Atrezzo
User Guide

West Virginia PASRR

Provider Portal User Guide

Contents

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.

Access & Registration

All providers will designate a Provider Group Administrator for their facility. This person will need to add and manage all other users of the Provider Portal.

For access, the Provider Group Administrator will receive an email communication from Kepro with a registration code which will be used to complete the registration process.

Full Name:
Job Title:
Work Email:
Facility NPI:
Facility Name:
Facility Address:
Facility Phone:

Helpful Hint

Bookmark the Provider Portal URL for future use

The Provider Portal is accessible at https://portal.kepro.com.
Upon initial login, the Provider Administrator should follow the below steps to complete registration.

Click Register here under the Login section and enter the facility NPI and registration code received from Kepro.
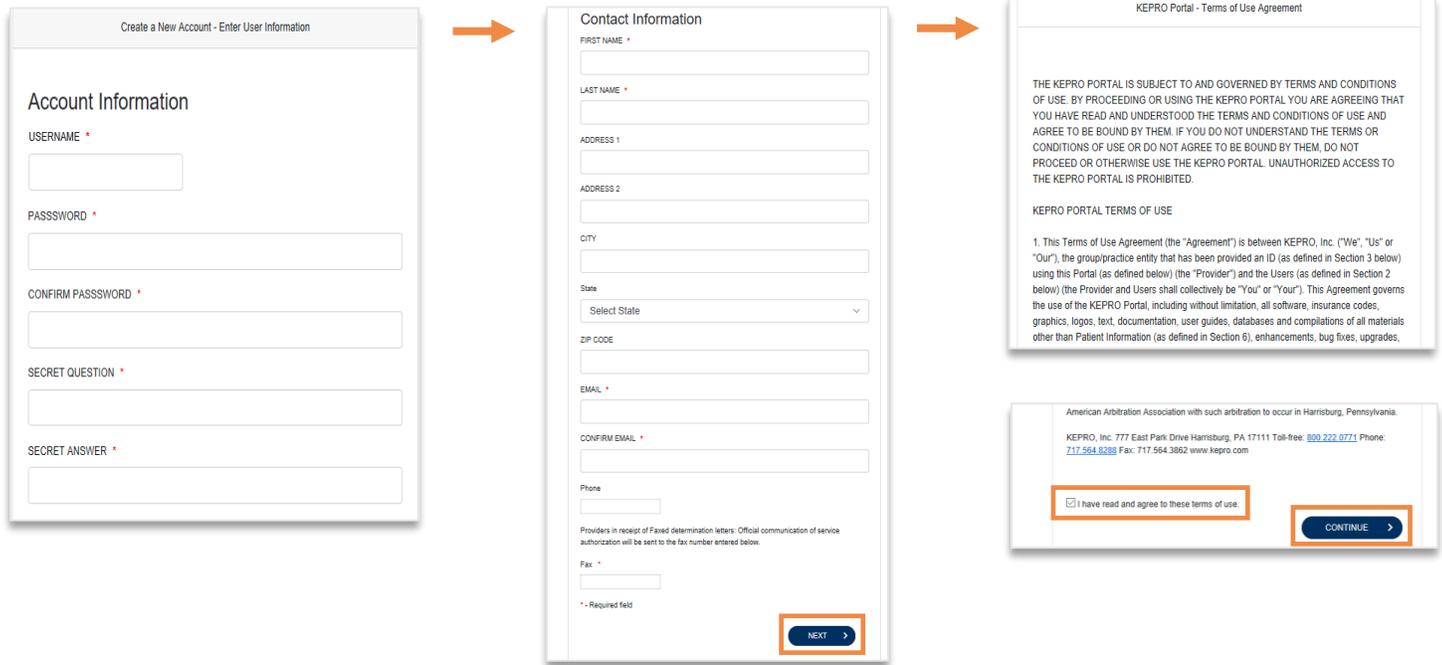
Kepro™
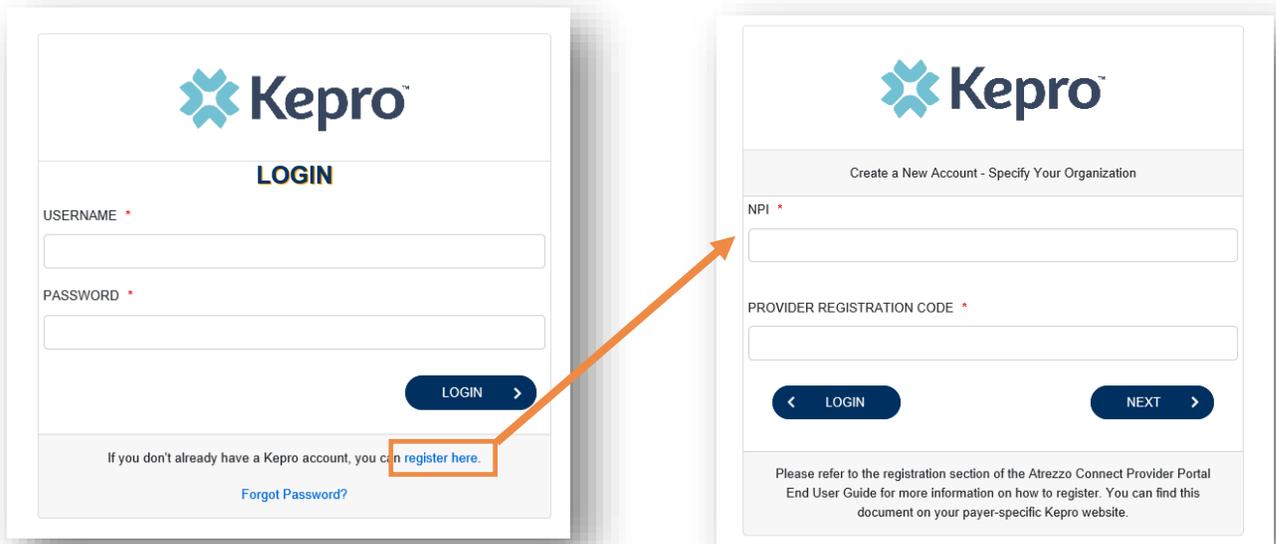
Complete the Account Information section by creating a username, password, security question and answer. This will be used to reset the password in the future if needed.

