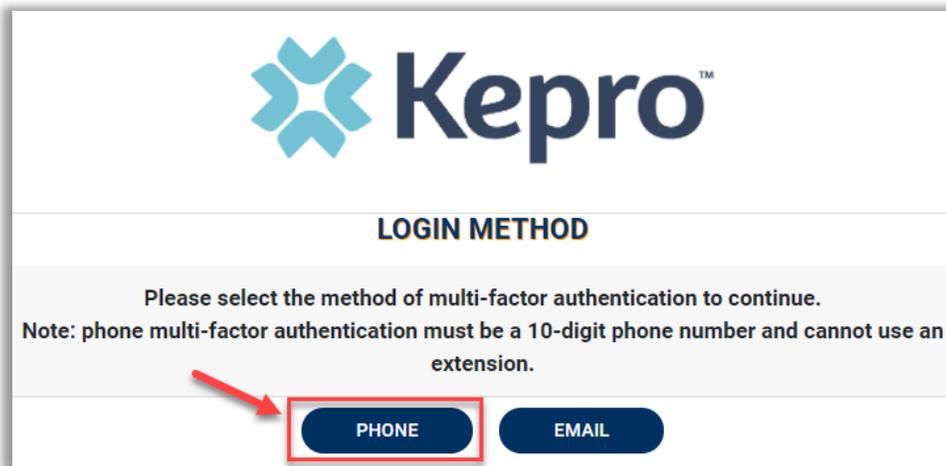


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the **PHONE** button





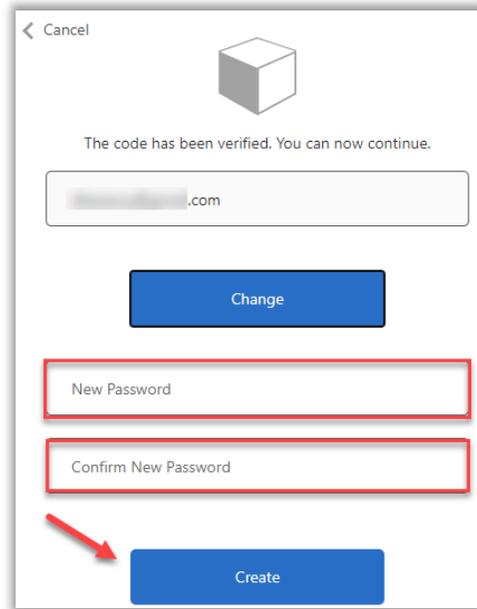
Enter your work email address, then click **Send Verification Code**. A 6-digit code will be sent to your email.

IMPORTANT: Do **NOT** enter anything in the Password section (this is not needed at this step).

Enter the verification code sent to the email address entered; then click **Verify Code**.

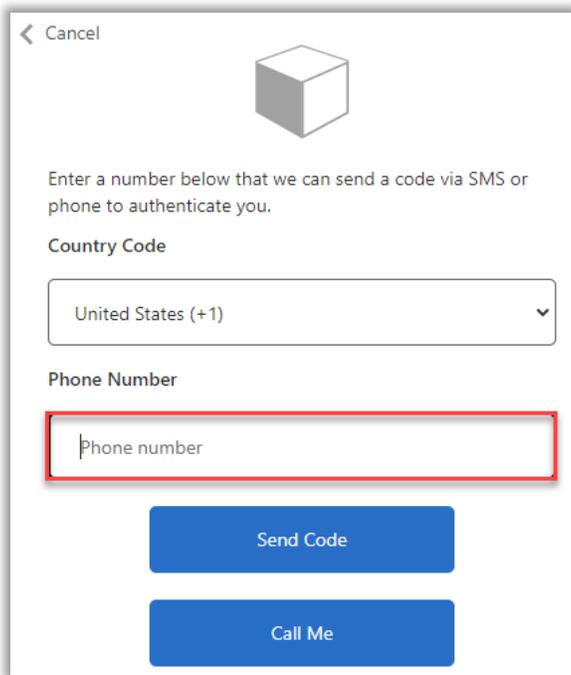
IMPORTANT: Do **NOT** enter anything in the Password section (this is not needed at this step).

After email verification is complete, enter a new password, confirm the password, and click **Create**. This is creating a password for the Multi-Factor Authentication Registration.



A screenshot of a mobile application interface for password creation. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads "The code has been verified. You can now continue." Below this is a text input field containing a blurred email address followed by ".com". Underneath is a blue button labeled "Change". Below that are two more text input fields, one labeled "New Password" and one labeled "Confirm New Password", both outlined in red. At the bottom is a blue button labeled "Create", with a red arrow pointing to it from the left.

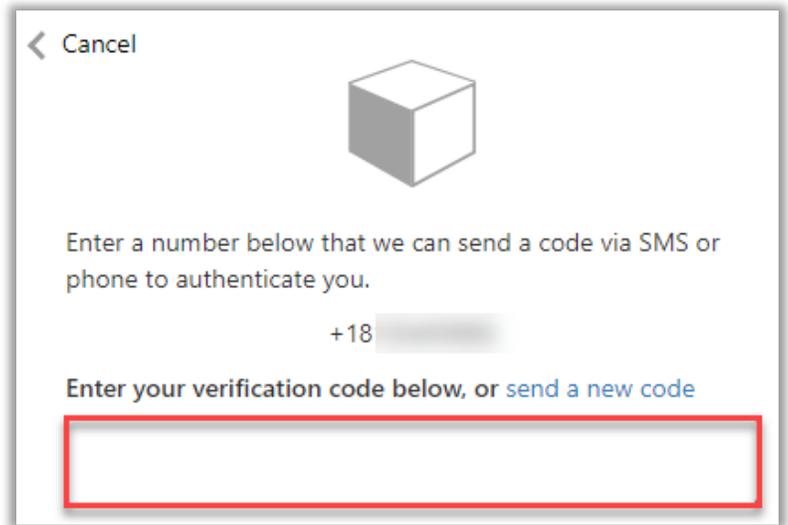
Enter your phone number and select **Send Code** or **Call Me**.



A screenshot of a mobile application interface for phone number entry. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads "Enter a number below that we can send a code via SMS or phone to authenticate you." Below this is a "Country Code" section with a dropdown menu showing "United States (+1)". Below that is a "Phone Number" section with a text input field containing "Phone number" and a red border. At the bottom are two blue buttons: "Send Code" and "Call Me".

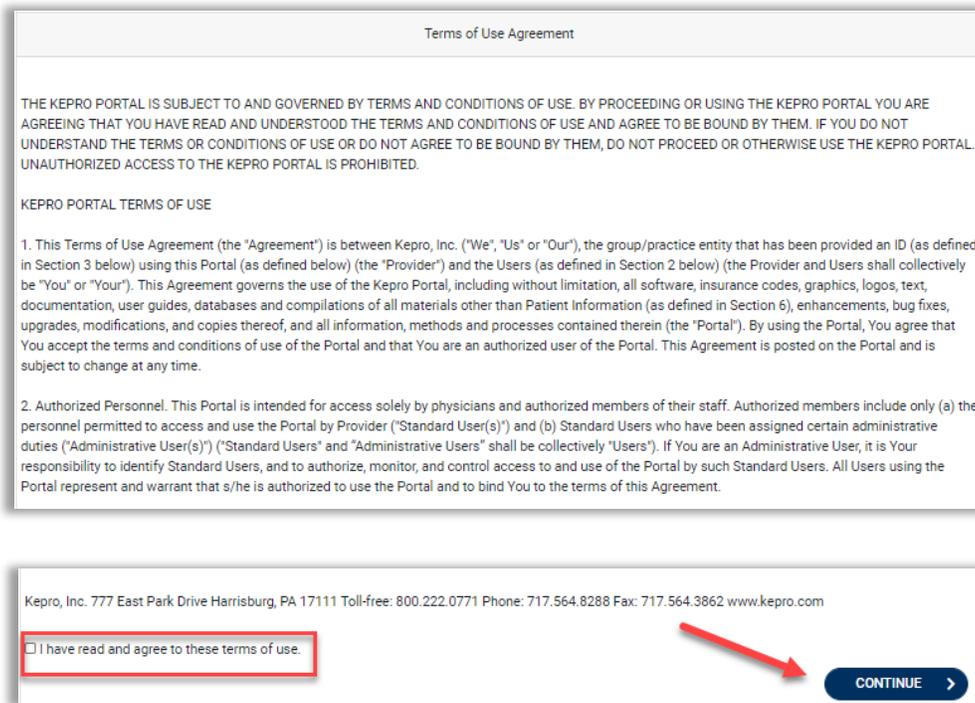
When phone call is selected, you will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



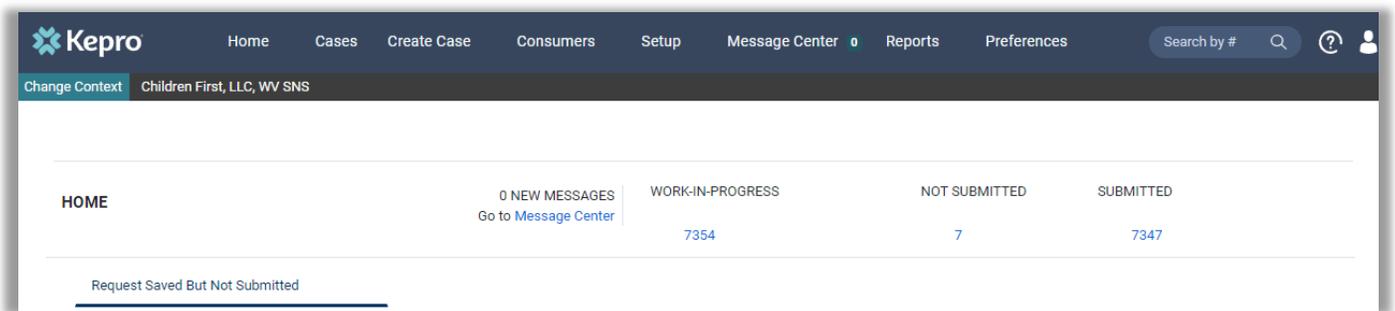
A screenshot of a mobile application screen for SMS authentication. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field containing "+18" followed by a blurred area. Below the input field, the text says: "Enter your verification code below, or send a new code". At the bottom is a large, empty rectangular text input field, which is highlighted with a red border.

As a new user, you will need to read and agree to the Terms of Use.



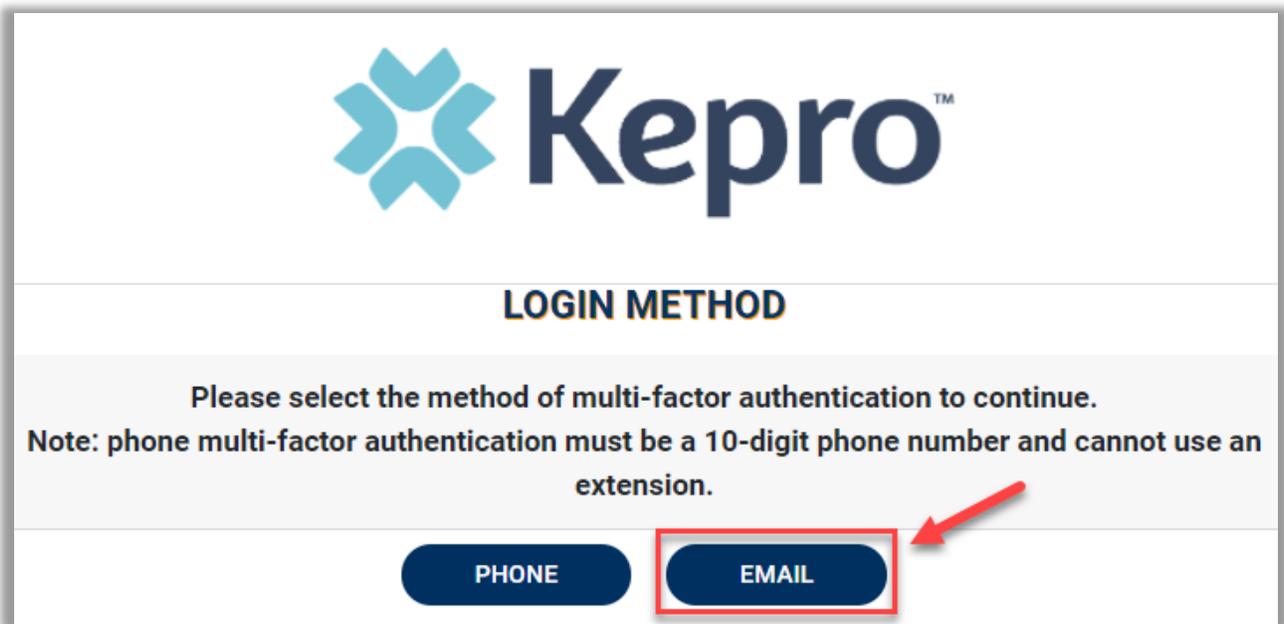
A screenshot of a "Terms of Use Agreement" screen. The title "Terms of Use Agreement" is at the top. The main body contains the following text: "THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED." Below this is the heading "KEPRO PORTAL TERMS OF USE" followed by two numbered paragraphs of terms and conditions. At the bottom of the screen, there is a footer with contact information: "Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com". Below the footer is a checkbox with the text "I have read and agree to these terms of use." and a red arrow pointing to a blue "CONTINUE" button with a right-pointing chevron.

The system will automatically authenticate and display the home page.



Email Verification

Click the **EMAIL** button





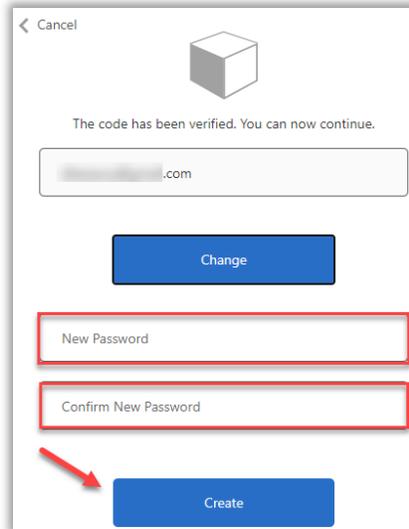
Enter your work email address, then click **Send Verification Code**. A 6-digit code will be sent to your email.

IMPORTANT: Do **NOT** enter anything in the Password section (this is not needed at this step).

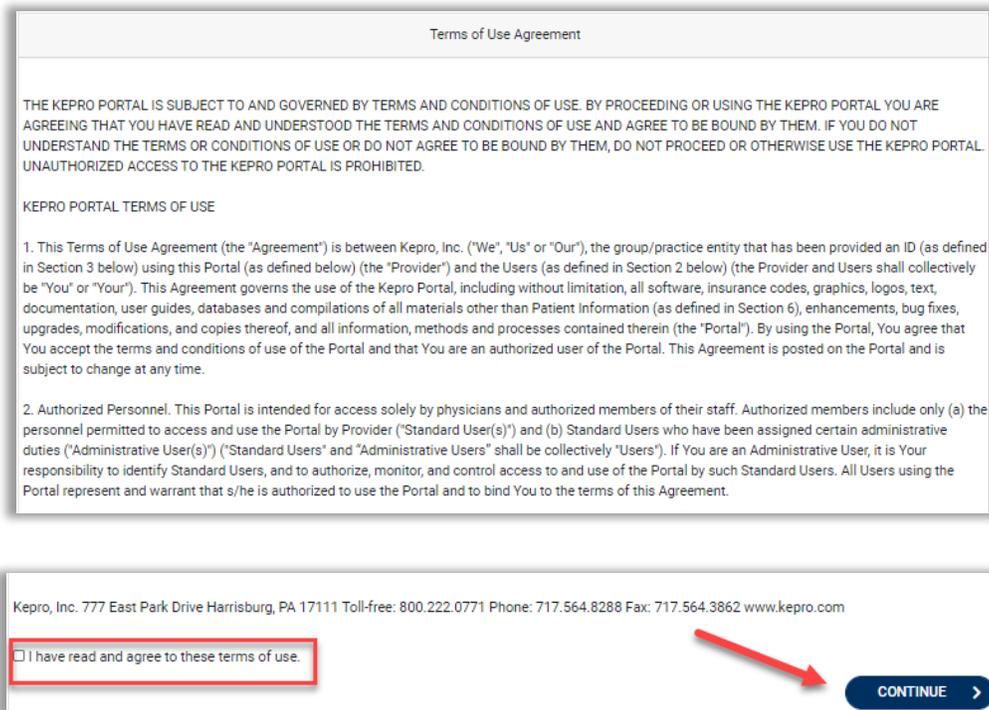
Enter the verification code sent to the email address entered; then click **Verify Code**.

IMPORTANT: Do **NOT** enter anything in the Password section (this is not needed at this step).

After email verification is complete, enter a new password, confirm the password, and click **Create**. This is creating a password for the Multi-Factor Authentication Registration.

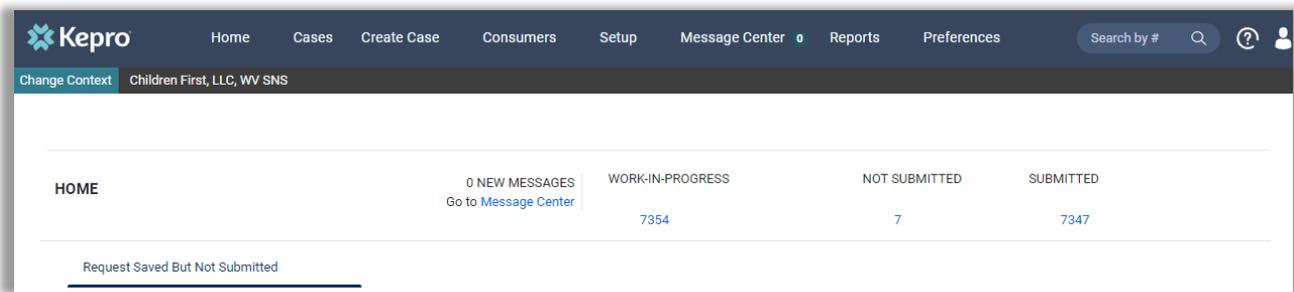


As a new user, you will need to read and agree to the Terms of Use.





The system will automatically authenticate and display the home page.



System Navigation

The navigation pane will remain in place regardless of navigation through the system. This functionality allows for quick and easy navigation from any screen.

Utilize the below legend for a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the section hyperlink in the table below.

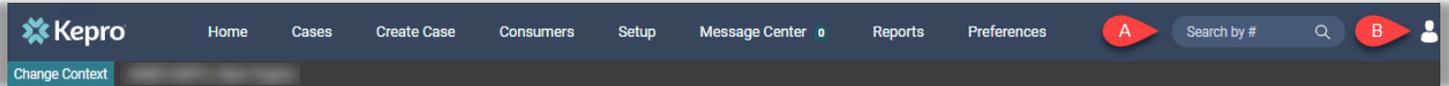


<u>Home</u>	This is the default page upon successful login and will enable you to view pending submissions.
<u>Cases</u>	This section will enable you to search cases based on specific parameters. To identify specific cases and ensure efficient search results, try selecting specific information in each dropdown to narrow search results.
<u>Create Case</u>	This section will enable you to create and submit a new request.
<u>Consumers</u>	This section will enable you to search for Consumer (Member) specific information utilizing the Consumer ID or last name and date of birth. Consumer specific data will render based on information entered.
<u>Setup</u>	Visible to Provider Administrator users only. This section will enable Provider Administrators to manage, edit, and add provider users for the facility.
<u>Message Center</u>	This section will enable users to communicate directly with the team at Kepro regarding specific Consumers (Members) and/or cases.
<u>Reports</u>	This section will display all available reports for those who have access. User specific reports will be listed on this page, no search required.
<u>Preferences</u>	This section will enable users to select preferred physicians, diagnosis codes, and procedure codes. These preferences are available for selection when a case is created.

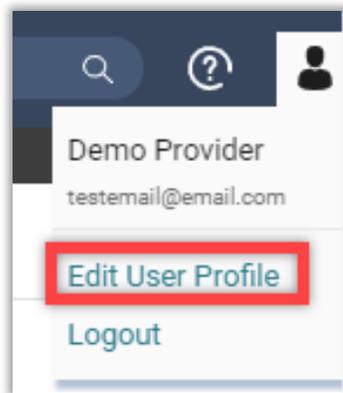
General System Features

This section will highlight the features found on all screens throughout the system and provide information on how to utilize these features for optimal navigation. The ability to search and view profile information will appear on all pages throughout the system, regardless of navigation.

After successful login, the system will default to the Home Screen. See below for the features present on all pages throughout the system to assist with navigation.

