

WEST VIRGINIA MEDICAL

Provider Portal Administrator Registration Training

Agenda

- 1. Provider Portal Overview
- 2. Registration for New Facilities
- 3. Logging In

4. Additional Resources and Support





What is the Provider Portal?

Atrezzo is a personcentered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

Atrezzo Provider Portal Registration

- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) must appoint one person to be the administrator, or owner, of their provider portal account.
 - The account administrator is typically a supervisor, as this user role holds the highest system permissions.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
 - Facilities, clinics, and doctor's offices only need to register one time.
 - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.



Request Registration Code

Helpful Hints

- You will need the NPI for your
- You will need the Medicaid ID for
- The Administrator should be able to add and manage users in

New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility or clinic.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility or clinic NPI and Medicaid ID numbers.
 - Facilities or clinics without an NPI will utilize the Medicaid ID as the NPI and Registration Code.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.



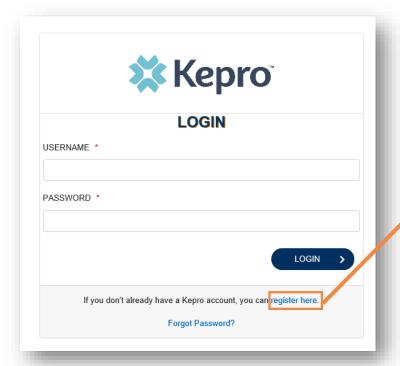
Helpful Hints

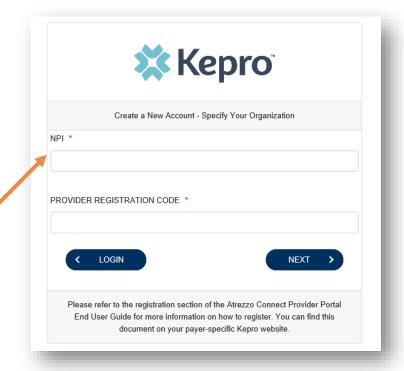
- Bookmark the Provider Portal URL for future use.
 Chrome is preferred browser.
- If you do not have a facility or clinic NPI, use the Medicaid ID as the NPI and Provider Registration Code.

Creating an Account

New to Atrezzo?

- The Provider Portal is accessible at https://portal.kepro.com.
- Click on the register here link under the LOGIN section.
- Enter your facility or clinic NPI and the facility or clinic Medicaid ID as the registration code.







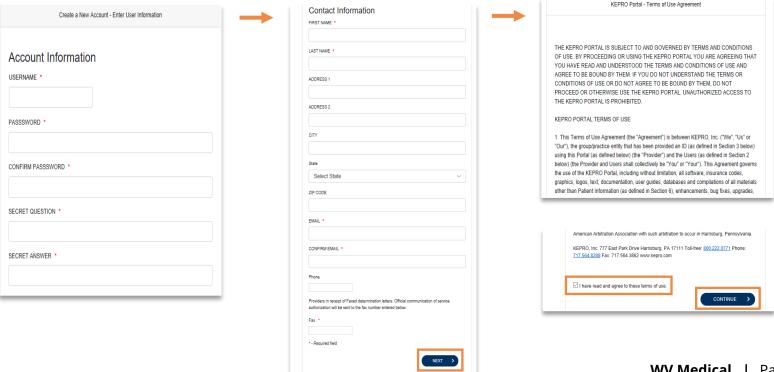
Creating an Account

Helpful Hints

- Passwords must be 8-16 characters
 - One upper case letter
 - One lower case letter
 - One number
 - One special character
- Fields that have an asterisk (*) by them are required fields.

What to Know

- Complete your **Account Information** by creating a username, password and security question and answer. This will be used if you need to reset your password in the future.
- Complete the **Contact Information** section, click **Next**.
- Review the Terms of Use, click the Acknowledgement check box, then click Continue.