Complete the Contact Information Section, click **NEXT >**

Review the Terms of Use Agreement, click the acknowledgement check box, and then click **CONTINUE >**

Helpful Hints

- The username and password created here will be used by the Provider Administrator account login
- Passwords must be 8-16 characters
  - One upper case letter
  - One lower case letter
  - One number
  - One special character

Create a New Account - Enter User Information

Account Information

USERNAME *

PASSSWORD *

CONFIRM PASSSWORD *

SECRET QUESTION *

SECRET ANSWER *

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 *

* - Required field

NEXT >

KEPRO Portal - Terms of Use Agreement

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.

KEPRO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between KEPRO, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the KEPRO Portal, including without limitation, all software, insurance codes, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades,

American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

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

☑ I have read and agree to these terms of use.

CONTINUE >

System Navigation

Navigation of Atrezzo will remain consistent throughout use despite user role. 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 icon hyperlink.

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

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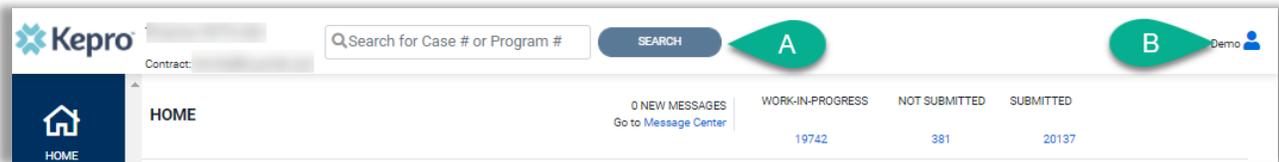
A. To search a Case # or Program #, enter specified information in this box and click Search (see Searching by Case ID for step by step instructions).

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.
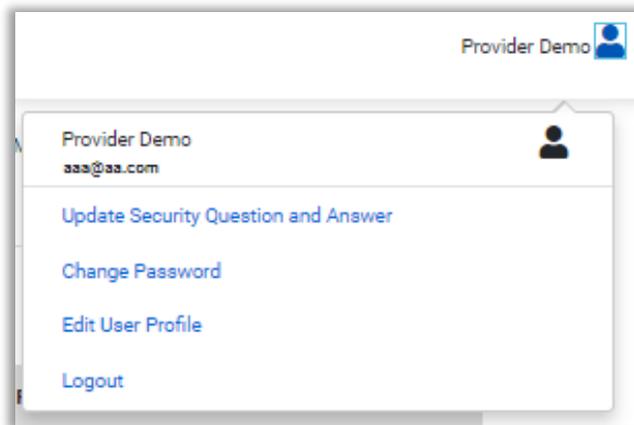
Home Screen View

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.

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 (see the Cases section for the steps to complete a full search). If you know the Case ID, you can enter it in the search bar at the top of the page for direct navigation (see the section on Search by Case ID for detailed steps).

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 the Case Type: Assessment 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 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 will render below. The Case ID is a hyperlink which will open the specified Case page.

Search by Case ID

This section will identify the steps necessary to complete a search for active cases when you already know the Case ID.

To search directly for a case, enter the Case ID in the search box on the top left of any page.