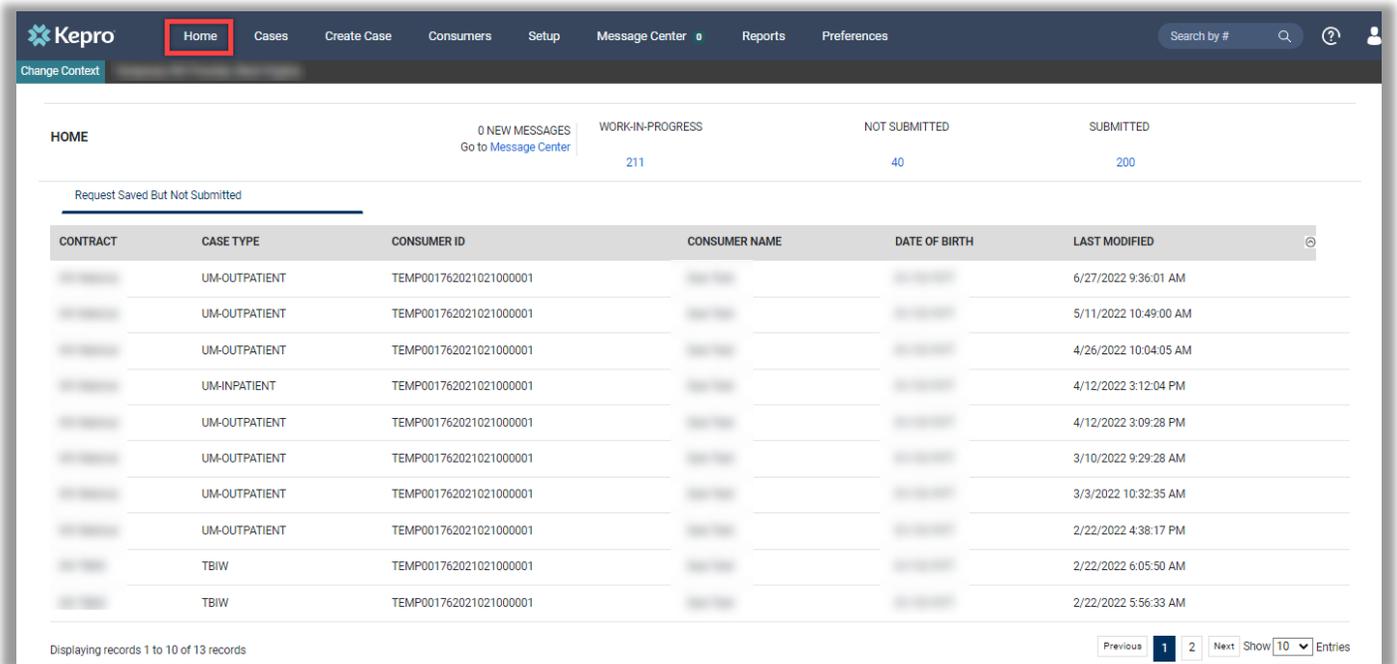


- A. To search a Case # or Authorization #, enter specified information in this box and hit enter, or click outside the search box; see [Searching by Case ID or Authorization Number](#) for step-by-step instructions.
- B. This section will identify the user logged in. Click on the person icon in the upper right corner to open menu options where you can [Edit User Profile](#) or Logout.



Home Screen View

Once successfully logged in, the user will be taken to the Atrezzo Home Screen which will default to display available “Request 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.

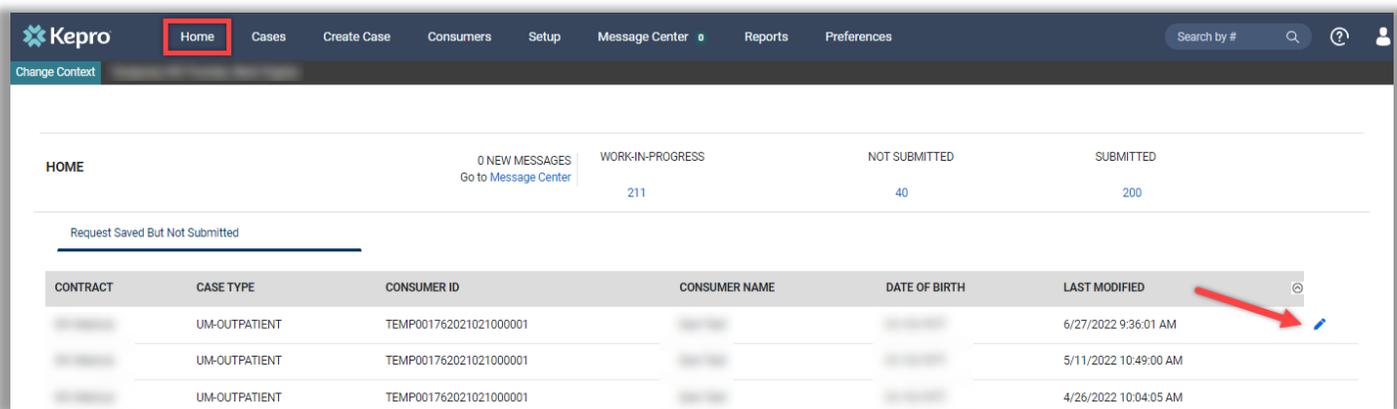


The screenshot shows the Kepro Home Screen with the 'Home' tab selected. The main content area displays a summary of cases and a table of 'Request Saved But Not Submitted' cases.

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
...	UM-OUTPATIENT	TEMP001762021021000001	6/27/2022 9:36:01 AM
...	UM-OUTPATIENT	TEMP001762021021000001	5/11/2022 10:49:00 AM
...	UM-OUTPATIENT	TEMP001762021021000001	4/26/2022 10:04:05 AM
...	UM-INPATIENT	TEMP001762021021000001	4/12/2022 3:12:04 PM
...	UM-OUTPATIENT	TEMP001762021021000001	4/12/2022 3:09:28 PM
...	UM-OUTPATIENT	TEMP001762021021000001	3/10/2022 9:29:28 AM
...	UM-OUTPATIENT	TEMP001762021021000001	3/3/2022 10:32:35 AM
...	UM-OUTPATIENT	TEMP001762021021000001	2/22/2022 4:38:17 PM
...	TBIW	TEMP001762021021000001	2/22/2022 6:05:50 AM
...	TBIW	TEMP001762021021000001	2/22/2022 5:56:33 AM

Displaying records 1 to 10 of 13 records

To complete an un-submitted case, click the edit icon that will appear when hovering over the specified Consumer (Member) line. For complete details, see [Completing a Saved by not Submitted Request](#).



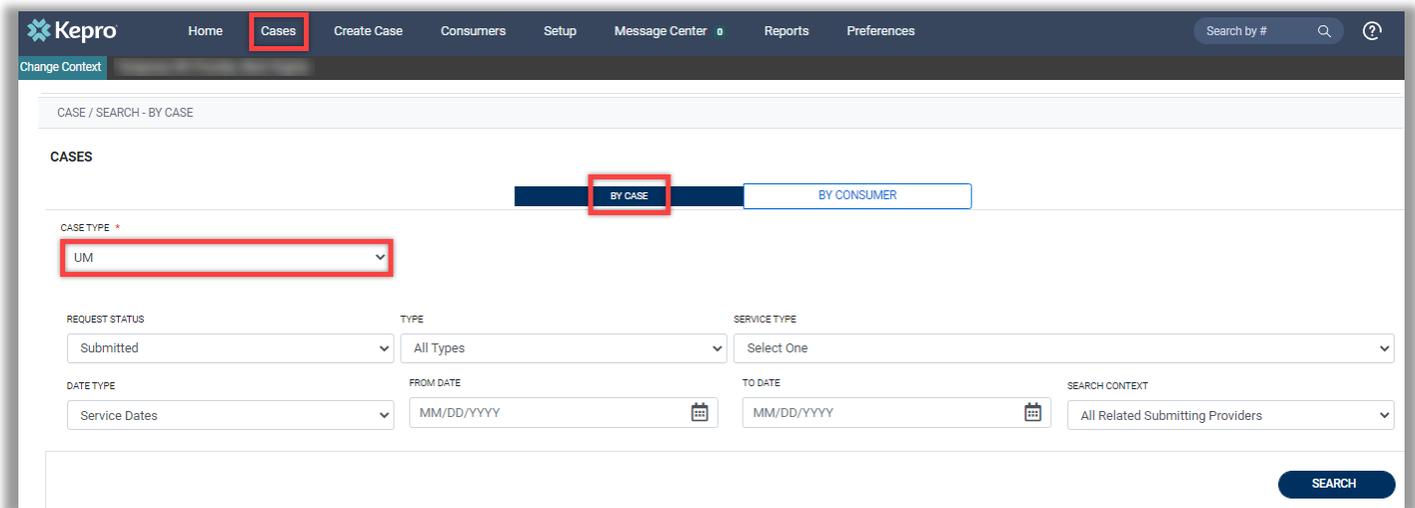
This screenshot is identical to the previous one, but with a red arrow pointing to the edit icon (a blue pencil) on the right side of the first row in the table.

Searching for Cases

This section will identify the steps to search for cases based on selected search parameters. This section is searchable by Case or Consumer. Select the specific search on the top.

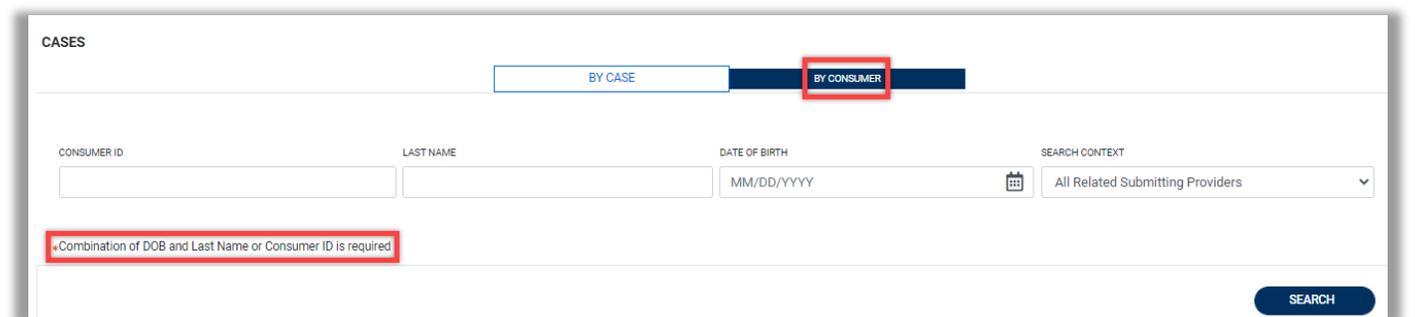
To search By Case, select Case Type UM from the drop down. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.

Note: You must enter a submitted or service date span for search results to render.



The screenshot shows the 'CASES' search interface in the Kepro portal. The 'Cases' menu item is highlighted in the top navigation bar. The search mode is set to 'BY CASE'. The 'CASE TYPE' dropdown is set to 'UM'. Below this, there are three dropdown menus: 'REQUEST STATUS' (Submitted), 'TYPE' (All Types), and 'SERVICE TYPE' (Select One). At the bottom, there are 'FROM DATE' and 'TO DATE' fields with calendar icons, and a 'SEARCH CONTEXT' dropdown set to 'All Related Submitting Providers'. A 'SEARCH' button is located at the bottom right.

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



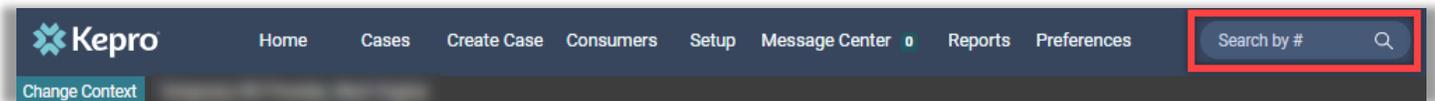
The screenshot shows the 'CASES' search interface in the Kepro portal. The search mode is set to 'BY CONSUMER'. There are three input fields: 'CONSUMER ID', 'LAST NAME', and 'DATE OF BIRTH' (with a calendar icon). The 'SEARCH CONTEXT' dropdown is set to 'All Related Submitting Providers'. A red box highlights the text: 'Combination of DOB and Last Name or Consumer ID is required'. A 'SEARCH' button is located at the bottom right.

Search results will render below. The Request # is a hyperlink which will open the specified Case page.

Request 	Status 	Submit Date 	Category 	Service Type 	Service Dates 	Procedures	Letters	Actions
- Case: 222210002								
Request 01	Submitted	8/9/2022	Outpatient	208 - Imaging Studi...	8/10/2022 - 10/7/2...	Denied: 1 View Procedures	1 Letter View Letters	Actions 
Request 02	Submitted	8/23/2022	Outpatient	208 - Imaging Studi...	10/8/2022 - 11/9/2...	Approved: 1 View Procedures	No letters available	Actions 
- Case: 222280004								
Request 01	Submitted	8/16/2022	Outpatient	208 - Imaging Studi...	8/11/2022 - 10/9/2...	Approved: 1 View Procedures	No letters available	Actions 
- Case: 222430004								
Request 01	Submitted	8/31/2022	Outpatient	208 - Imaging Studi...	8/31/2022 - 9/29/2...	Denied: 2 View Procedures	No letters available	Actions 
- Case: 222520001								
Request 01	Submitted	9/9/2022	Outpatient	208 - Imaging Studi...	9/9/2022 - 11/7/20...	Approved: 1 View Procedures	No letters available	Actions 
- Case: 222520027								
Request 01	Submitted	9/9/2022	Outpatient	208 - Imaging Studi...	9/9/2022 - 11/7/20...	View Procedures	No letters available	Actions 

Search by Case ID or Authorization Number

To search directly for a case, enter the Case ID or Authorization Number in the search box on the top left of any page, then press Enter on the keyboard or click anywhere outside the search box.



The case page will render. The case status will be displayed. The Consumer (Member) name is a hyperlink. Clicking the Consumer Name will redirect to the Consumer Info Page. Case summary can also be viewed.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID/PLAN	CONTRACT
[Redacted]				
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED	222210001	Outpatient		08/09/2022
UM-OUTPATIENT		CASE SUMMARY		COPY EXTEND EXPAND ALL
Consumer Details				▼
Provider/Facility		Requesting : 9999999999 Servicing : 9999999999	▼	
Clinical		Service Type : 022 - Speech Therapy Request Type : Prior Auth	Notification Date : 08/09/2022 Notification Time : 08:57 AM	▼
Questionnaires	Complete: 1, Incomplete: 0			▼
Attachments	Document-0	Letters- 0		

UM Case Status

The UM case will display the case status at the top. The UM program status options are color coded for quick and easy identification.

	This identifies a case that has been submitted but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
	This identifies a case that has been submitted and is currently under review. This will include nurse and/or medical director reviews. Once the clinical review is complete and a determination is made, the case will be completed.
	This identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (i.e., Approved, denied, partial approval, etc.)

Case Summary

Click on Case Summary to be navigated to a new tab in the web browser. The case summary will display all the information keyed into the case without having to open each ribbon. The case summary can be printed for your records by clicking on the printer icon.



Case Summary: 220730002

Consumer Information

Name	DOB	MemberID	Eligibility Program
Location	Gender	SubscriberID	StartDate - EndDate
[Redacted]	[Redacted]	[Redacted]	[Redacted]

Case Information

Status	Category	Case Contract	Submit Date	SRV Auth
COMPLETED	Outpatient	[Redacted]	03/14/2022	

Provider Information
Requesting Provider

Name	ID NPI	Specialty	Address	Phone	Fax
[Redacted]	9999999999		,, US	(999) 999-9999	555-989-8989

Documents and Questionnaires can be opened by clicking on the hyperlink from within Case Summary. Notes and document attachments cannot be done from Case Summary.

Questionnaires

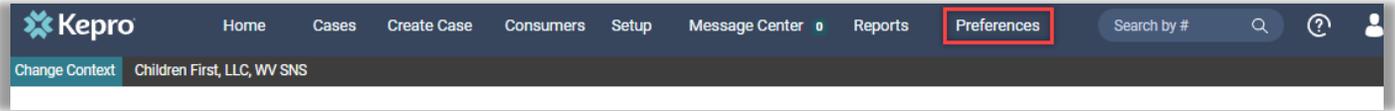
Request	Questionnaire ID	Name Type	Status Score	Created Date/Time	Completed Date/Time
R01	3739258	Tier 2 Services Questionnaire Provider Questionnaire	Complete 0	10/07/2022 10:05:10 AM	10/07/2022 10:10:58 AM
R01	3739256	Tier 1 Services Questionnaire Provider Questionnaire	Complete 92	10/07/2022 10:05:04 AM	10/07/2022 10:07:48 AM

Documents

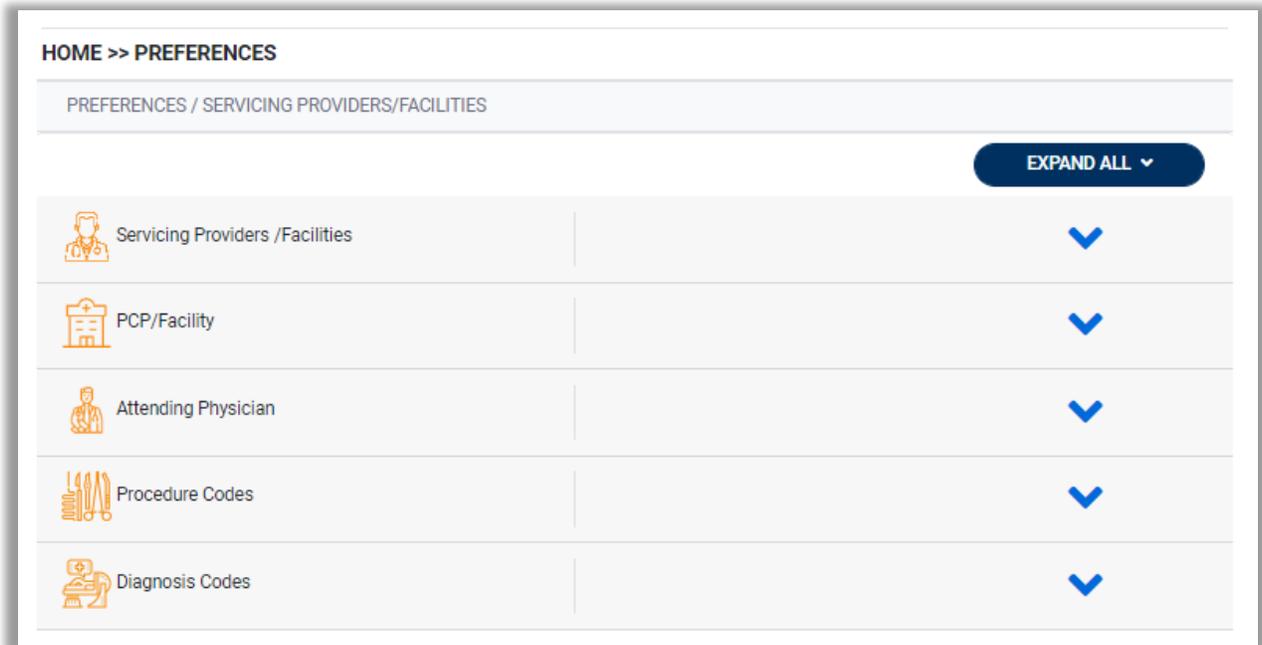
Request	File Name	Document Type	Received On	Modified On
R01	test (1).pdf	Service Plan	10/13/2022 4:24:00 PM	10/13/2022 4:24:00 PM
R01	test.pdf	Service Plan	10/13/2022 4:24:00 PM	10/13/2022 4:24:00 PM

Setting Preferences

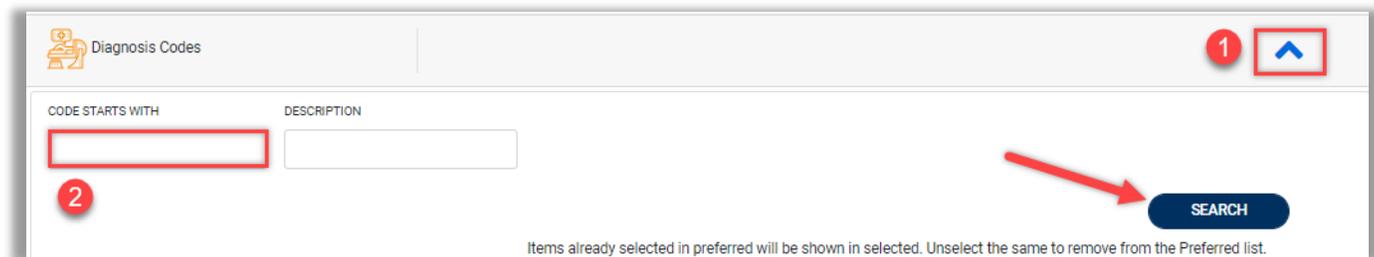
Setting preferences will permit users to enter the information used most often, similar to a favorites list. From the home screen, click **Preferences** on the navigational pane.