Adding New Users

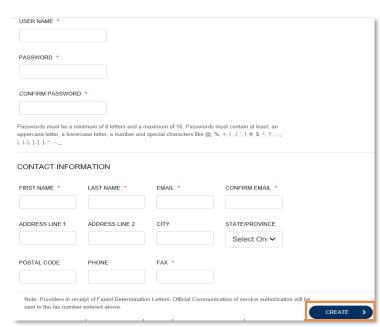
Helpful Hints

- Provide each user at your facility with their new username and password.
- Always use Manage Providers Groups Tab

What to Know

- Click on SETUP on the navigation pane. You will see Manage Provider Groups. Always stay
 in this tab/section.
- Click on the arrow on the far right to expand the section.
- Click on Add New User.
- Create a username and password, complete the contact information section, click Create.

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Helpful Hints

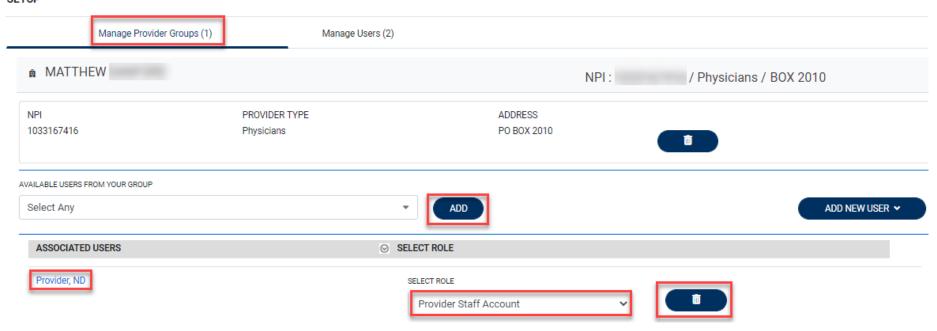
- Always use Manage
 Providers Groups Tab
- Any role with "**Admin**" in the name works the same

SETUP

Managing Users

Need to Deactivate or Change a User Role?

- On the **Manage Provider Groups** tab, you may select a user and edit a user's information or delete the user.
- You can also assign the user to different provider groups that you manage and change his/her role.
- 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 create as many other admins as needed to help you to manage larger numbers of users at your facility.





Helpful Hints

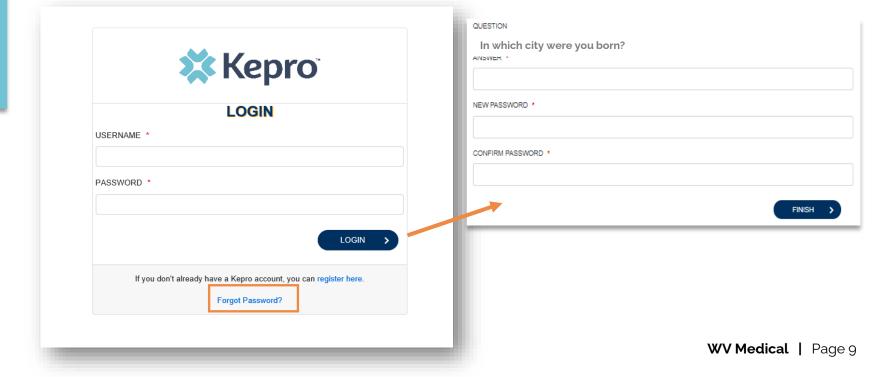
- Passwords must contain:
 - One upper case letter
 - One lower case letter
 - One number
 - One special character.
- Your account will lock after three unsuccessful attempts.

Staff User Login & Reset Password

What to Know?

- The Provider Portal is accessible at https://portal.kepro.com.
- An Administrator at your facility can provide you with a username and password.
- You may reset your password at any time by clicking the "Forgot Password" link.

https://portal.kepro.com





Additional Resources & Support





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http://www.wvaso.kepro.com



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