Then click **SEARCH** to be directed to the specified case.
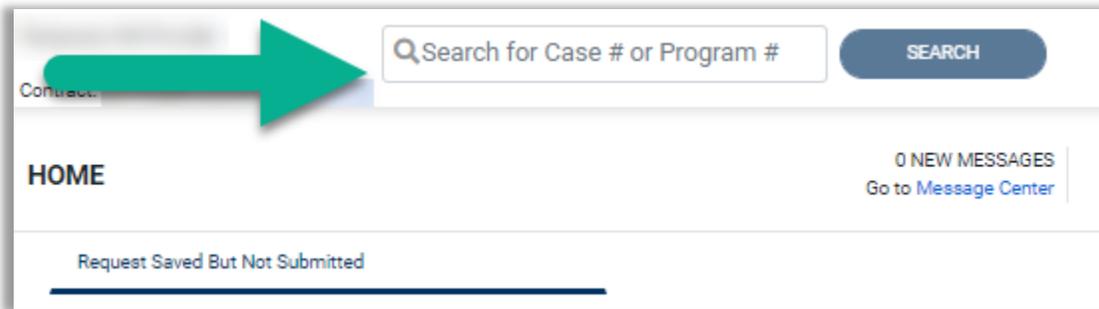
The visible demographic information within the Case will be in Read-Only format.
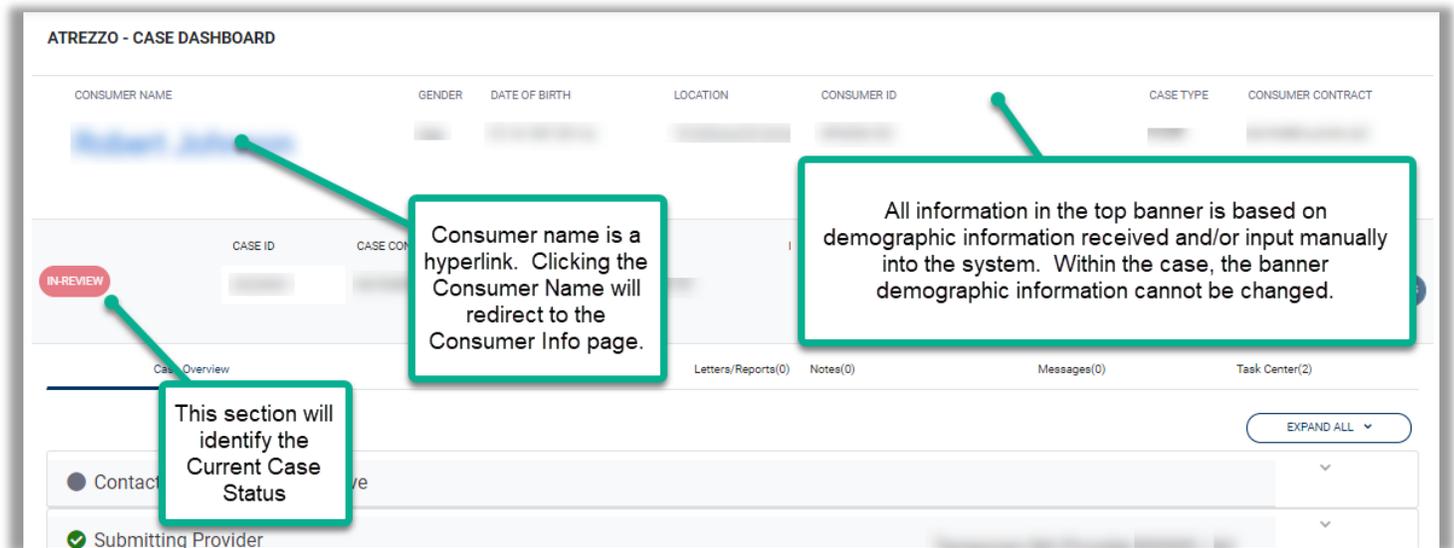
ATREZZO - CASE DASHBOARD

CONSUMER NAME   GENDER   DATE OF BIRTH   LOCATION   CONSUMER ID   CASE TYPE   CONSUMER CONTRACT

Consumer name is a hyperlink. Clicking the Consumer Name will redirect to the Consumer Info page.

All information in the top banner is based on demographic information received and/or input manually into the system. Within the case, the banner demographic information cannot be changed.

CASE ID   CASE CON

IN-REVIEW

This section will identify the Current Case Status

Case Overview   Letters/Reports(0)   Notes(0)   Messages(0)   Task Center(2)

EXPAND ALL

Contact

Submitting Provider

![Kepro logo]