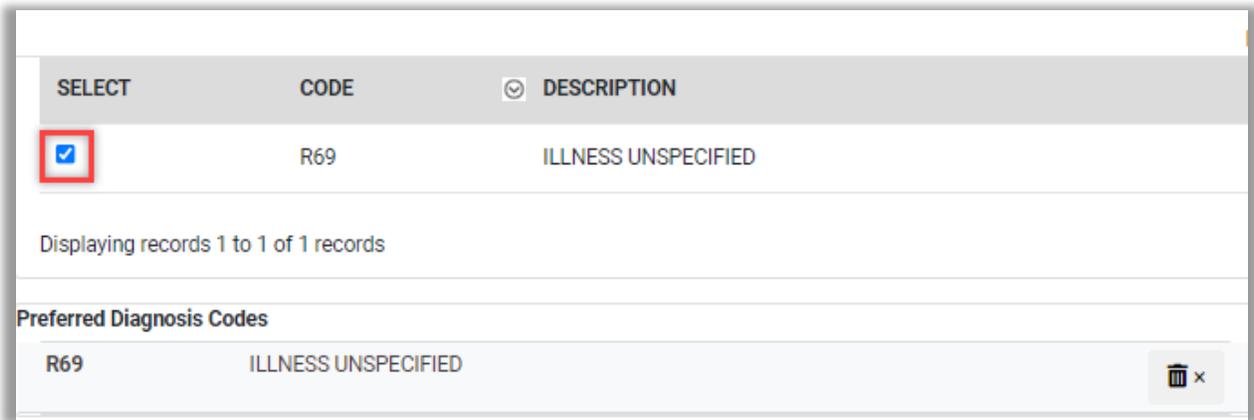
Under Preferences users can select their preferred physicians, procedure codes, and diagnosis codes.



To add a diagnosis code as your preference you will expand the diagnosis code ribbon by clicking the arrow. You then enter the diagnosis code **R69** into the Code search field. Click **Search**.



Select the code by clicking on the select box and the code will be added to your preferred list.



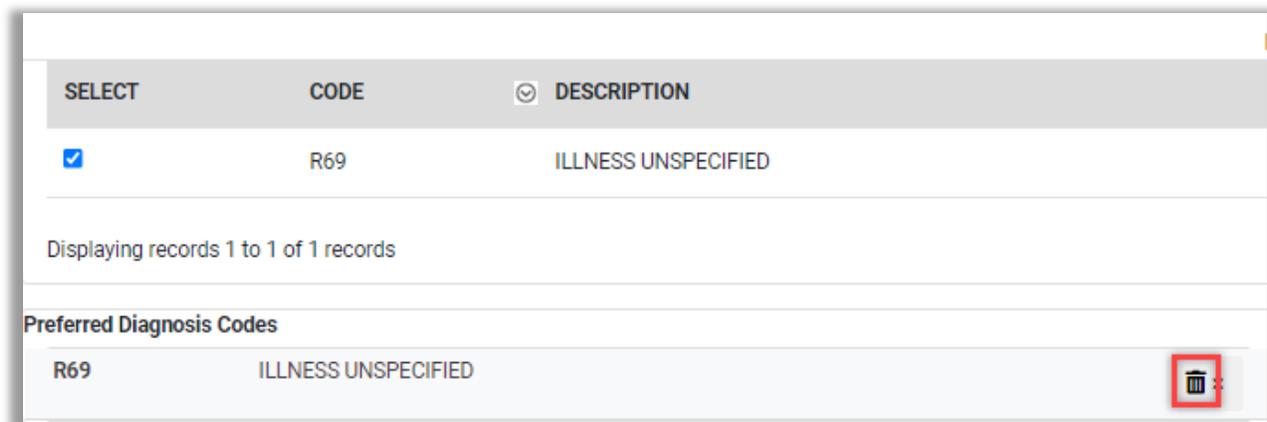
SELECT	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	R69	ILLNESS UNSPECIFIED

Displaying records 1 to 1 of 1 records

Preferred Diagnosis Codes

R69	ILLNESS UNSPECIFIED	
-----	---------------------	--

To deactivate the code, click the trash can icon.



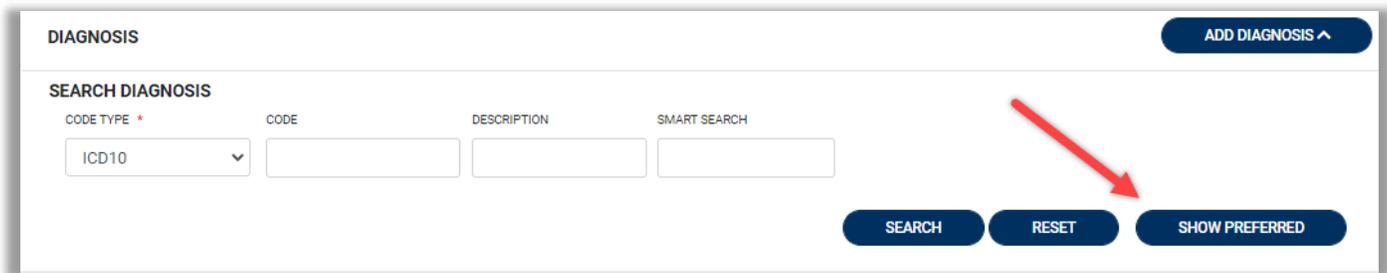
SELECT	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	R69	ILLNESS UNSPECIFIED

Displaying records 1 to 1 of 1 records

Preferred Diagnosis Codes

R69	ILLNESS UNSPECIFIED	
-----	---------------------	--

The preferred codes can be accessed by clicking **Show Preferred** from within the case.



DIAGNOSIS ADD DIAGNOSIS ^

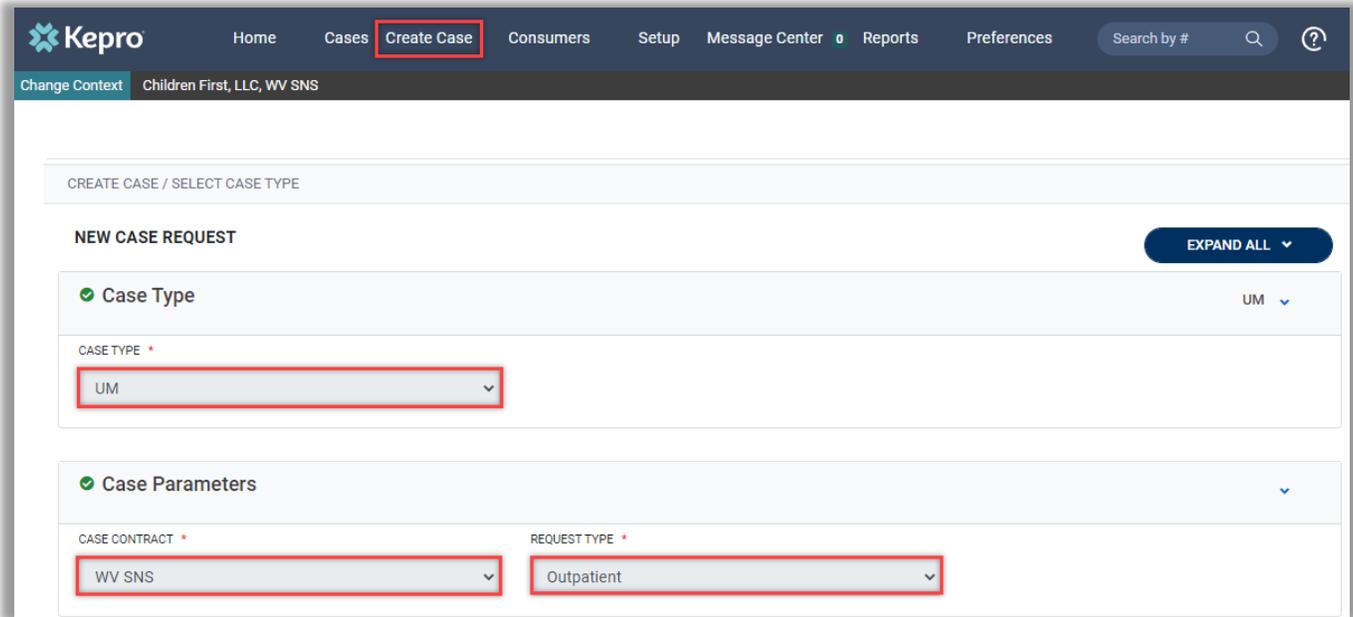
SEARCH DIAGNOSIS

CODE TYPE * CODE DESCRIPTION SMART SEARCH

ICD10

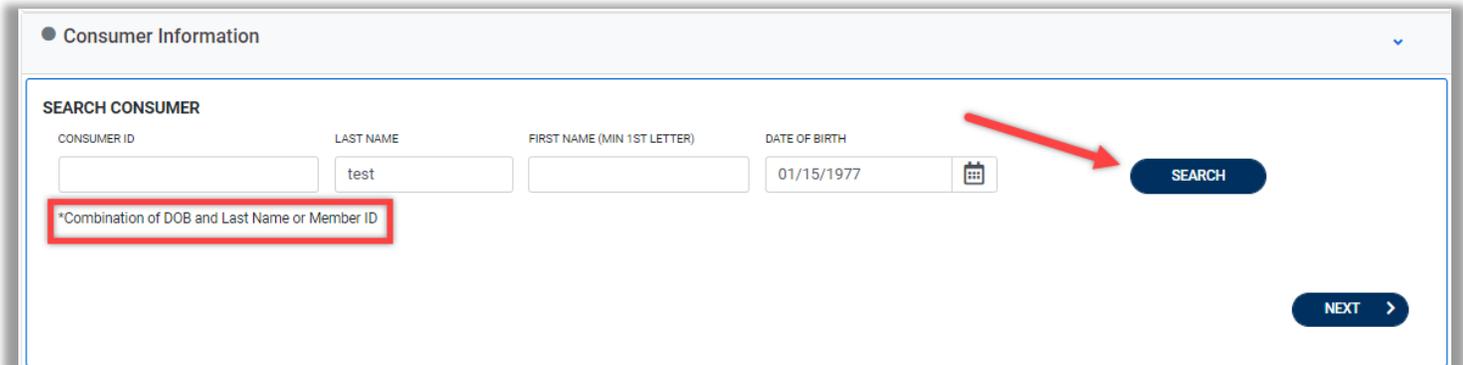
Submitting a New Request

In the navigation pane, click **Create Case**. The Case Type, Case Contract, and Request Type will automatically populate.



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

Note: The Consumer ID will be the F.A.C.T.S. Client ID



Click the radio button to select the consumer.

Consumer Information

SEARCH CONSUMER

CONSUMER ID: LAST NAME: FIRST NAME (MIN 1ST LETTER): DATE OF BIRTH: 

*Combination of DOB and Last Name or Member ID

SELECT MEMBER	NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
<input type="radio"/>	Dani Test	01/15/1977	TEMP001762021021000001		40

Displaying records 1 to 1 of 1 records

Previous **1** Next Show Entries

When all sections are completed, click **Create Case**.

NEW CASE REQUEST

Case Type UM

Case Parameters

Consumer Information Dani Test

The next page that renders will be the shell of the case and will reflect Un-Submitted. 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. Follow the instructions below to complete the submission process.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	Outpatient			

Note the case is Un-Submitted and there is not a Case ID assigned. This will be updated once the request is submitted.

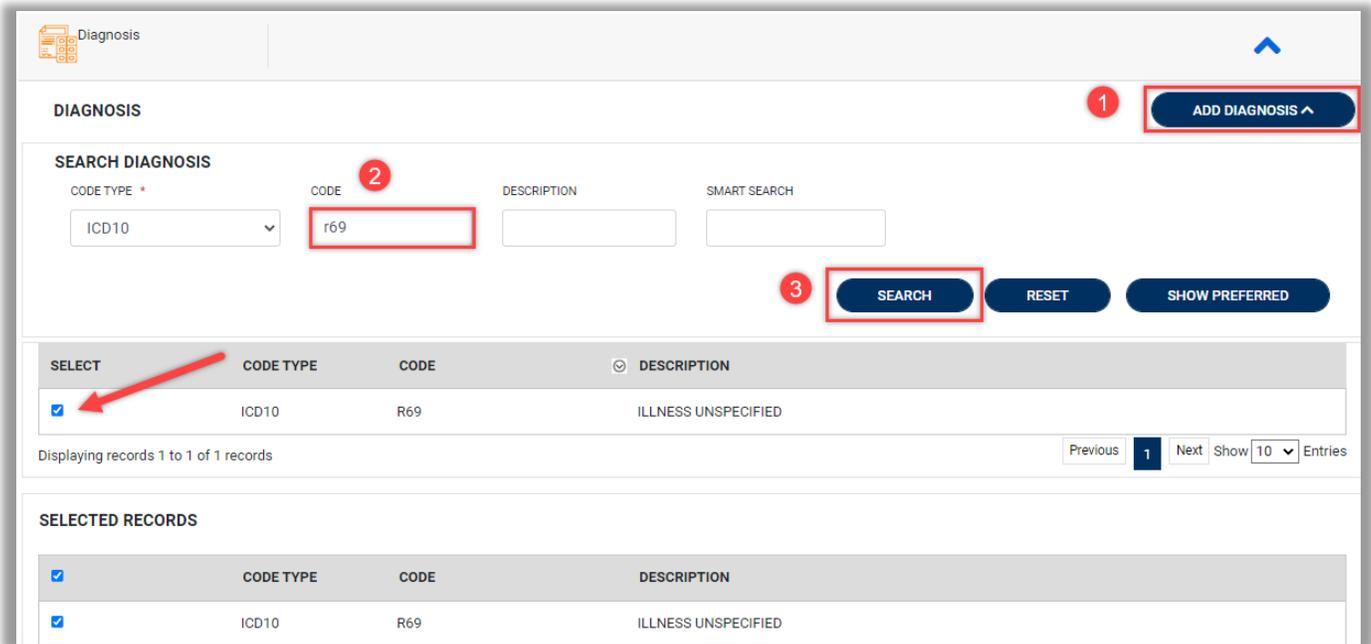
Consumer Details		Location: 123 Somewhere Street Anywhere North Dakota;	▼
Provider/Facility		Requesting : MATTHEW SANFORD/1033167416 Servicing : MATTHEW SANFORD/1033167416	▼
Clinical		Service Type : Request Type :	Notification Date : 12/21/2020 Notification Time : 01:26 PM ▼
Attachments	 Document-0	Letters- 0	▼
Communications	 Most Recent Interaction date:	Most Recent Note date:	▼

To complete the submission, select the appropriate **Place of Service** and **Service Type**.

Clinical		Service Type : Request Type :	Notification Date : 10/20/2022 Notification Time : 11:20 AM ▲
Service Details			▲
SERVICE DETAILS			
PLACE OF SERVICE	SERVICE TYPE *		
Select One ▼	Select One ▼		
Diagnosis			▲

After entering Service Details, scroll down to enter all applicable diagnosis codes. Click **Add Diagnosis** and enter the **Diagnosis Code R69** into the search field. Click **Search**.

All users will enter R69 for every request that is created. Entering the diagnostic code R69 confirms the request is not related to any behavioral health cases within Atrezzo. Select the diagnosis code by clicking the Select Box. The diagnosis will be added to the Selected Records section.



DIAGNOSIS

SEARCH DIAGNOSIS

CODE TYPE: ICD10 | CODE: r69 | DESCRIPTION: | SMART SEARCH: |

SEARCH **RESET** **SHOW PREFERRED**

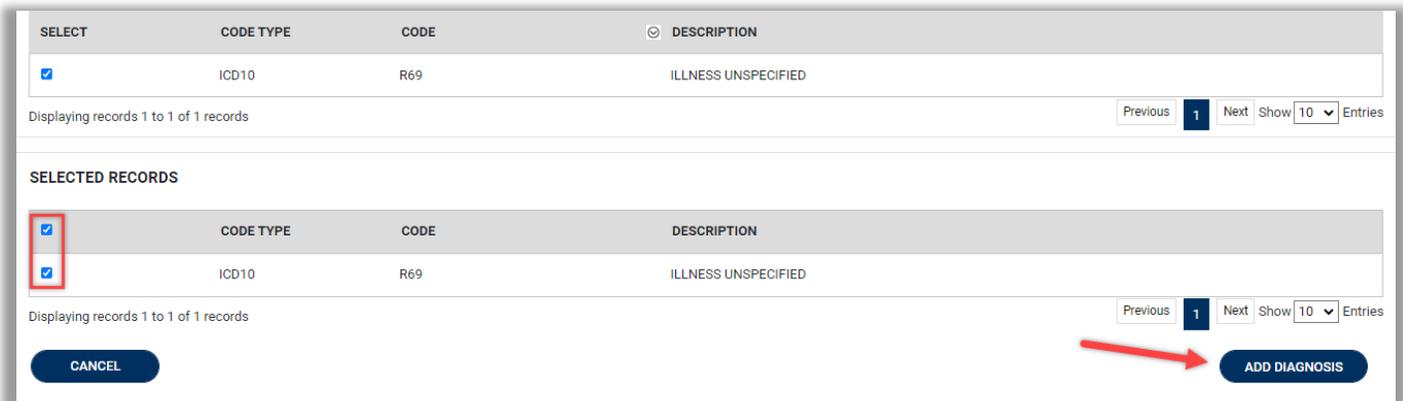
SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R69	ILLNESS UNSPECIFIED

Displaying records 1 to 1 of 1 records

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R69	ILLNESS UNSPECIFIED

Once the diagnosis code has been added, select **ADD DIAGNOSIS**.



SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R69	ILLNESS UNSPECIFIED

Displaying records 1 to 1 of 1 records

CANCEL **ADD DIAGNOSIS**

Once all diagnosis codes are entered scroll down to Procedures and enter the **Request Type**:

Request 01

REQUEST TYPE * FIPS CODE NOTIFICATION DATE * NOTIFICATION TIME *

Select One 08/09/2022 10:57 AM

Proceed to **Search Procedures**. Enter all applicable procedure codes. Code Type will default to WVSNS. Enter the appropriate **WV SNS Procedure/Service Code** or description, then click **Search**. Select the procedure codes to be added. Once all codes are listed, select **Add Procedure**.

SEARCH PROCEDURES

CODE TYPE * CODE STARTS WITH DESCRIPTION SMART SEARCH

WVSNS 130300 SHOW PREFERRED

SEARCH RESET

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	WVSNS	130300	CPS-FC-INDIVIDUALIZED PARENTING

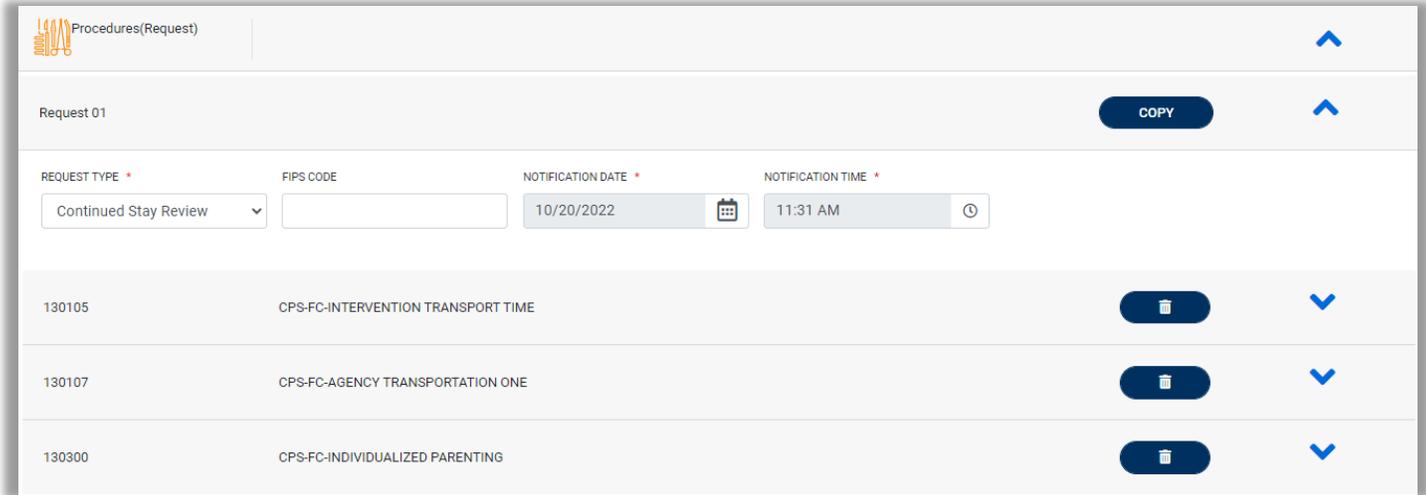
Displaying records 1 to 1 of 1 records Previous 1 Next Show 10 Entries

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	WVSNS	130105	CPS-FC-INTERVENTION TRANSPORT TIME
<input checked="" type="checkbox"/>	WVSNS	130107	CPS-FC-AGENCY TRANSPORTATION ONE
<input checked="" type="checkbox"/>	WVSNS	130300	CPS-FC-INDIVIDUALIZED PARENTING

Displaying records 1 to 3 of 3 records Previous 1 Next Show 10 Entries ADD PROCEDURES

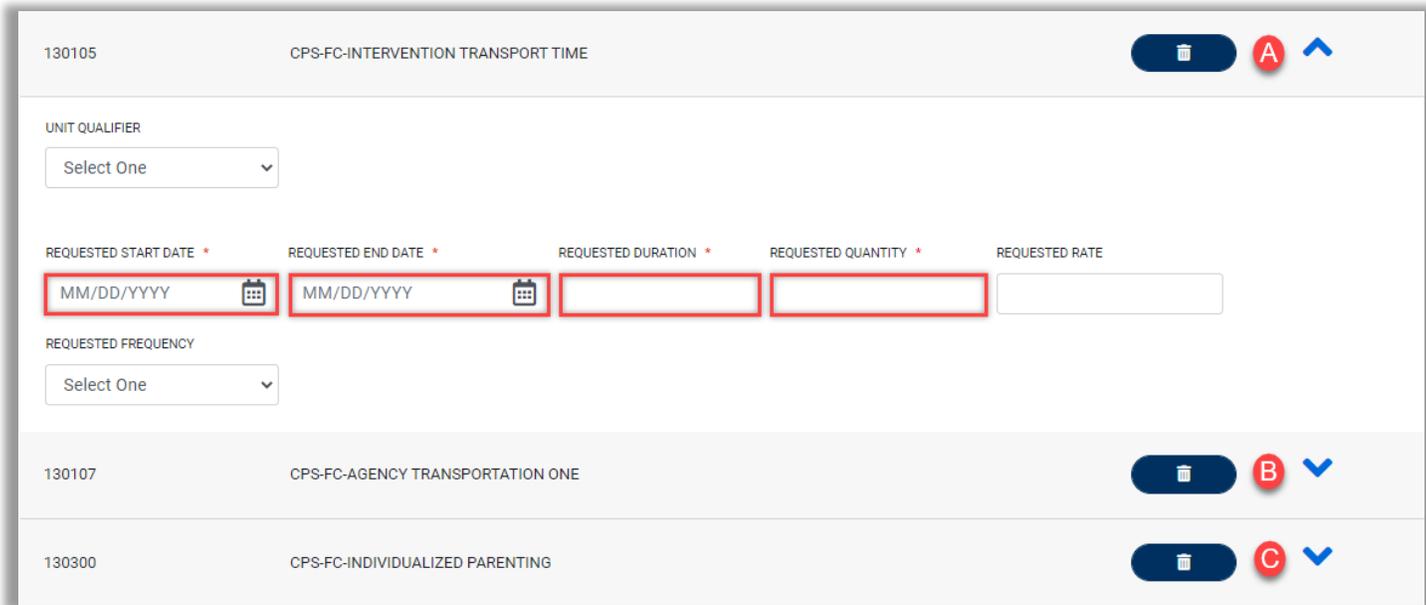
After entering the procedure codes detailed information for each requested code will be required. Once all the codes are entered, they will be displayed in a stacked layout.



The screenshot shows the 'Procedures(Request)' interface. At the top, there is a 'Request 01' header with a 'COPY' button. Below this, there are four input fields: 'REQUEST TYPE' (set to 'Continued Stay Review'), 'FIPS CODE' (empty), 'NOTIFICATION DATE' (set to '10/20/2022'), and 'NOTIFICATION TIME' (set to '11:31 AM'). Below these fields is a table of procedure codes:

Code	Description	Actions
130105	CPS-FC-INTERVENTION TRANSPORT TIME	Trash icon, Expand icon
130107	CPS-FC-AGENCY TRANSPORTATION ONE	Trash icon, Expand icon
130300	CPS-FC-INDIVIDUALIZED PARENTING	Trash icon, Expand icon

To enter details for each procedure code, expand the line for each code entered and complete required fields.



The screenshot shows the expanded details for procedure code 130105, 'CPS-FC-INTERVENTION TRANSPORT TIME'. The details include:

- UNIT QUALIFIER:** A dropdown menu set to 'Select One'.
- REQUESTED START DATE:** A date input field with a calendar icon, highlighted with a red box. The format is 'MM/DD/YYYY'.
- REQUESTED END DATE:** A date input field with a calendar icon, highlighted with a red box. The format is 'MM/DD/YYYY'.
- REQUESTED DURATION:** An empty input field, highlighted with a red box.
- REQUESTED QUANTITY:** An empty input field, highlighted with a red box.
- REQUESTED RATE:** An empty input field.
- REQUESTED FREQUENCY:** A dropdown menu set to 'Select One'.

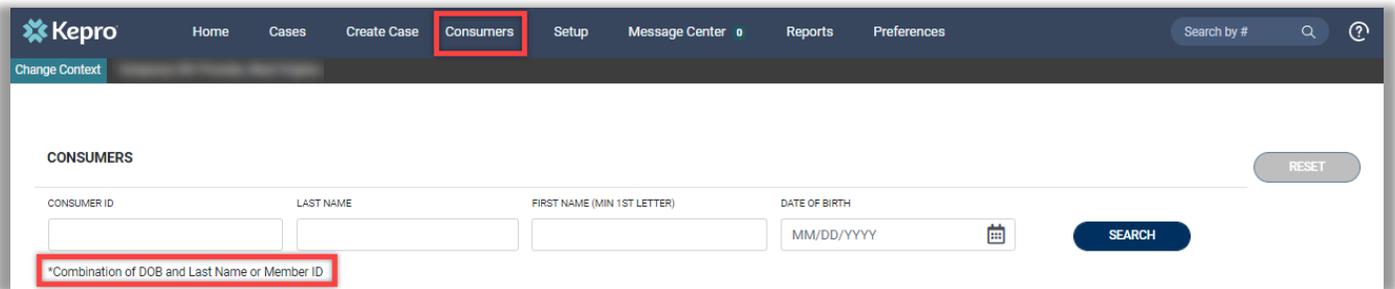
Below the details, there is a list of other procedure codes with their respective actions:

130107	CPS-FC-AGENCY TRANSPORTATION ONE	Trash icon, Alert icon (B), Expand icon
130300	CPS-FC-INDIVIDUALIZED PARENTING	Trash icon, Alert icon (C), Expand icon

Searching for Consumers

To search by Consumer, click Consumer on the navigation pane. The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case.

To search By Consumer, enter the required Consumer information. For results to render, user must enter Last Name and DOB or F.A.C.T.S. Client ID.



Kepro Home Cases Create Case **Consumers** Setup Message Center Reports Preferences Search by #

Change Context

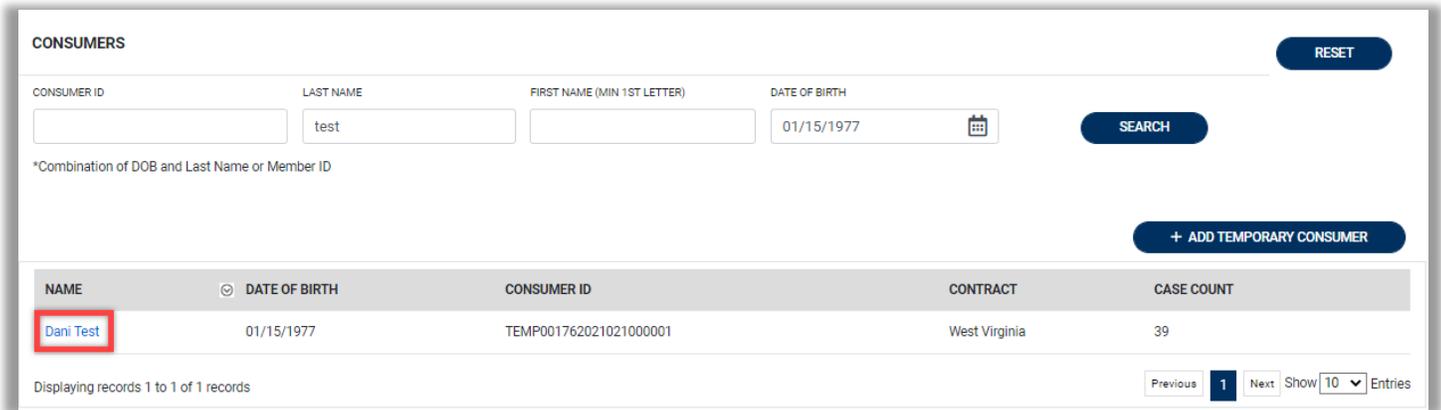
CONSUMERS RESET

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

MM/DD/YYYY SEARCH

*Combination of DOB and Last Name or Member ID

Search results will render below. To view the Consumer page, click on the Consumers Name which is a hyperlink.



CONSUMERS RESET

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

01/15/1977 SEARCH

*Combination of DOB and Last Name or Member ID

+ ADD TEMPORARY CONSUMER

NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
Dani Test	01/15/1977	TEMP001762021021000001	West Virginia	39

Displaying records 1 to 1 of 1 records Previous 1 Next Show 10 Entries

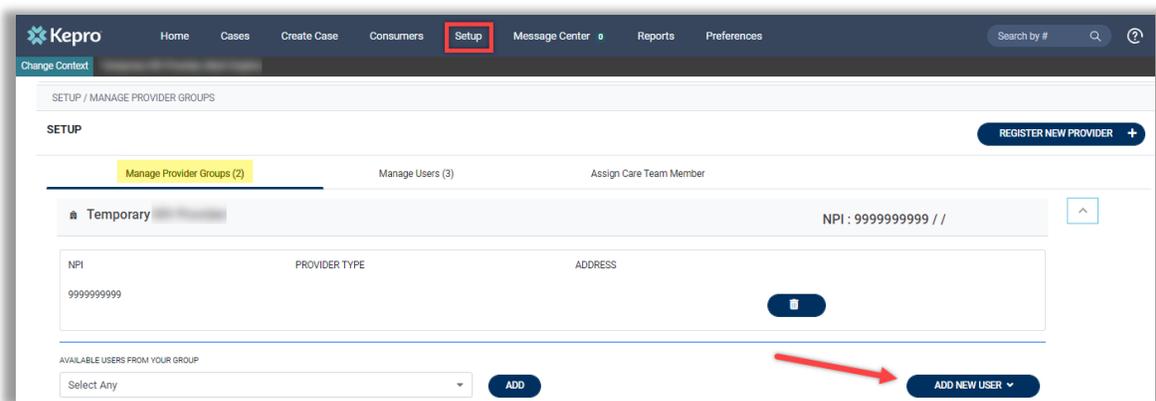
Setup

This section will identify the steps for Provider Group Administrators to add and manage additional users within the portal. **Only users set up as Provider Administrators will see this tab.** For all other users, the tab will be hidden.

Add New User

As a Provider Administrator, users within your facility can be added and managed locally once the group account has been registered.

Click **Setup** in the navigation pane. Always stay within the Manage Provider Groups tab/section to add users. Click the caret in the far right to expand the group section.



Create username and complete the contact information, then click **CREATE**.

ACCOUNT INFORMATION

USER NAME *

CONTACT INFORMATION

FIRST NAME * LAST NAME * EMAIL * CONFIRM EMAIL *

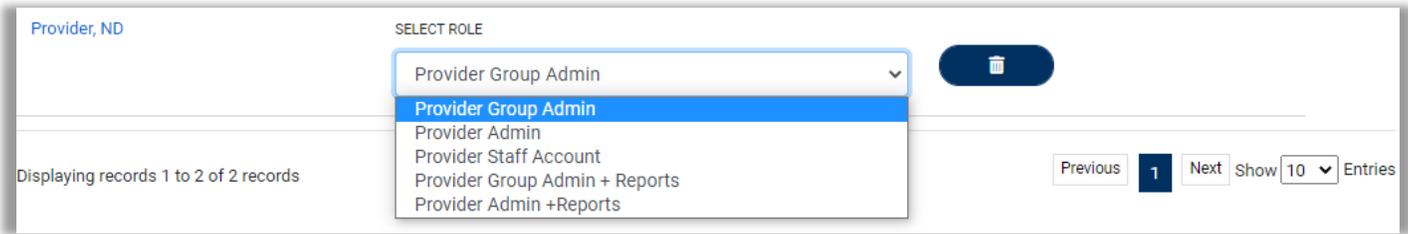
ADDRESS LINE 1 ADDRESS LINE 2 CITY STATE/PROVINCE

POSTAL CODE PHONE FAX *

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

CREATE >

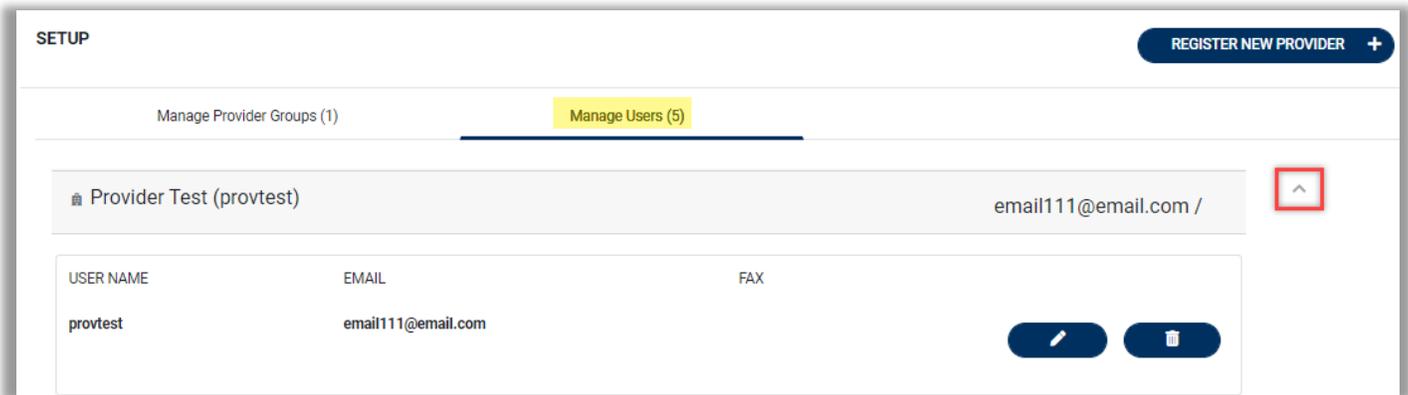
The user role will default to **Provider Staff Account**. This is the general account user. To change the user role, under Manage Provider Groups, select the Role the user should have. All accesses with Admin listed will have the ability to add and manage user roles for the assigned provider group.



NOTE: The new user will receive an email with a link to complete the MFA registration process. The user must click the link in the email and follow the MFA registration process in order to complete the access request. The link will expire after 2 days.

Managing Users

All users will be listed on the Manage Users tab. Expand the specified user by clicking the arrow on the right.

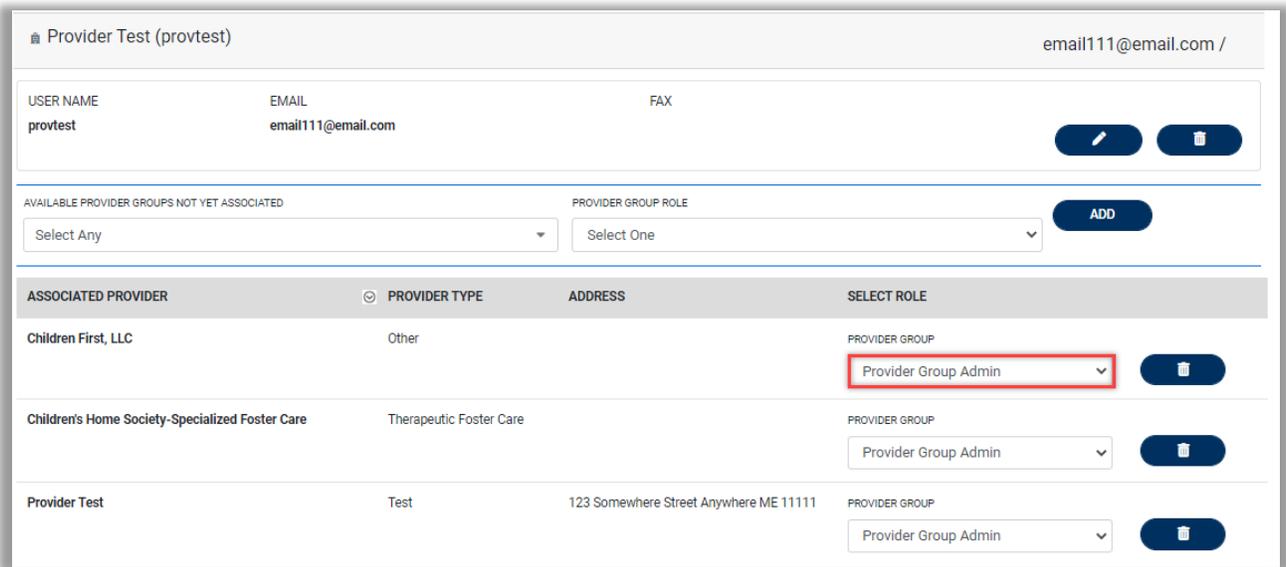


Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be **“Provider Staff Account”**. You can assign the user to different provider groups and change his/her roles. You can create other admins to help you manage larger numbers of users at your facility/group.

Provider Staff Account – Is a general user account.

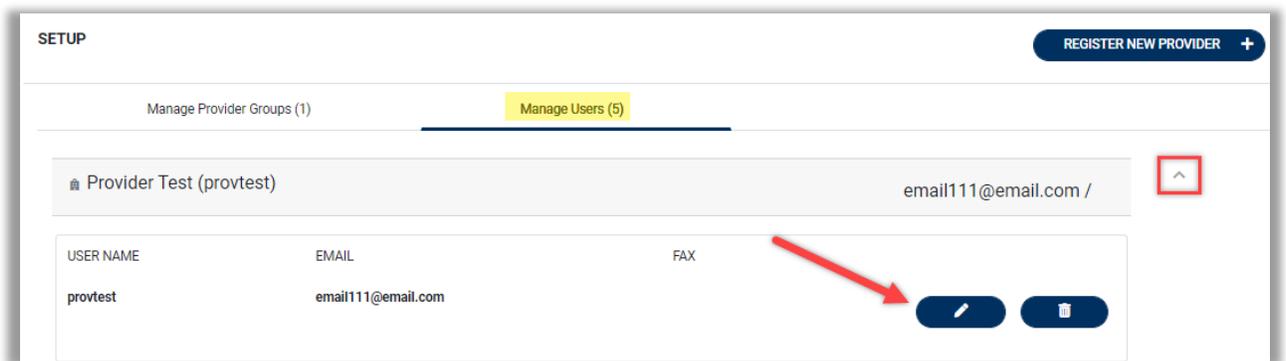
Provider Administrator – Has the ability to add/manage users for the provider they are assign to.

Provider Group Administrator – Will have the ability to add/manage users for all providers in the group.



The screenshot shows the user management interface for 'Provider Test (provtest)'. At the top, the user's email 'email111@email.com /' is displayed. Below this, a table lists the user's details: USER NAME (provtest), EMAIL (email111@email.com), and FAX. To the right of the table are edit and delete icons. Below the table, there are two dropdown menus: 'AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED' (set to 'Select Any') and 'PROVIDER GROUP ROLE' (set to 'Select One'). An 'ADD' button is located to the right of these dropdowns. Below this, a table lists associated providers with columns for ASSOCIATED PROVIDER, PROVIDER TYPE, ADDRESS, and SELECT ROLE. The first row is for 'Children First, LLC' with 'Other' provider type and '123 Somewhere Street Anywhere ME 11111' address. The 'SELECT ROLE' dropdown is set to 'Provider Group Admin' and is highlighted with a red box. The second row is for 'Children's Home Society-Specialized Foster Care' with 'Therapeutic Foster Care' provider type. The third row is for 'Provider Test' with 'Test' provider type. Each row has a delete icon to its right.