Case Overview

This section will provide an overview of the current case including Submitting Provider, Facility (if applicable), Attending Physician, Request Detail, and Diagnosis. In most cases, only Submitting Provider and Request Detail will be completed.
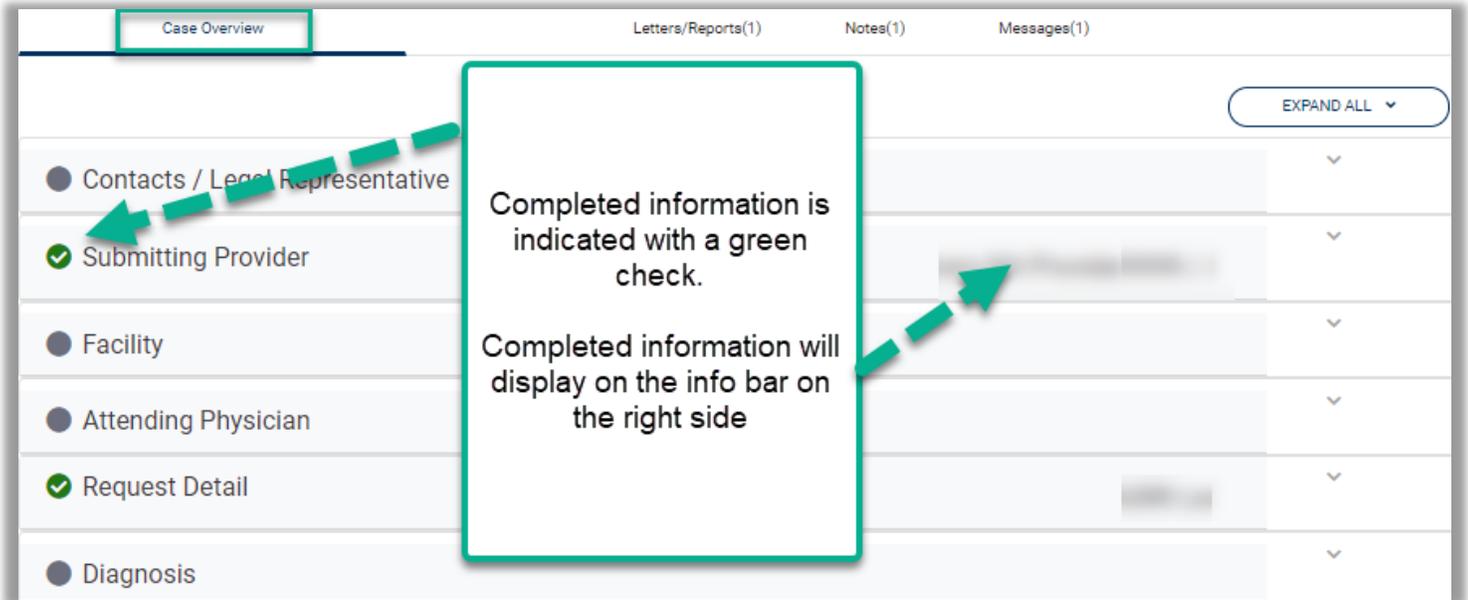
Letters/Reports

This section will display any applicable letters or reports that have been uploaded specific to this case. Clicking on the hyperlink to view the letter/report will open item outside the internet browser.
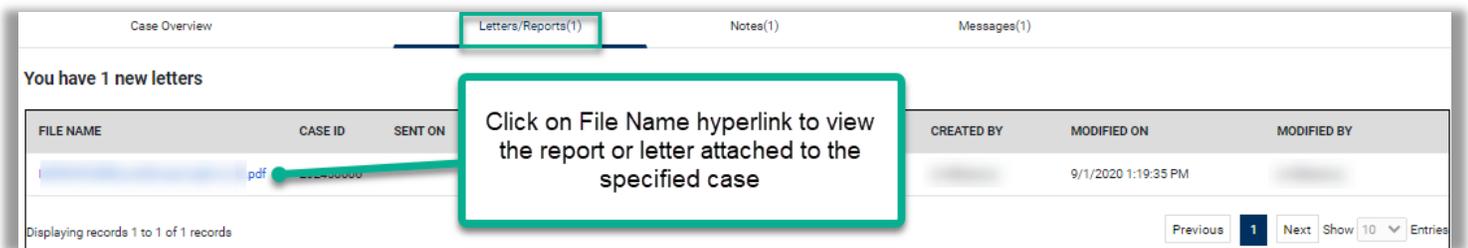
![Kepro logo]

Notes

This section will display any notes pertaining to the specified case. This will include notes from Kepro or entered by a Provider within the group. This section is designated for notes only and should not include clinical information.
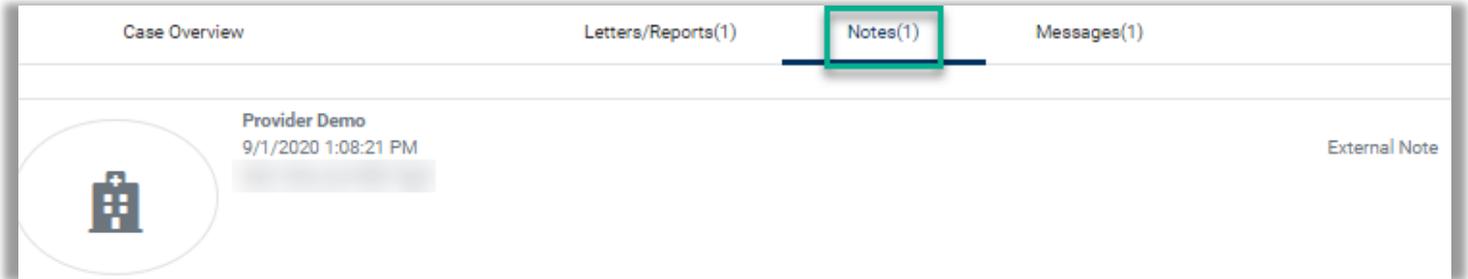
Messages

This section will display any messages to or from Kepro or the Client.