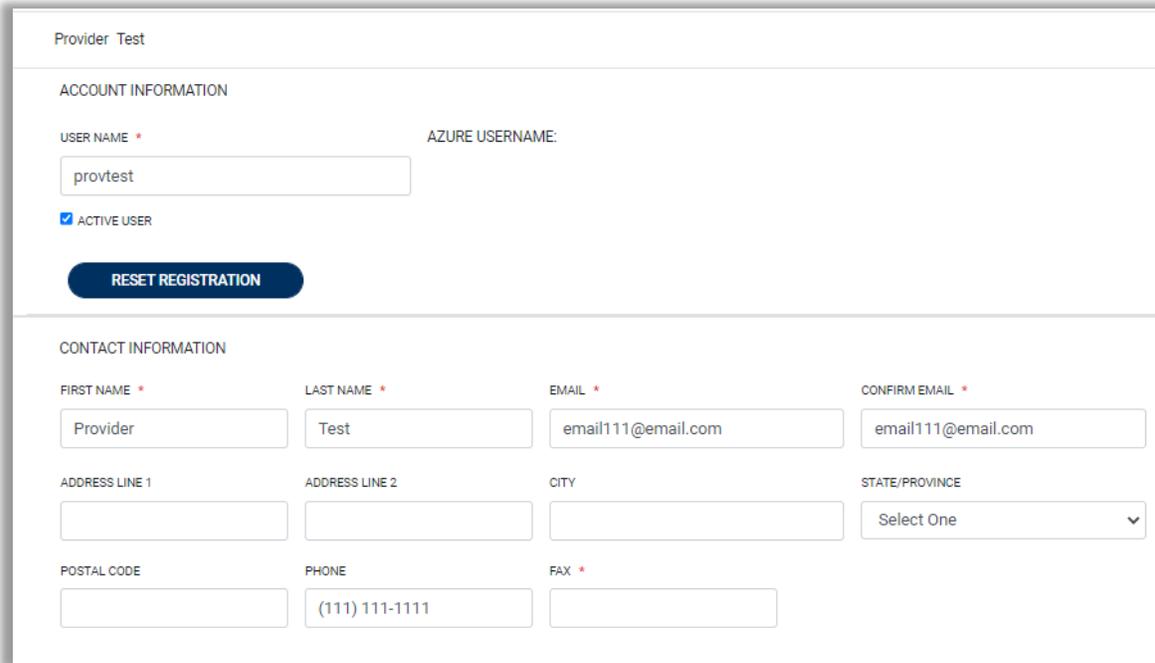
To edit the user, click the **pencil icon**.



The screenshot shows the 'SETUP' page for 'Manage Users (5)'. At the top right, there is a 'REGISTER NEW PROVIDER +' button. Below this, there are two tabs: 'Manage Provider Groups (1)' and 'Manage Users (5)'. The 'Manage Users (5)' tab is active. Below the tabs, the user management interface for 'Provider Test (provtest)' is shown, including the user's email 'email111@email.com /' and a red box around an upward arrow icon. Below this, a table lists the user's details: USER NAME (provtest), EMAIL (email111@email.com), and FAX. To the right of the table are edit and delete icons. A red arrow points to the edit icon.

The user details will display. This section will enable resetting portal registration and add or update contact information.

NOTE: There is not a save button on this page, any changes made will automatically save.



Provider Test

ACCOUNT INFORMATION

USER NAME * AZURE USERNAME:

provtest

ACTIVE USER

RESET REGISTRATION

CONTACT INFORMATION

FIRST NAME * LAST NAME * EMAIL * CONFIRM EMAIL *

Provider Test email111@email.com email111@email.com

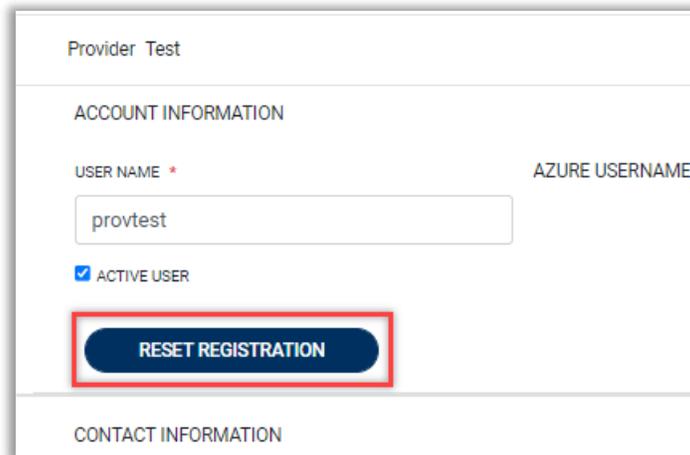
ADDRESS LINE 1 ADDRESS LINE 2 CITY STATE/PROVINCE

Select One ▼

POSTAL CODE PHONE FAX *

(111) 111-1111

Click **Reset Registration** if the user needs to change their email address or failed to activate their account within 2 days.



Provider Test

ACCOUNT INFORMATION

USER NAME * AZURE USERNAME:

provtest

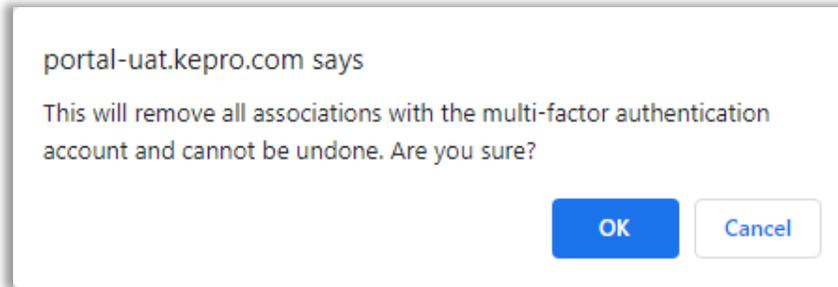
ACTIVE USER

RESET REGISTRATION

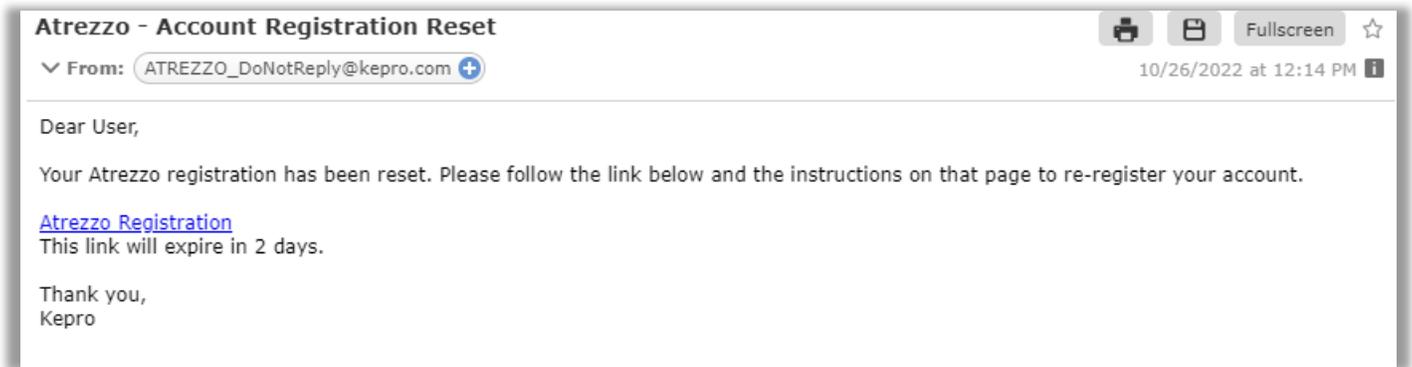
CONTACT INFORMATION



You will receive in informational popup to confirm, click **OK** to reset the registration.

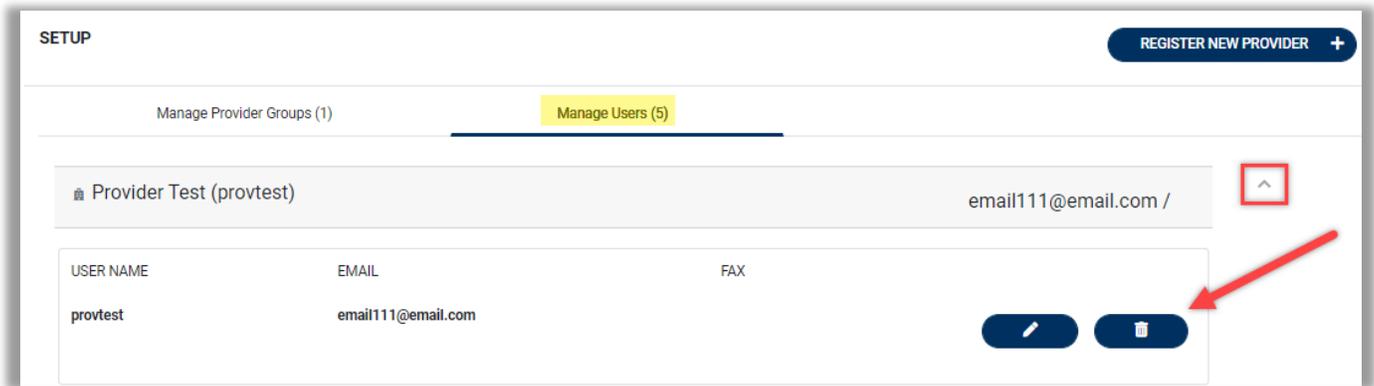


The user will receive an email with a link. The user will need to complete the registration process within 2 days.

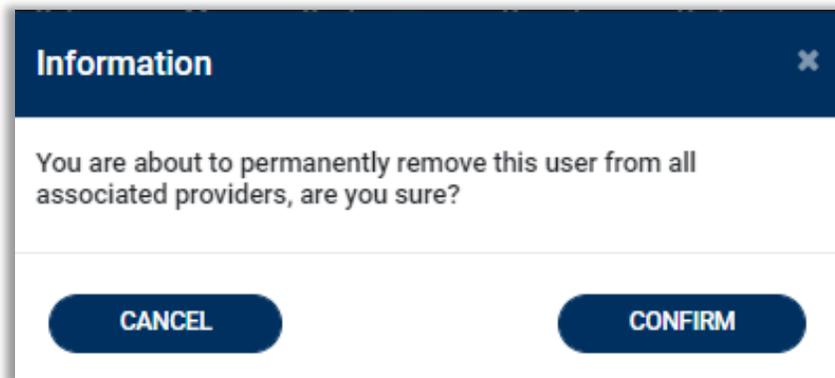


Deactivating Users

On the Manage Users Tab, you will expand the user you wish to deactivate by clicking the arrow on the right side. Click the **trash can icon**.



You will receive an informational warning. To deactivate the user click **confirm**.

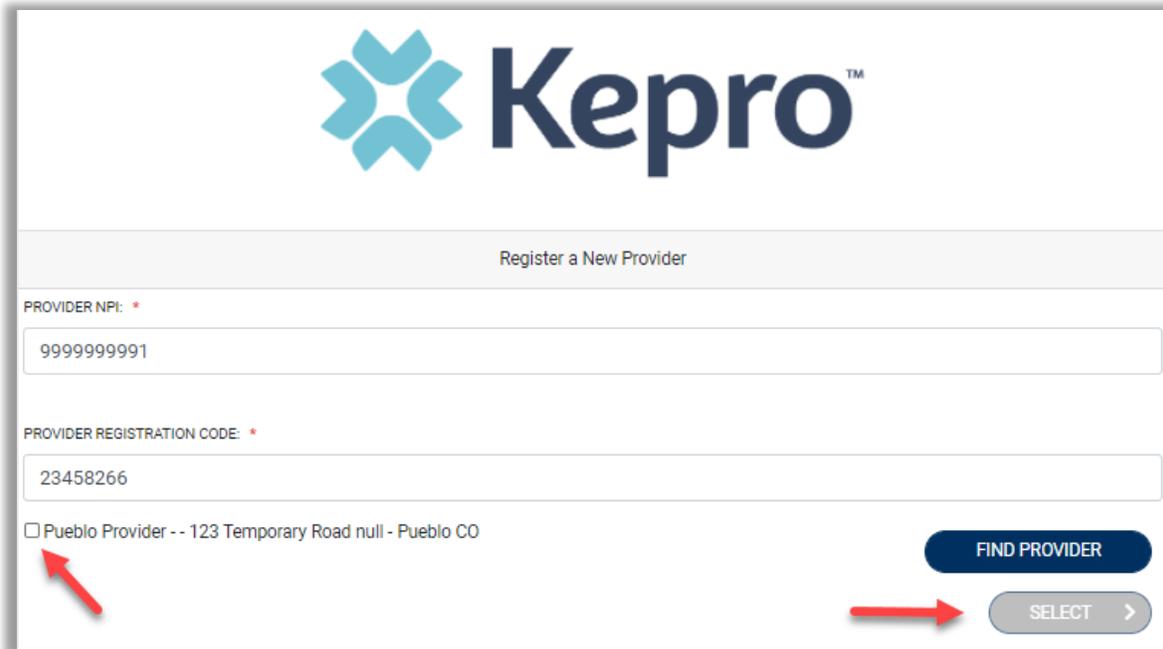


The user will then be removed from the list of users in the Manage Users tab.

Add New Provider Group

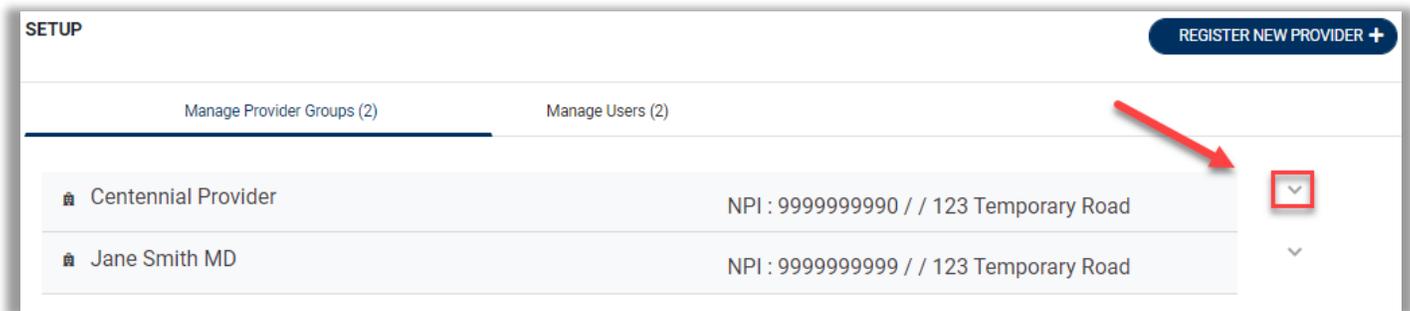
Provider Group Administrators can manage multiple facilities under the same login credentials. After the original account has been created, click **REGISTER NEW PROVIDER**. Enter the FACTS Number as the NPI and FACTS Number again as the Provider Registration Code. Click **FIND PROVIDER**.

Select the provider to confirm and click **SELECT**.



The image shows a screenshot of the 'Register a New Provider' form in the Kepro system. The form has a header with the Kepro logo and the title 'Register a New Provider'. Below the header, there are two input fields: 'PROVIDER NPI: *' with the value '9999999991' and 'PROVIDER REGISTRATION CODE: *' with the value '23458266'. Below these fields, there is a list of providers with a checkbox next to each. The first provider is 'Pueblo Provider -- 123 Temporary Road null - Pueblo CO', which has a red arrow pointing to its checkbox. To the right of the list are two buttons: 'FIND PROVIDER' (dark blue) and 'SELECT >' (light grey). A red arrow points to the 'SELECT >' button.

The provider will then be added to the list of providers under Manage Provider Groups. To add additional users to this Provider Group, expand the desired Provider Group and follow the steps to [Add New User](#).



The image shows a screenshot of the 'Manage Provider Groups' table in the Kepro system. The table has two tabs: 'Manage Provider Groups (2)' and 'Manage Users (2)'. The 'Manage Provider Groups (2)' tab is active. The table contains two rows of provider information. The first row is 'Centennial Provider' with NPI: 9999999990 / / 123 Temporary Road. The second row is 'Jane Smith MD' with NPI: 9999999999 / / 123 Temporary Road. A red arrow points to a dropdown arrow icon in the rightmost column of the first row, which is highlighted with a red box.

SETUP		REGISTER NEW PROVIDER +
Manage Provider Groups (2)		Manage Users (2)
Centennial Provider	NPI : 9999999990 / / 123 Temporary Road	▼
Jane Smith MD	NPI : 9999999999 / / 123 Temporary Road	▼

Message Center

The Message Center will display new and unread messages. This section is to view messages only, to send messages, you must be inside a specified case.

New available messages are displayed in the navigation index menu.



Indicates there are unread messages available to view.

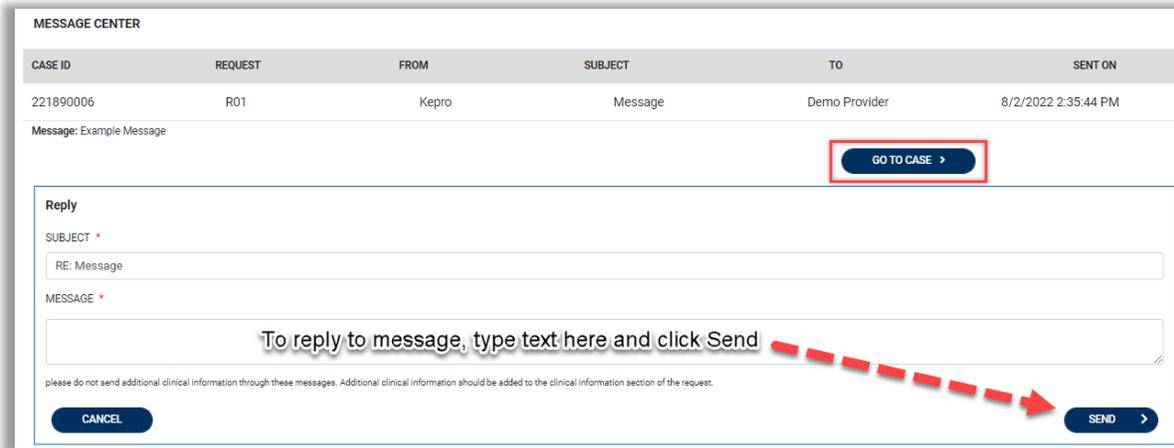


Indicates all messages are read, no messages available to view.

Available messages will display in the Message Center. To open/view the message, click the caret in the right had corner of the selected message.

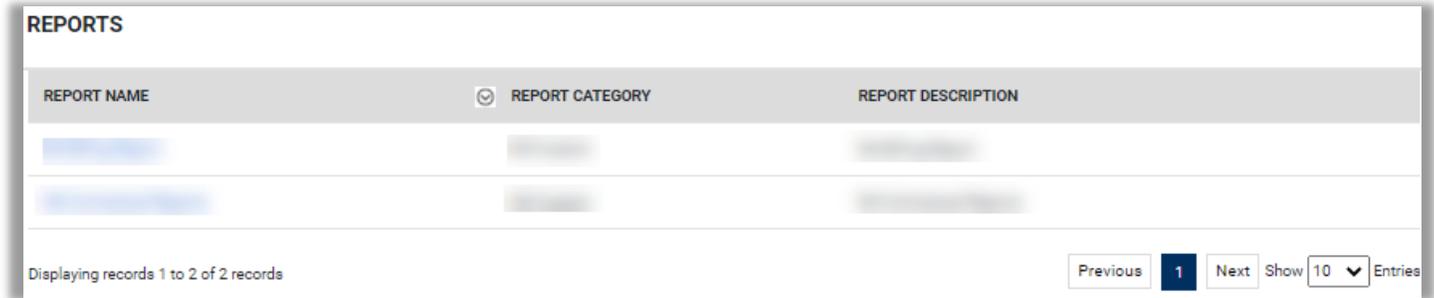


To view the selected case, click **GO TO CASE**. You will be directed to the specified case related to the message. To reply to the message, directly in the Message Center, type text in the Message section, click **SEND**.



Reports

Clicking the Reports icon in the navigation pane will open all available Response Files from CareConnection. The report name will be a hyperlink and open the desired report in a new tab within the internet browser.

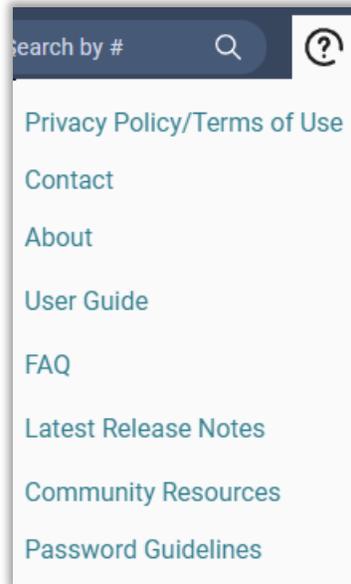


The screenshot shows a table titled "REPORTS" with three columns: "REPORT NAME", "REPORT CATEGORY", and "REPORT DESCRIPTION". The table contains two rows of data. Below the table, there is a pagination control showing "Displaying records 1 to 2 of 2 records" and buttons for "Previous", "1", "Next", "Show 10", and "Entries".

REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

Help Guide

Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, Community Resources, and Password Guidelines.



Community Resources will direct you to third party sites to help consumers with finding assistance. These items are updated regularly and may change over time.