![Kepro logo]

To enter a new message, click **NEW MESSAGE ∨** in the upper right corner. Message fields will populate. Complete the required fields, then select Send.
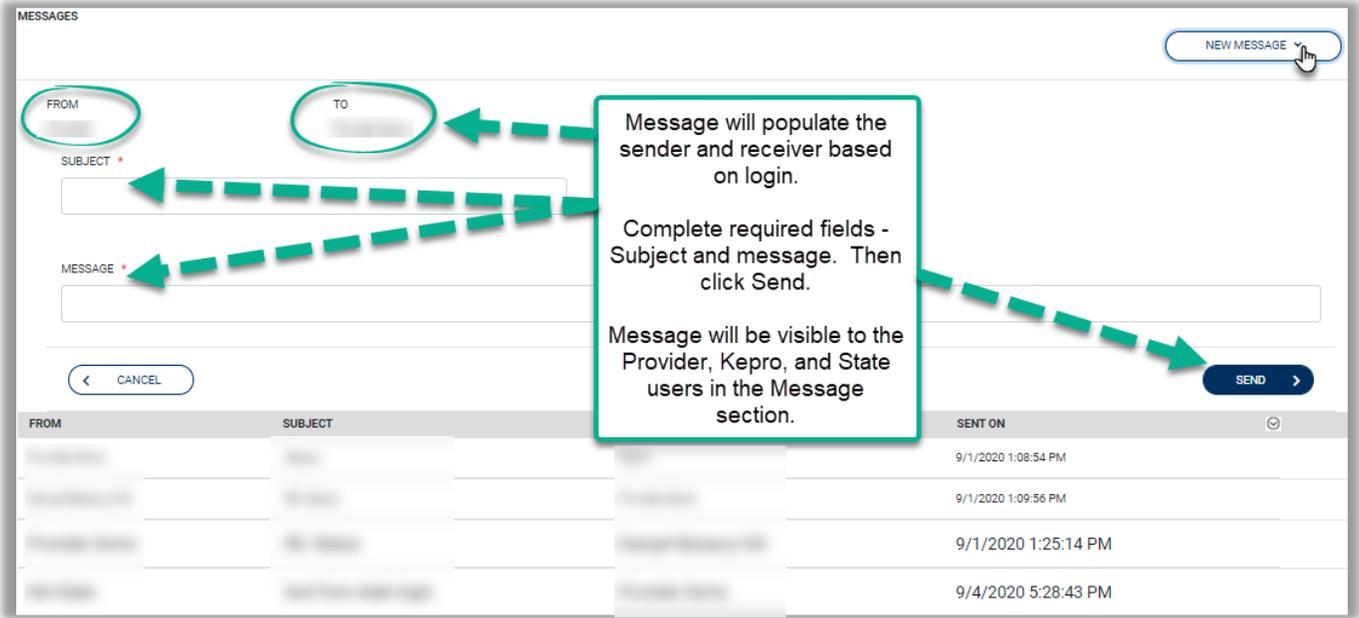
To respond to a message, review message and respond with text in message section. Then click Send. This will send the response to the sender.

Create Case

To enter a new PASRR review follow the below steps.