Community Resources



findhelp.org

Connect to find help and support services for Food, Housing, Goods, Transportation, Health, Money, Care, Education, Work, and Legal.



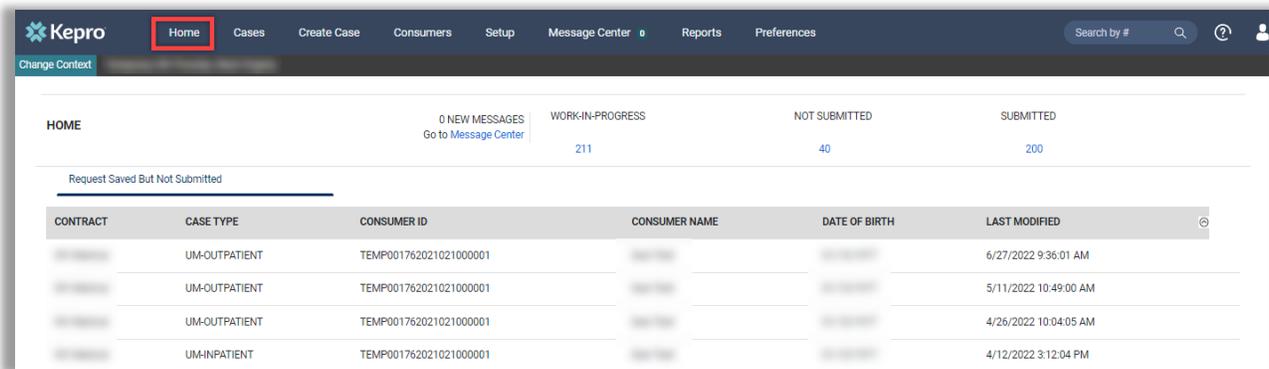
211.org

A comprehensive source of information on health and human service.

OK

Completing a 'Saved But Not Submitted' Request

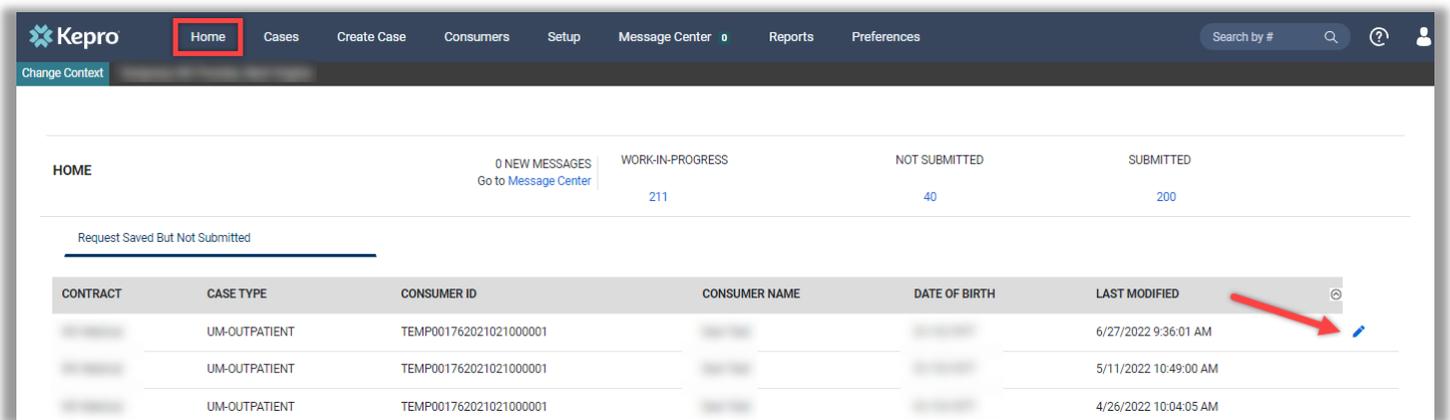
After logging in, the Home page will display any "Saved But Not Submitted Requests". These are requests that have been started but are incomplete. These are viewable to the submitting provider but have not been sent to Kepro for review.



The screenshot shows the Kepro Home page with a navigation bar. The 'Home' tab is highlighted. Below the navigation bar, there are statistics for 'NEW MESSAGES', 'WORK-IN-PROGRESS', 'NOT SUBMITTED', and 'SUBMITTED'. A section titled 'Request Saved But Not Submitted' contains a table with the following data:

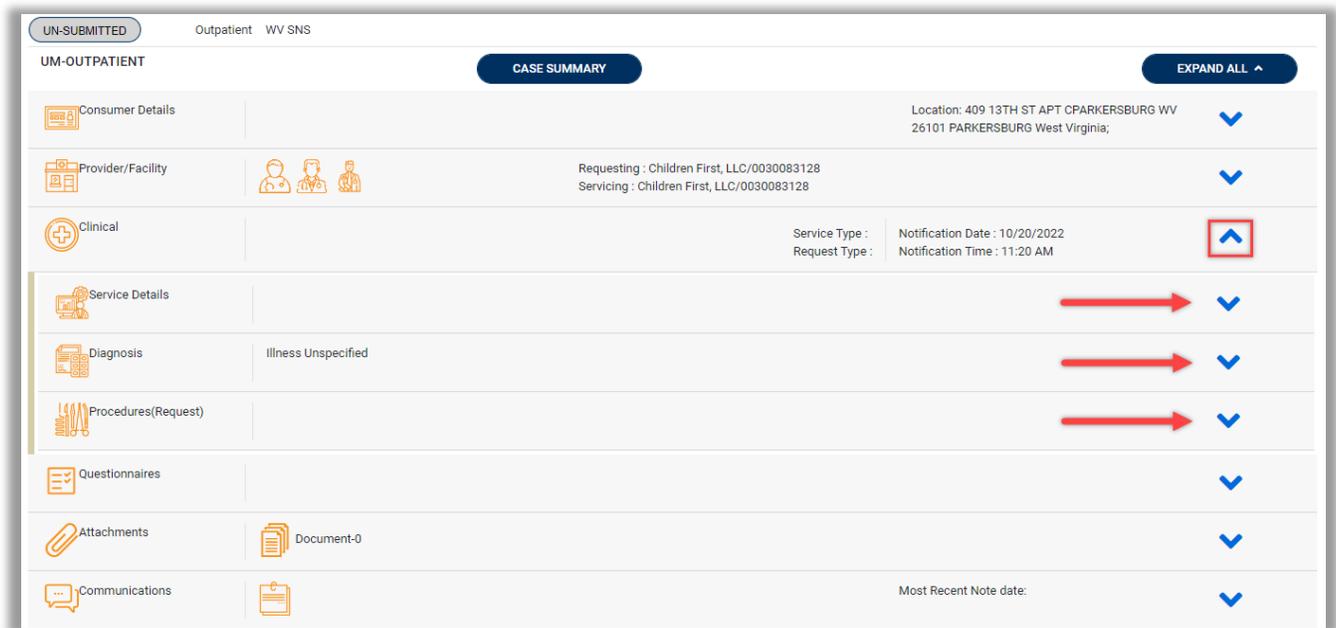
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
...	UM-OUTPATIENT	TEMP001762021021000001	6/27/2022 9:36:01 AM
...	UM-OUTPATIENT	TEMP001762021021000001	5/11/2022 10:49:00 AM
...	UM-OUTPATIENT	TEMP001762021021000001	4/26/2022 10:04:05 AM
...	UM-INPATIENT	TEMP001762021021000001	4/12/2022 3:12:04 PM

To complete the saved request, hover over the request line and click the edit icon.



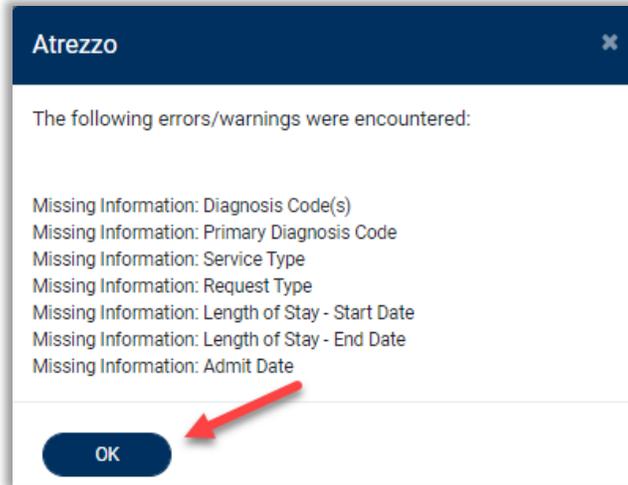
The screenshot shows the Kepro Home dashboard. At the top, there is a navigation bar with 'Home' highlighted. Below the navigation bar, there are statistics for 'HOME': 0 NEW MESSAGES (with a link to 'Go to Message Center'), 211 WORK-IN-PROGRESS, 40 NOT SUBMITTED, and 200 SUBMITTED. Below these statistics, there is a section titled 'Request Saved But Not Submitted' containing a table with the following columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table contains three rows of data. A red arrow points to a blue pencil icon (edit icon) in the 'LAST MODIFIED' column of the first row.

The case creation page will display. Continue adding the required information for submission.



The screenshot shows the 'CASE SUMMARY' page for a 'UM-OUTPATIENT' case. The page is divided into several sections, each with an expand/collapse icon on the right. The sections are: Consumer Details, Provider/Facility, Clinical, Service Details, Diagnosis, Procedures(Request), Questionnaires, Attachments, and Communications. Red arrows point to the expand icons for the Clinical, Service Details, Diagnosis, and Procedures(Request) sections. The Clinical section shows 'Service Type' and 'Request Type' fields, and 'Notification Date: 10/20/2022' and 'Notification Time: 11:20 AM'. The Diagnosis section shows 'Illness Unspecified'. The Procedures(Request) section is currently empty.

If uncertain what required information is missing, clicking Submit will generate an error/information pop up which will identify what information is missing. Review the pop up and click **OK** to continue.



The case creation page will display **!** which will identify which sections required information is missing. Expand each section with a **!** displayed.



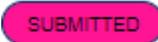
Once required information is added, the **!** indicator will disappear, and case can be submitted. If additional information is needed, refer to other sections for more information on attaching clinical documentation, creating note documentation, and other options.

Once the case has been submitted, it will no longer appear on the Home page under "Saved But Not Submitted Request".

Viewing Status of a Submitted Request

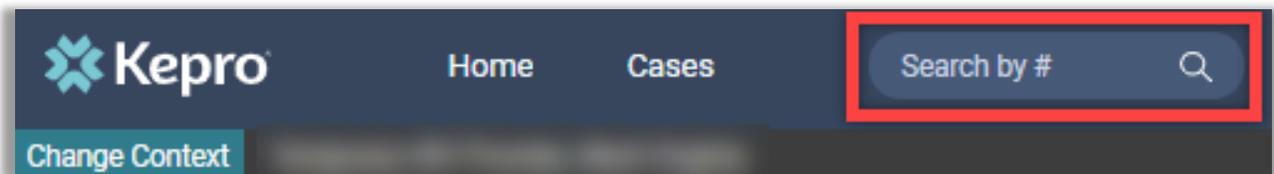
Once a request has been submitted, there several ways the status can be reviewed. A status check can be completed with a Case ID or Consumer Name and DOB. Below you will find step by step instructions for each method.

The UM program status options are color coded for quick and easy identification.

	This identifies a case that has been submitted but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
	This identifies a case that has been submitted and is currently under review. This will include nurse and/or medical director reviews. Once the clinical review is complete and a determination is made, the case will be completed.
	This identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (i.e., Approved, denied, partial approval, etc.)

View Status by Case ID

To view the status of a request using a Case ID, you will enter the Case ID in the search bar at the top of the screen. Click anywhere outside of the box or press enter on your keyboard to be navigated to your case.



The case page will display and provide the status at the top and the authorization number in the banner. From here you can review the [Case Summary](#).

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID/PLAN	CONTRACT
DANI TEST	F	01/15/1977 (45 Yrs)	TEMP001762021021000001	West Virginia
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
COMPLETED 220730002	Outpatient		03/14/2022	123456789

UM-OUTPATIENT CASE SUMMARY

Consumer Details Location

Provider/Facility Requesting : Temporary WV Provider/9999999999
Attending :
Servicing : Temporary WV Provider/9999999999

Clinical Service Type : 013 - Physical Therapy
Request Type : Initial
Notificati
Notificati

View Status by Consumer

To view the status of a request by Consumer, you will search by the individual name. Click **Consumers** in the navigation pane and enter Consumer ID or Last Name and Date of Birth, then click **Search**.

Kepro Home Cases Create Case Consumers Setup Message Center Reports Preferences

Change Context Temporary WV Provider, West Virginia

CONSUMERS

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

MM/DD/YYYY

*Combination of DOB and Last Name or Member ID

The result will render below. Click the Consumer Name to view available requests. The case count will identify how many requests have been submitted.

CONSUMERS RESET

CONSUMER ID: LAST NAME: FIRST NAME (MIN 1ST LETTER): DATE OF BIRTH: SEARCH

*Combination of DOB and Last Name or Member ID

[+ ADD TEMPORARY CONSUMER](#)

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
Test Member 1	01/01/1960	123 St Anywhere,ME	00000001A		49

Displaying records 1 to 1 of 1 records Previous 1 Next Show 10 Entries

The consumer detail page will display.

1. To view the submission details click **Request 01**. The case details page will display.
2. For a quick snapshot of the request, you will see if the case is Approved, Denied, Pending, or Appeal. Click **View Procedures** to view the codes that were requested.

UM CASE (7)

Submitted Requests Servicing Requests

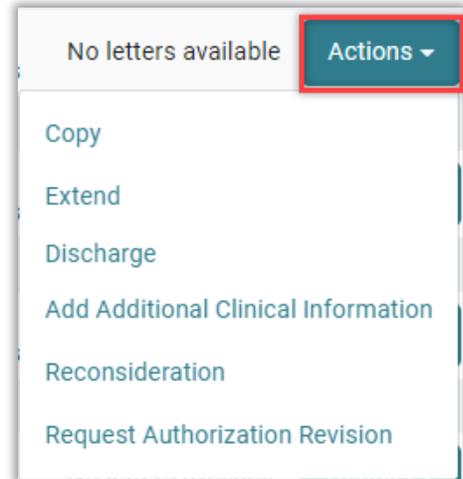
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 510465010									
Request 01	Submitted	10/26/2020	Outpatient	N/A	Misc - Miscellaneous ...	11/5/2020 - 2/4/2021	Approved: 4 View Procedures	No letters available	Actions
- Case: 510477849									
Request 01	Submitted	4/28/2021	Outpatient	N/A	Misc - Miscellaneous ...	5/8/2021 - 8/7/2021	Approved: 4 View Procedures	No letters available	Actions
- Case: 510459139									
Request 01	Submitted	8/4/2020	Outpatient	N/A	Misc - Miscellaneous ...	8/5/2020 - 11/4/2020	Approved: 3 View Procedures	No letters available	Actions
- Case: 222780004									
Request 01	Submitted	10/5/2022	Outpatient	N/A	Misc - Miscellaneous ...	10/1/2022 - 12/31/20...	Approved: 4 View Procedures	No letters available	Actions
- Case: 510471330									
Request 01	Submitted	1/26/2021	Outpatient	N/A	Misc - Miscellaneous ...	2/5/2021 - 5/7/2021	Approved: 4 View Procedures	No letters available	Actions
- Case: 222850027									
Request 01	Submitted	10/12/2022	Outpatient	N/A	Misc - Miscellaneous ...	10/12/2022 - 1/11/20...	Approved: 2 Appeal: 2 View Procedures	1 Letter View Letters	Actions

Action Button Functionality

This section will outline the features that are available for selection when clicking the Action Button. This functionality is located within a specified case, after completing a case search, or after completing a consumer search. Providers can choose to copy, add additional clinical information, discharge the request, and request authorization revision.

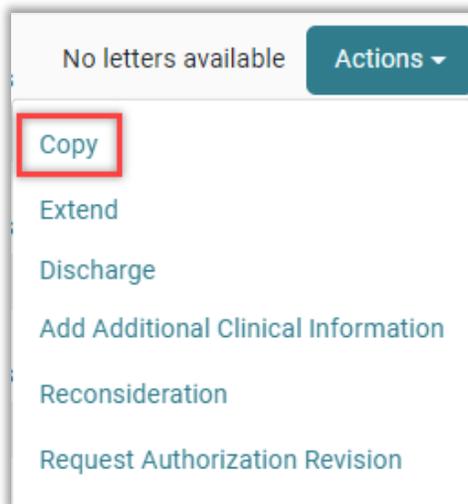
Note: Extend and Reconsideration are options that will not be functional in the system.

Click **Actions** to expand the dropdown menu.



Copy

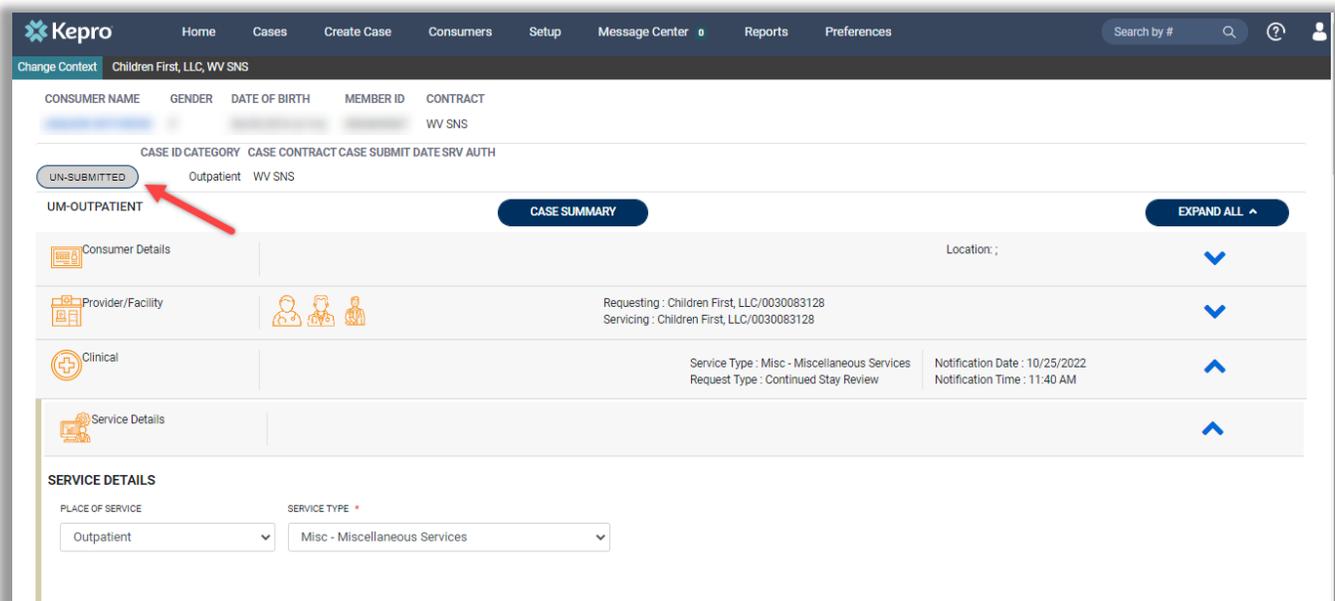
A completed case can be copied to create a new request if a member/consumer needs to have the same procedure requested. Click **Copy**.



An informational warning will appear and ask, "Do you want to copy this record?". Click **Yes** to copy the record.



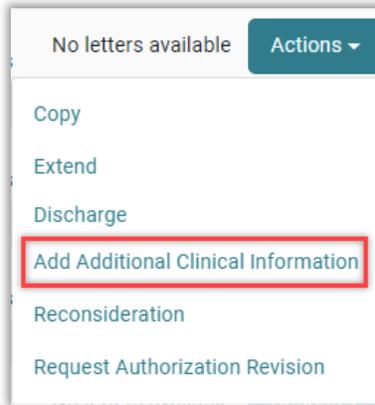
A new unsubmitted request will display. The Provider/Facility, Clinical, Service Details, Diagnosis Codes, Request Type, and Procedure codes will copy into the new request. The Requested Start Date, End Date, Duration and Quantity will need to be completed. All required documentation and questionnaires will also need to be completed. For instructions on how to complete this information please refer to [Create Case](#).