Select Assessment as the case type, then search for the consumer using the last name and date of birth or Consumer ID. If the correct consumer match is found, click the radio button to select the consumer. If the next section does not automatically expand, click Next to proceed with the case.
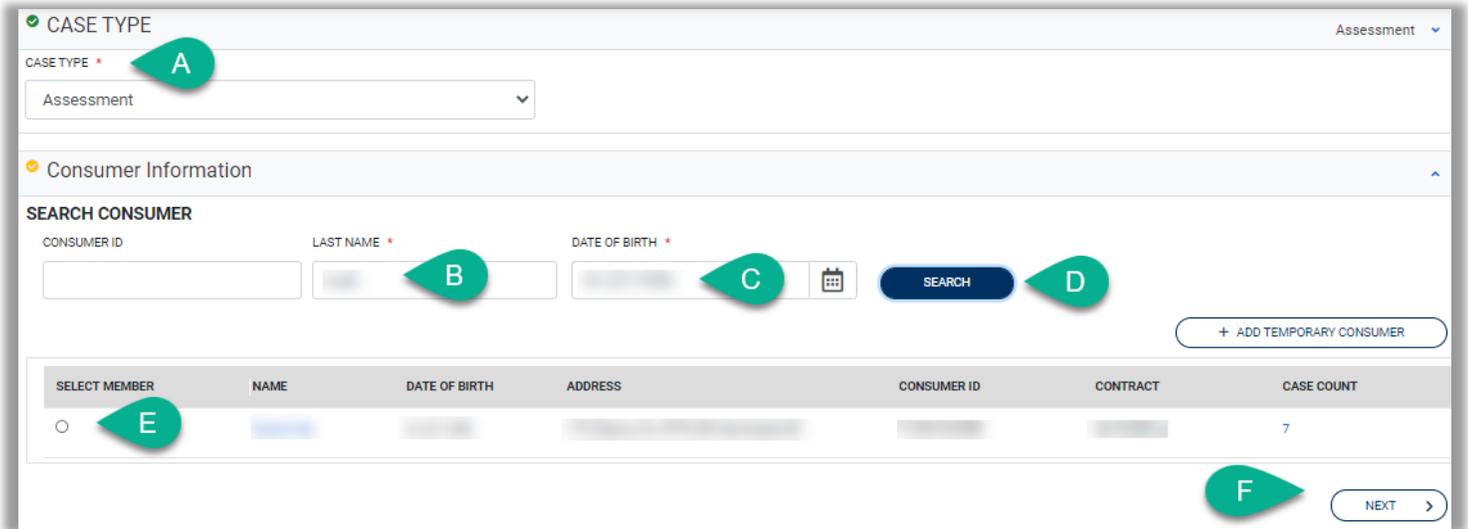
If a consumer match is not found, click [+ ADD TEMPORARY CONSUMER] to add the consumer to the system.
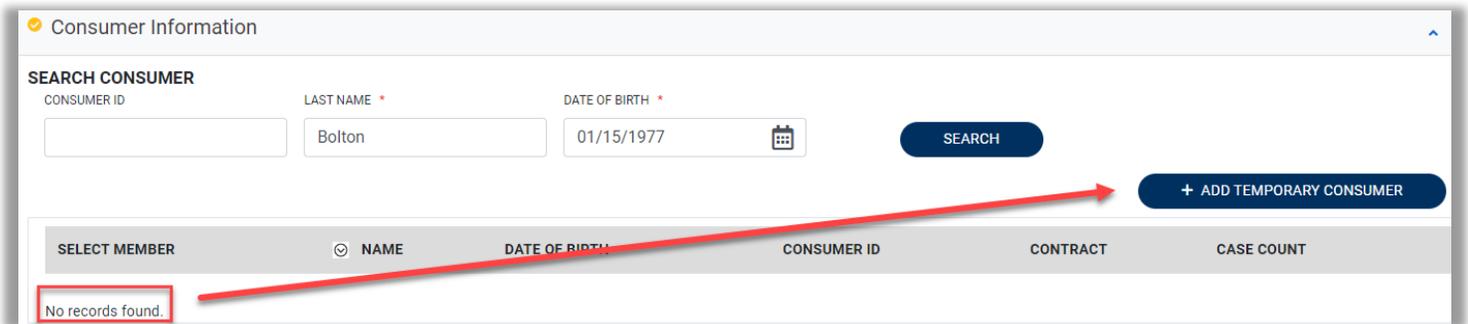
In order to add a consumer to the system, you must select the contract and plan.

Contract: West Virginia   **Plan:** West Virginia

Enter all required fields, then select Next to proceed with the case.
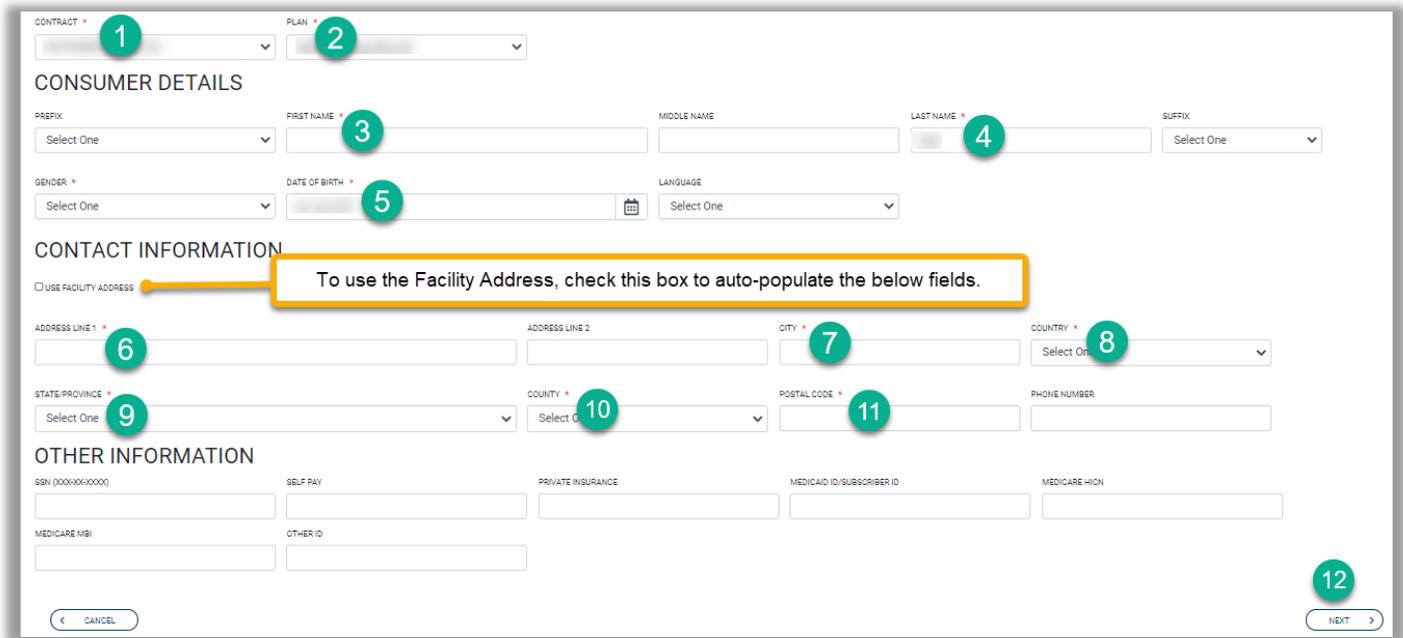
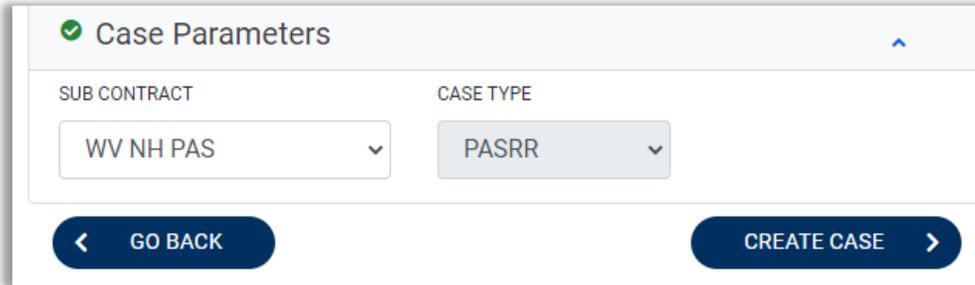After selecting the proper Consumer, Select the proper case parameters for the request being made.