Add Additional Clinical Information

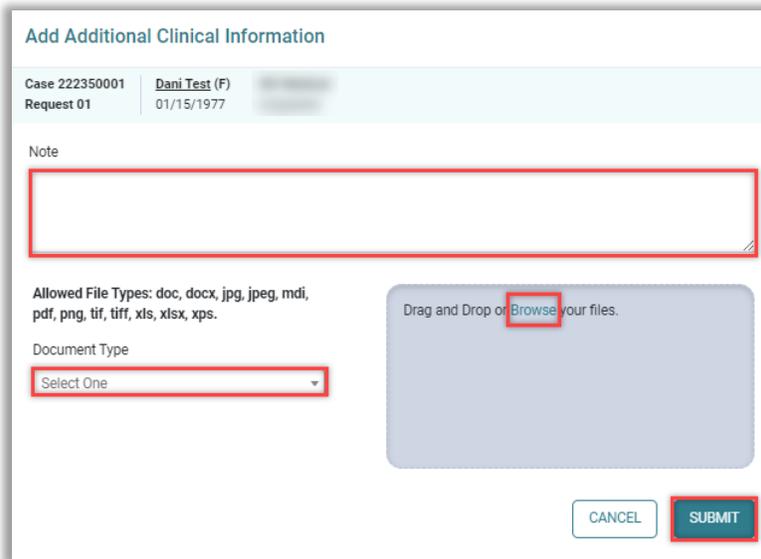
If additional supporting documentation needs to be uploaded after the request has been submitted, you will need to return to the specified request or access Actions from Cases or Consumers.

To add additional information, click **Actions** and select **Add Additional Information** from the dropdown menu.



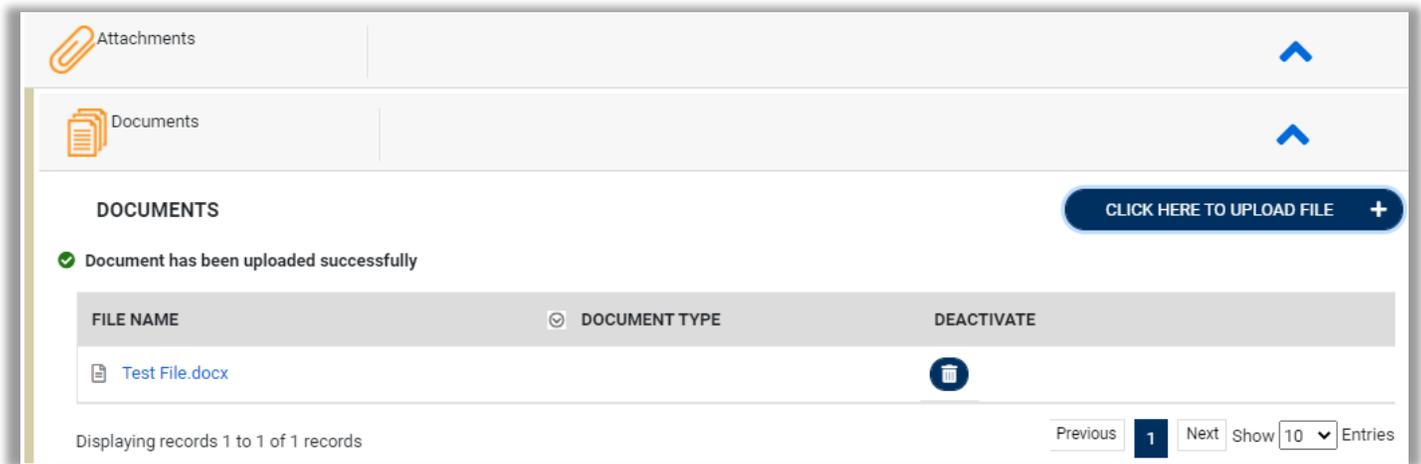
You will need to either enter a note or attach a file in the dialog box.

To upload a document, click **Browse** to select a file within your computer or drag and drop the file in the designated box. Select your document type. Click **Submit**.



A screenshot of the "Add Additional Clinical Information" dialog box. The dialog has a title bar and a header section with case details: "Case 222350001", "Request 01", "Dani Test (F)", and "01/15/1977". Below the header is a "Note" field with a red border. Underneath is a section for "Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps." and a "Document Type" dropdown menu with "Select One" selected. To the right is a file upload area with the text "Drag and Drop or Browse your files." and a "Browse" button highlighted with a red border. At the bottom right are "CANCEL" and "SUBMIT" buttons, with "SUBMIT" also highlighted with a red border.

All uploaded documents will be visible in the Documents section of the case for review.



Attachments

Documents

DOCUMENTS [CLICK HERE TO UPLOAD FILE](#) +

✔ Document has been uploaded successfully

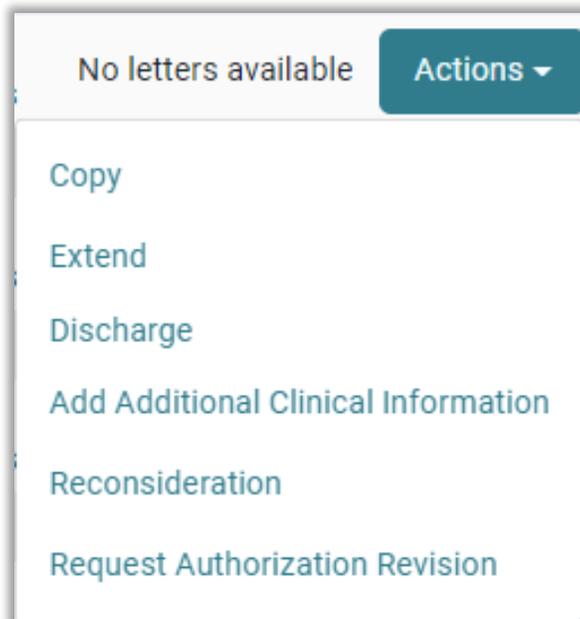
FILE NAME	DOCUMENT TYPE	DEACTIVATE
 Test File.docx		

Displaying records 1 to 1 of 1 records

Previous **1** Next Show 10 Entries

Click Actions to view other options that are available.

Note: The actions available are based on your contract. Extend and Reconsideration are not options available for WV SNS.



No letters available **Actions** ▾

- Copy
- Extend
- Discharge
- Add Additional Clinical Information
- Reconsideration
- Request Authorization Revision

How to Add Revisions to a Submitted Request

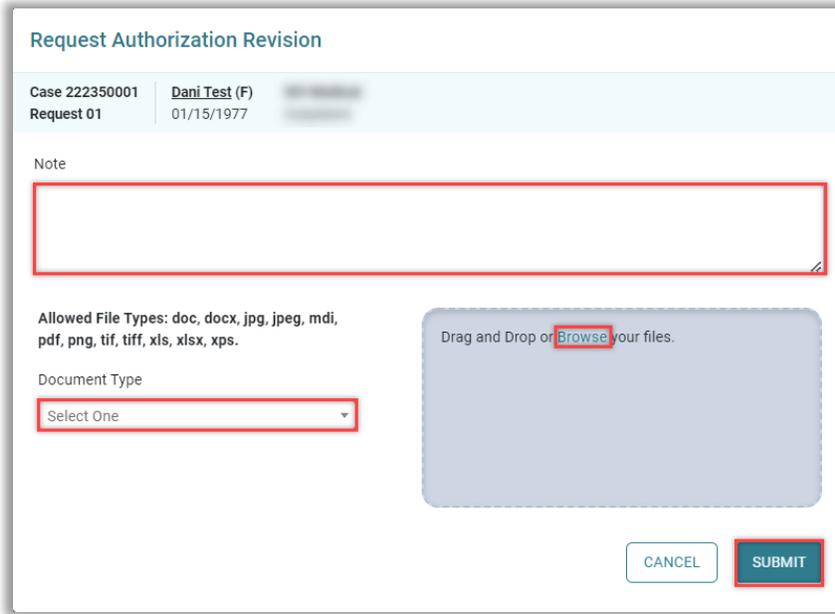
Once a request has been submitted, you will not be able to make changes or additions manually. You will need to add a Communication – Note to the submitted request and Kepro will update the request for you.

To make revisions, you will navigate to cases in the [Consumer](#) Detail page, [Case](#) Search, by searching the Case ID or authorization number. Click **Actions** and select **Request Authorization Revision** from the dropdown menu.



You will need to either enter a note or attach a file in the dialog box. Please be clear, and concise when explaining what revisions need to be made to the case.

Click **Browse** to select a file within your computer or you can drag and drop the file. Select your document type. Click **Submit**.



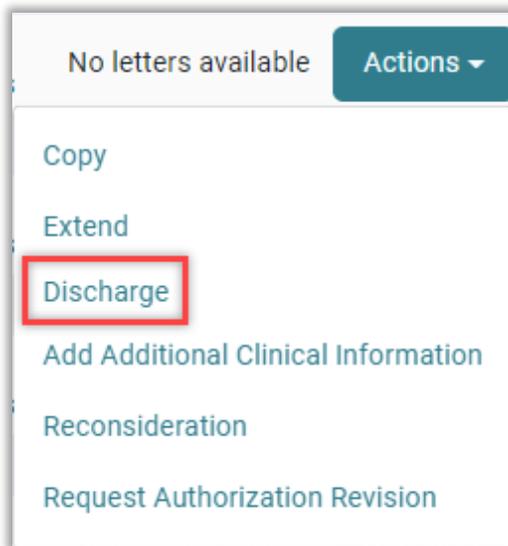
The image shows a web form titled "Request Authorization Revision". At the top, it displays "Case 222350001" and "Request 01" on the left, and "Dani Test (F)" and "01/15/1977" on the right. Below this is a "Note" section with a large empty text area. Underneath the note is a list of "Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps." To the right of this list is a dashed box containing the text "Drag and Drop or Browse your files." Below the allowed file types is a "Document Type" dropdown menu with "Select One" as the current selection. At the bottom right of the form are two buttons: "CANCEL" and "SUBMIT".

How to Discharge a Request

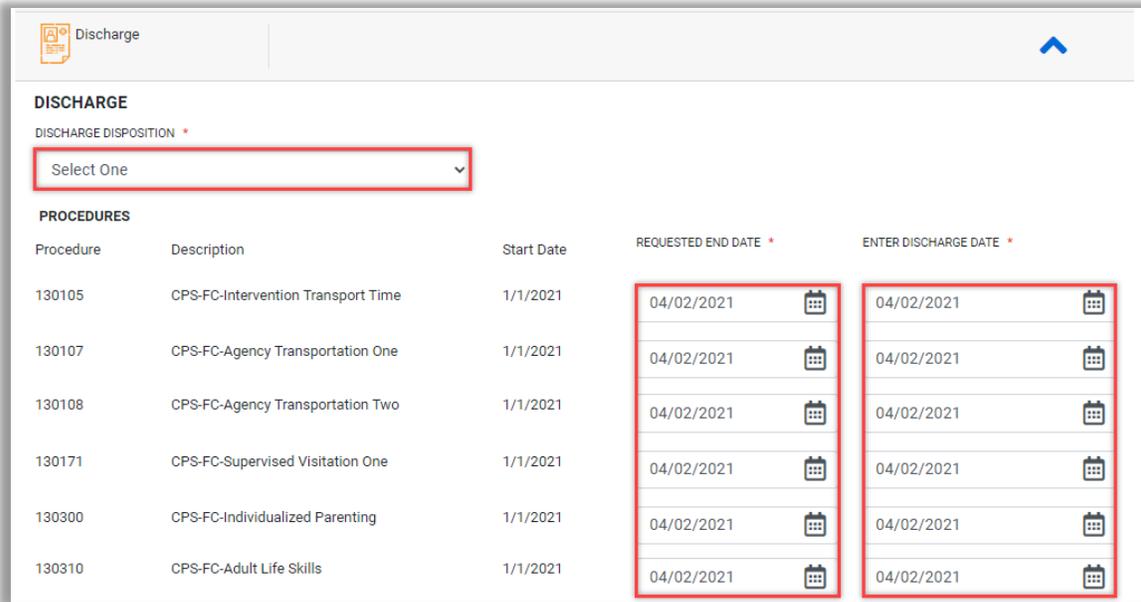
This section will identify how to Discharge a case. When a member/consumer is no longer receiving services, you can Discharge the case. This is an optional function for providers. You may navigate to any section the displays the actions (i.e., Cases, Consumers, or Create Case). From the Case Queue click **Actions**.

Submitted Requests		Servicing Requests							
Request #	Status ▲	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 510469015									
Request 01	Submitted	12/22/2020	Outpatient	N/A	Misc - Miscellane...	1/1/2021 - 4/2/20...	Approved: 7 View Procedures	No letters available	Actions ▼
- Case: 510482480									
Request 01	Submitted	6/27/2021	Outpatient	N/A	Misc - Miscellane...	7/4/2021 - 10/3/2...	Approved: 7 View Procedures	No letters available	Actions ▼
- Case: 222800010									
Request 01	Submitted	10/7/2022	Outpatient	N/A	Misc - Miscellane...	10/7/2022 - 1/6/2...	Approved: 3 View Procedures	No letters available	Actions ▼
- Case: 510463906									
Request 01	Submitted	10/13/2020	Outpatient	N/A	Misc - Miscellane...	10/1/2020 - 12/3...	Approved: 7 View Procedures	No letters available	Actions ▼

Select **Discharge** from the dropdown menu.

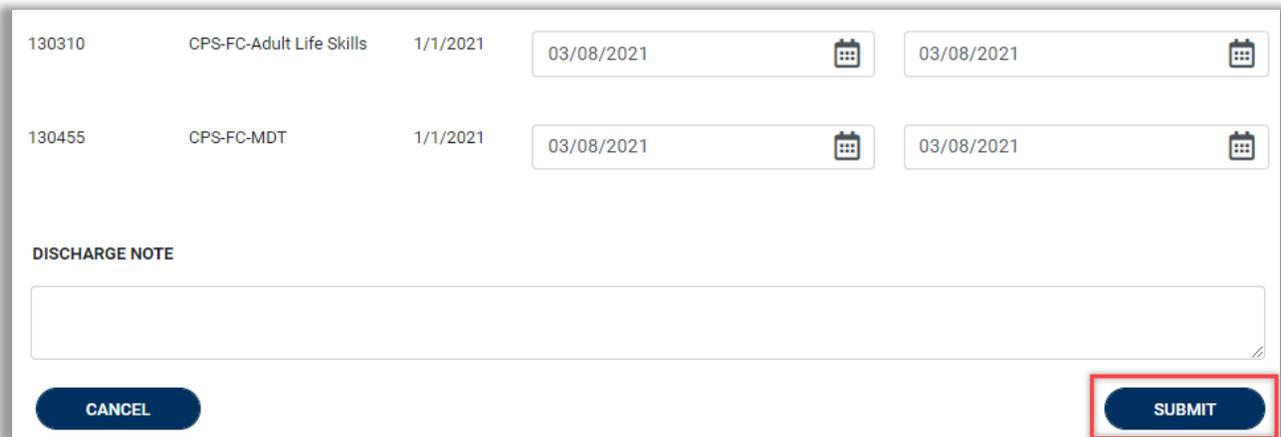


Scroll down to the Discharge Ribbon. Select your **Discharge Disposition** from the dropdown menu and enter the **Discharge Date**.



Procedure	Description	Start Date	REQUESTED END DATE *	ENTER DISCHARGE DATE *
130105	CPS-FC-Intervention Transport Time	1/1/2021	04/02/2021	04/02/2021
130107	CPS-FC-Agency Transportation One	1/1/2021	04/02/2021	04/02/2021
130108	CPS-FC-Agency Transportation Two	1/1/2021	04/02/2021	04/02/2021
130171	CPS-FC-Supervised Visitation One	1/1/2021	04/02/2021	04/02/2021
130300	CPS-FC-Individualized Parenting	1/1/2021	04/02/2021	04/02/2021
130310	CPS-FC-Adult Life Skills	1/1/2021	04/02/2021	04/02/2021

Once all dates have been changed, click **Submit**.



130310	CPS-FC-Adult Life Skills	1/1/2021	03/08/2021	03/08/2021
130455	CPS-FC-MDT	1/1/2021	03/08/2021	03/08/2021

DISCHARGE NOTE

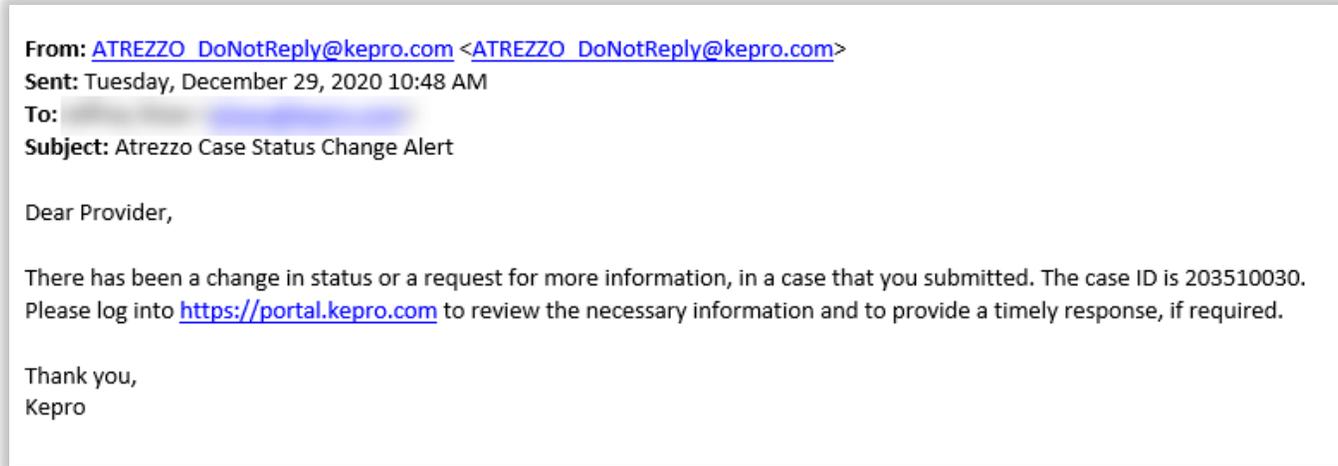
CANCEL **SUBMIT**



Email Notification

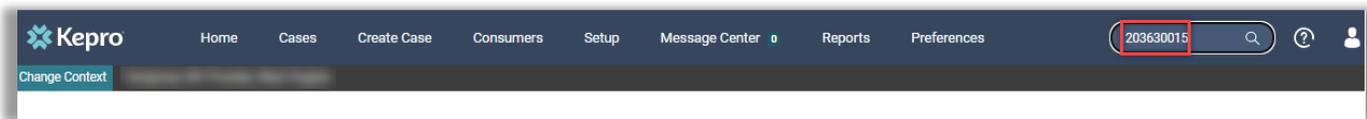
When a change has been made to a submitted request, you will receive an email notification to the email address provided when setting up the user account. The email notification will provide the Case ID to direct you to the specified request. No PHI will be included in the email for security purposes.

Below is a sample of the email you would receive when a change is made to a submitted request.



Viewing a Determination Letter

This section will identify how to view a determination letter once a decision has been entered. When a change has been made to the submitted request, you will receive an [email notification](#). The email notification will provide the Case ID to direct you to the specified request. To view the determination letter, enter the Case ID once logged into the Provider Portal.



Once the case displays, click Case Summary. Click [Case Summary](#).

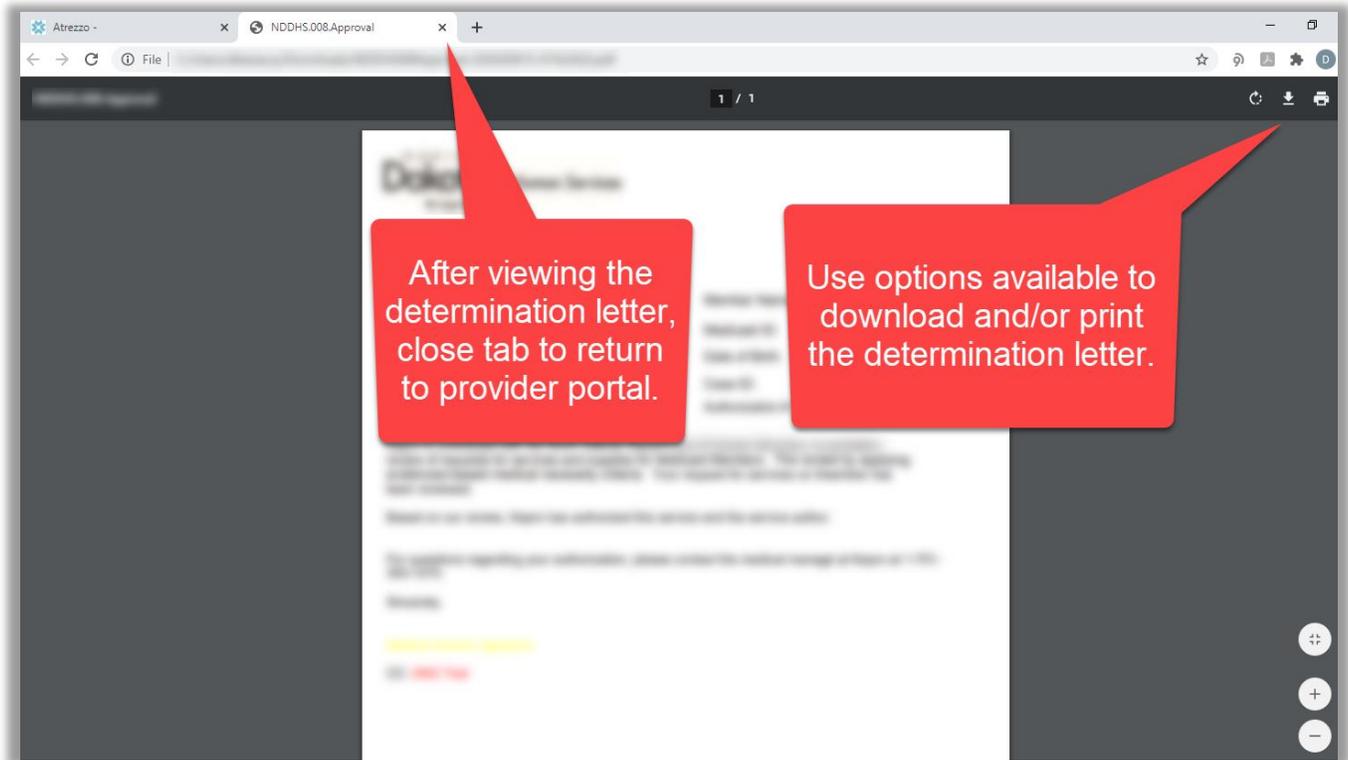
CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID/PLAN	CONTRACT
222210001	Outpatient	08/09/2022		
<p>UM-OUTPATIENT CASE SUMMARY COPY EXTEND EXPAND ALL </p>				
<p>Consumer Details</p>				
<p>Provider/Facility</p>		<p>Requesting : 9999999999 Servicing : 9999999999</p>		
<p>Clinical</p>		<p>Service Type : 022 - Speech Therapy Request Type : Prior Auth Notification Date : 08/09/2022 Notification Time : 08:57 AM</p>		
<p>Questionnaires</p>		<p>Complete: 1, Incomplete: 0</p>		
<p>Attachments</p>		<p>Document-0 Letters- 0</p>		

Scroll to the letters and click the hyperlink name of the letter.

Documents				
Request	File Name	Document Type	Received On	Modified On
R01	test.pdf	Service Plan	10/17/2022 9:34:08 AM	10/17/2022 9:34:08 AM

Letters				
Request	File Name	Fax Status Mailed Date/Time	Date Created	Modified On
R01	WV_SNS_Denial_Letter-222900002-01.pdf	Not Fax	10/20/2022 3:06:38 PM	10/20/2022 3:06:38 PM

After clicking link, the document will be viewable in an internet browser tab separate from the Provider Portal. Once view is complete, close tab to return to the Provider Portal.



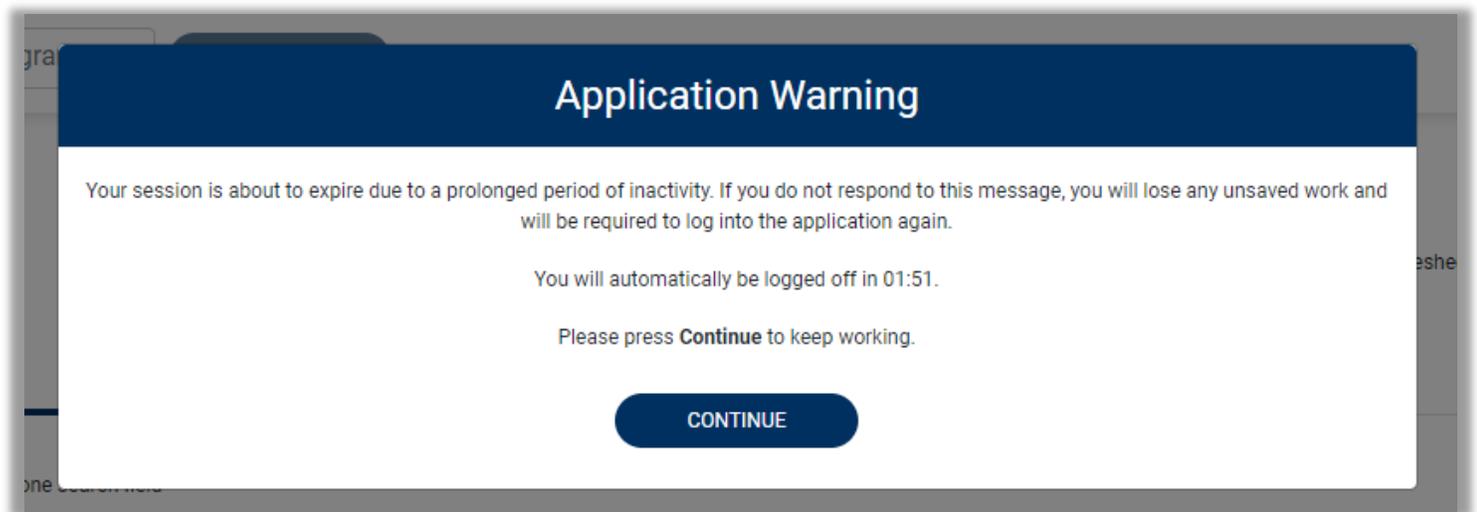
Troubleshooting Tips and Tricks

This section will identify a few troubleshooting tips and tricks to help make navigation of the system easier.

Inactivity Warning

Important Note:

After a period of inactivity (15 minutes), a pop up will appear with a 2-minute countdown to logging out. If you are actively working within the system, you will not receive this pop-up warning.

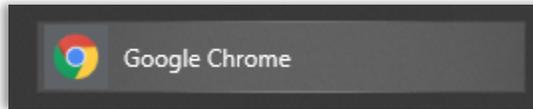


To continue working, select **Continue**.

If you do not select continue before the countdown reaches 0, you will be required to log in again to continue utilizing the system. The system AutoSaves as you navigate and complete fields. Completed work will not be lost; however, any unsaved work will be lost, if the system times out due to inactivity.

Internet Browser

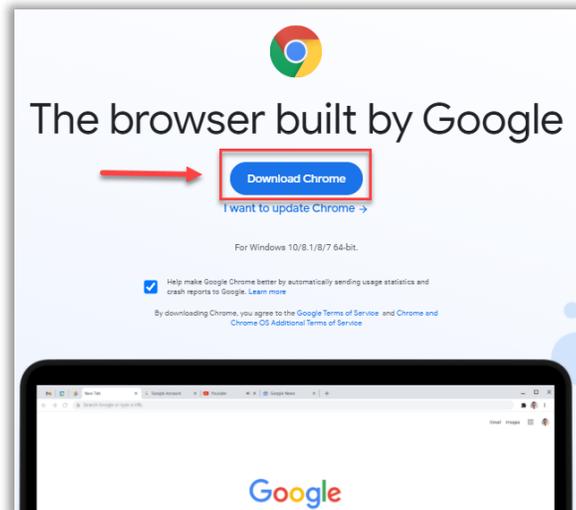
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.

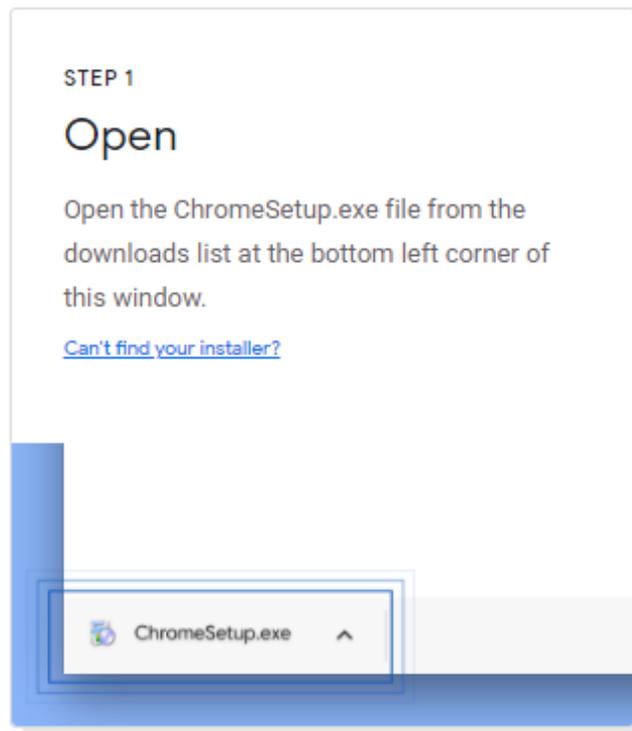
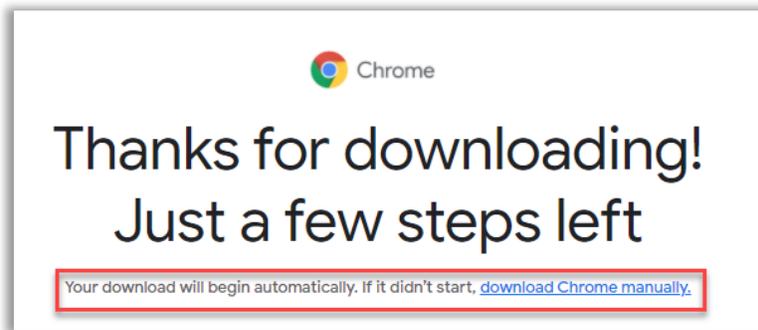


How to Add Google Chrome to Computer

Google Chrome is the preferred internet browser for Atrezzo. A user can do a search for “Google Chrome Download” or click [Download](#) to access the available link.

One the Google Chrome Download page, click Download Chrome, then follow the prompts.





STEP 2

Allow

If prompted, click **"Install anyway"** and **"Yes"** on the system dialogs.

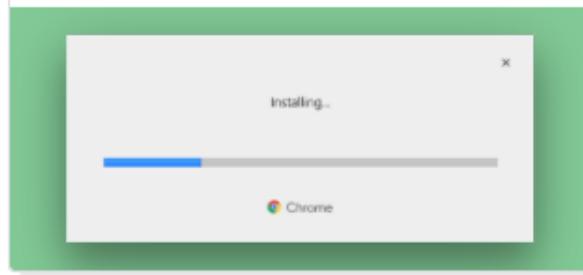


STEP 3

Install

Wait for the installation to finish. Chrome will open automatically when it's done.

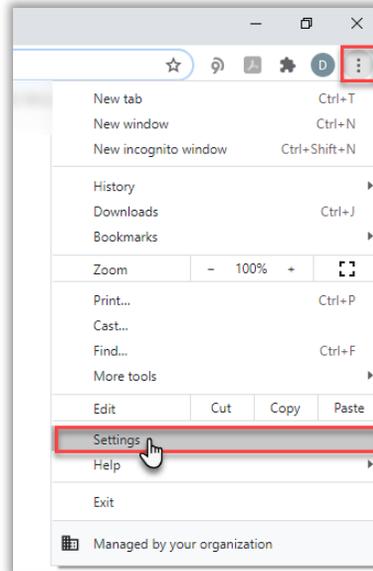
[Need more help?](#) ↗



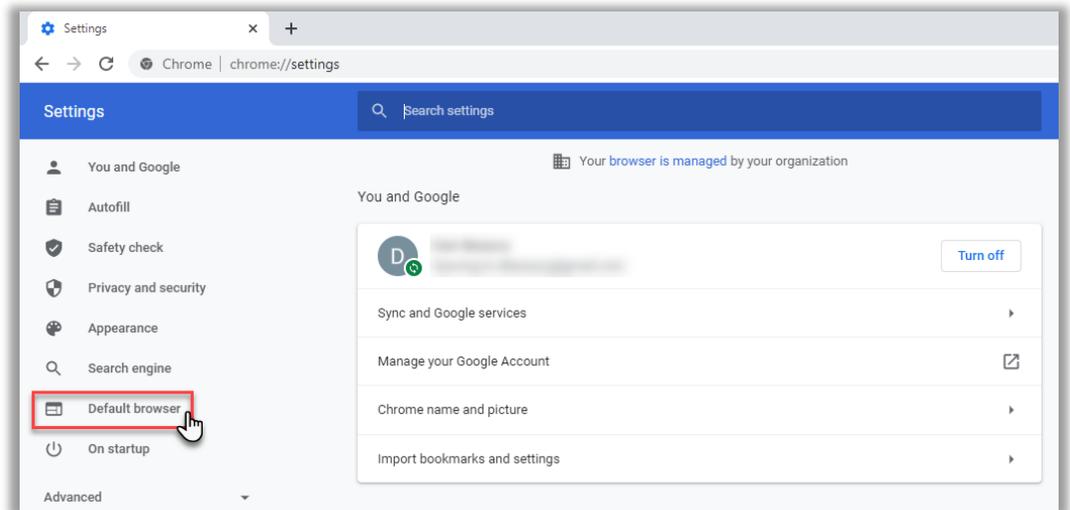
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

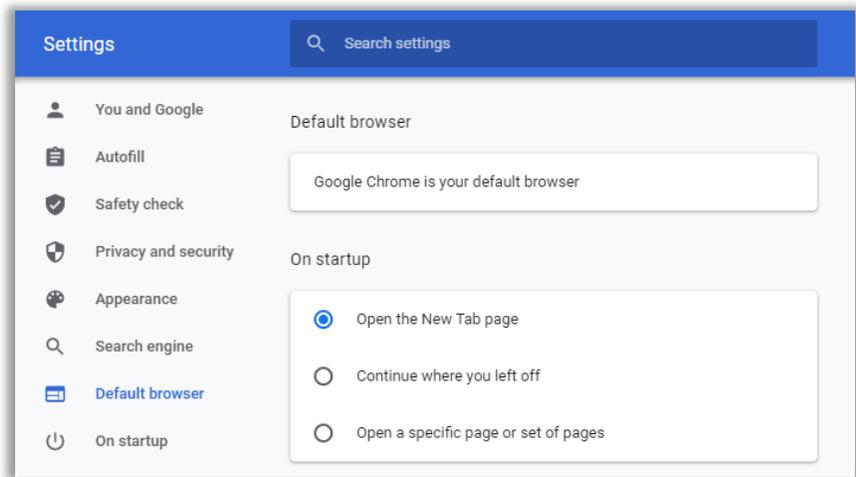
To set as the default browser, click the in the three dots in the upper right-hand corner, the select Settings from the drop down.



Select Default browser from the menu options on the left side of the page.

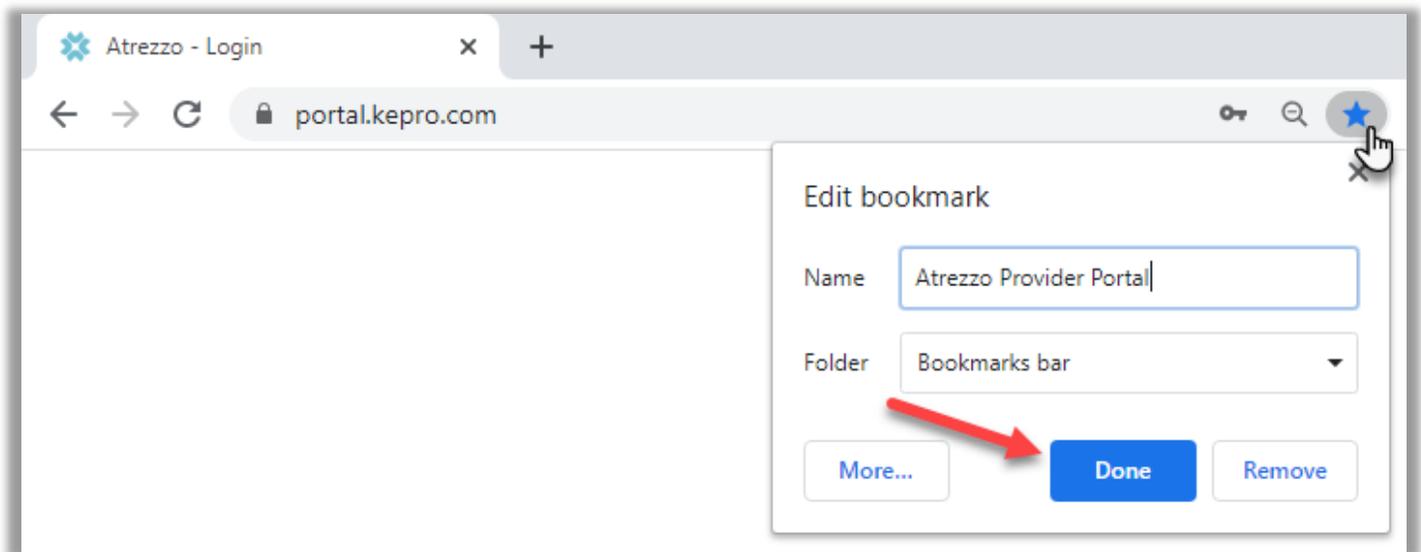


Select Make Default under Default browser.



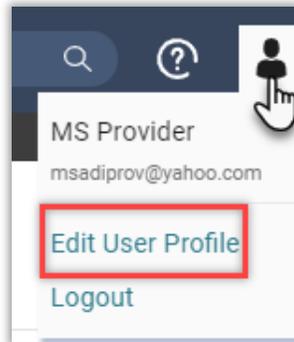
How to Set Atrezzo Bookmark in Chrome

After entering the Atrezzo portal link <https://portal.kepro.com/> into the browser, click the star in the address bar. Enter the name of the bookmark (be sure to keep the name simple so you remember it), choose a folder or add to the bookmarks bar, and click Done. This will set a bookmark for easy navigation and future user.

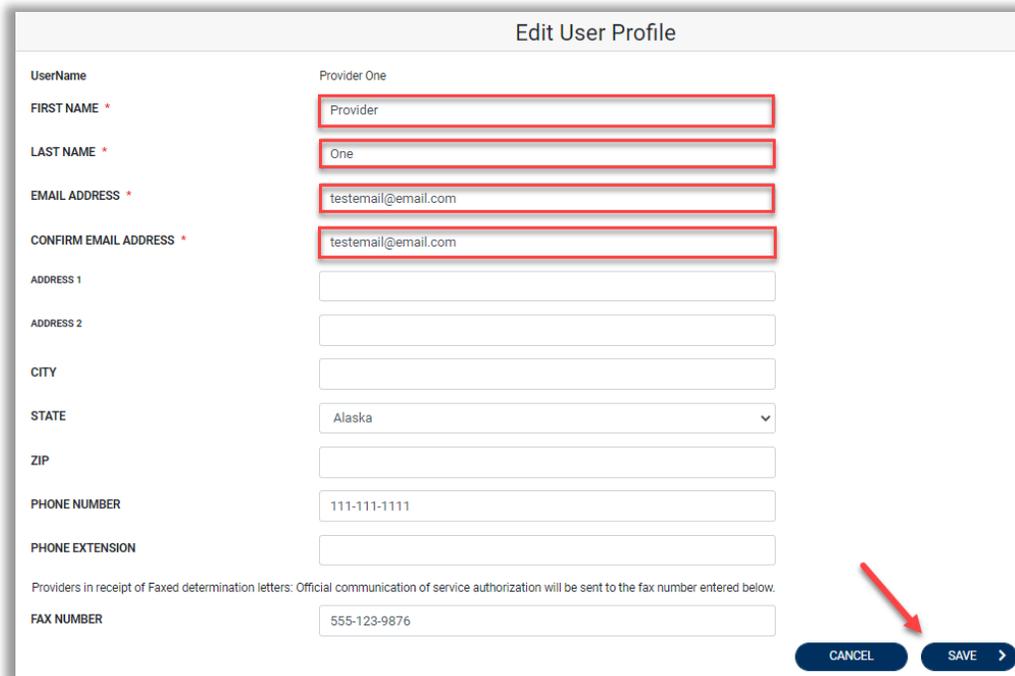


Updating User Profile

To update user profile information once an account has been created, click on the person icon in the upper right corner. Once the menu opens, click **Edit User Profile**.



Once the profile screen displays, update information and include all required fields, then click **SAVE**.

A screenshot of the "Edit User Profile" form. The form is titled "Edit User Profile" and has two columns. The left column is labeled "UserName" and the right column is labeled "Provider One". The fields are: FIRST NAME * (Provider), LAST NAME * (One), EMAIL ADDRESS * (testemail@email.com), CONFIRM EMAIL ADDRESS * (testemail@email.com), ADDRESS 1, ADDRESS 2, CITY, STATE (Alaska), ZIP, PHONE NUMBER (111-111-1111), PHONE EXTENSION, and FAX NUMBER (555-123-9876). There is a note: "Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below." At the bottom right, there are two buttons: "CANCEL" and "SAVE" with a right arrow. A red arrow points to the "SAVE" button.

How to Access Technical Assistance

For technical assistance, please contact **WV SNS at 800.461.9371** or via email wv_bh_sns@kepro.com.