Sub Contract: WV NH PAS   Case Type: PASRR (defaults)

Then click

NOTE: Selecting GO BACK will cancel the case request.
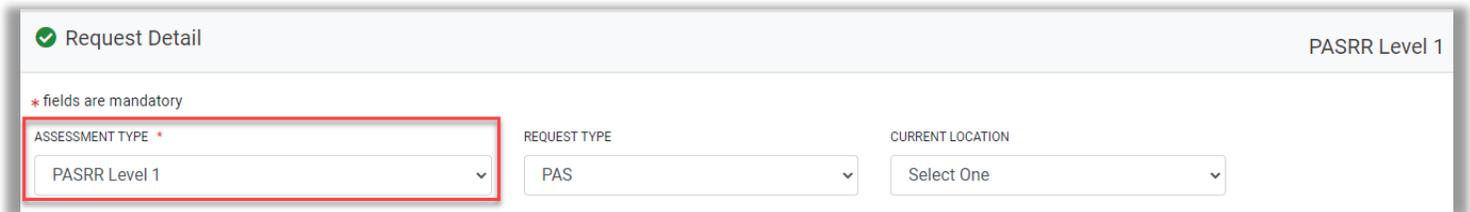

The next page that renders will be the Case page. Expand the Request Detail section, by clicking the caret on the far right side.
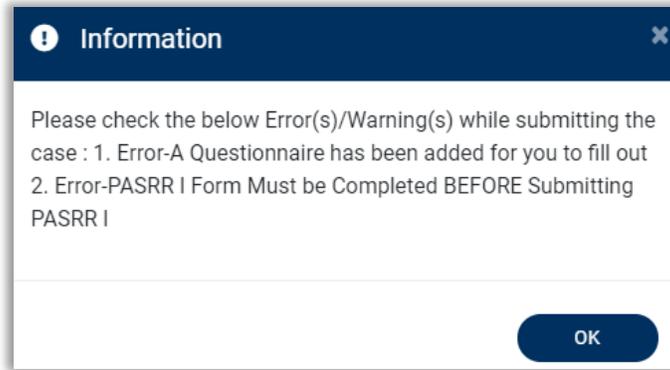
Select Assessment Type: PASRR Level 1

This will attach the proper PASRR Review form which will need to be completed in order to submit the request.

A pop up Information Box will display to confirm the PASRR I questionnaire has been added and must be completed in order to submit the case.

The submitting provider section will auto populate based on the provider creating the case. Once the Request Detail section is complete the NH PAS will be automatically added to the case.

Once populated, click the caret to expand the Questionnaire section, then click the blue hyperlink to complete the questionnaire, which will open in another tab within the browser.
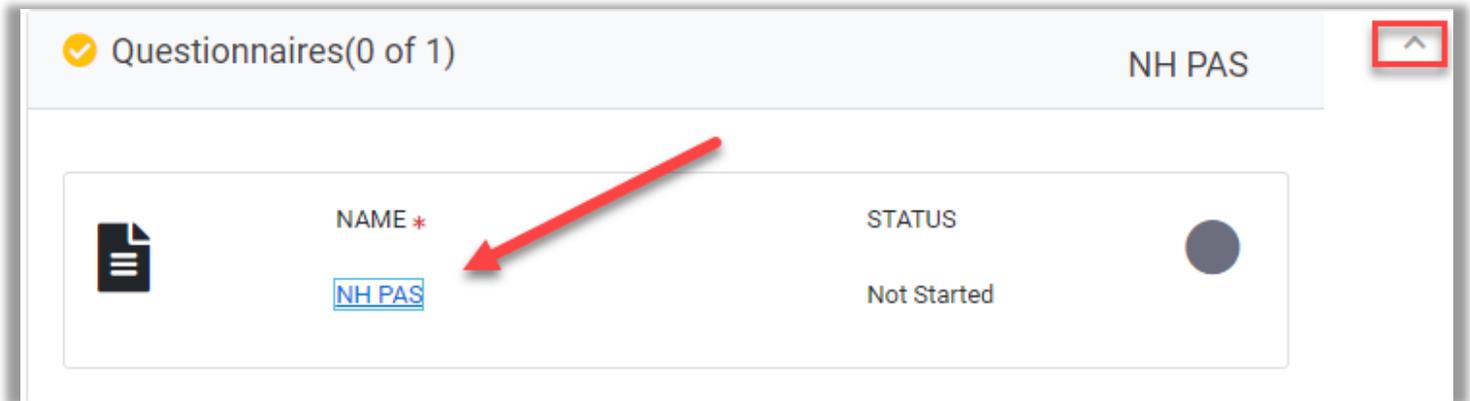
Complete all required questions in each section. All questions will auto save throughout. Once all questions and all sections are complete, click **MARK AS COMPLETE >**.
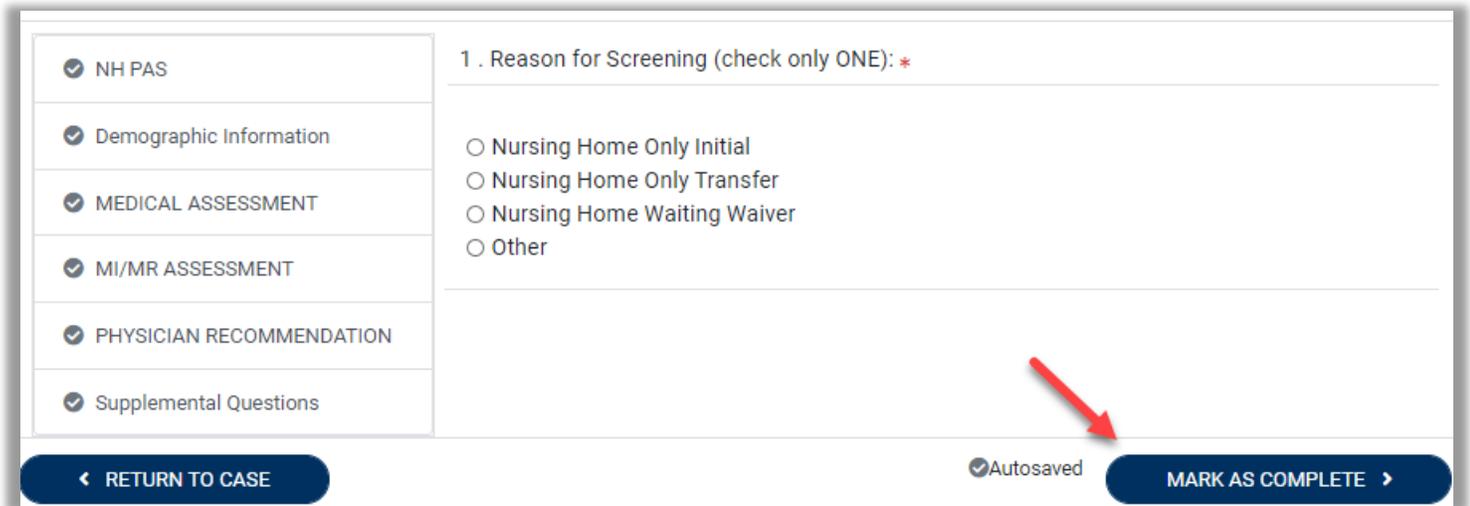
The questionnaire tab will automatically close and you will return to the Create Case page. All required sections will be indicated complete with a green checkmark. To submit the request to Kepro, click

SUBMIT > .

● Contacts / Legal Representative		⌄
✔ Submitting Provider	████████████████████████████	⌄
● Facility		⌄
● Attending Physician		⌄
✔ Request Detail	PASRR Level 1	⌄
● Diagnosis		⌄
● Documents(0)		⌄
✔ Questionnaires(1 of 1)	NH PAS	⌄
● Notes		⌄

< CANCEL CASE   ⊘AutoSaved   **SUBMIT >**

Depending on the outcome of the NH PAS, the case will either be Completed or In Review; during this phase, Kepro is reviewing the case. The Outcome will identify the status and what to expect next.

CONSUMER NAME	GENDER	DATE OF BIRTH	CONSUMER ID	CASE TYPE	CONSUMER CONTRACT
███████	Male	08/25/1972 (48 Yrs)	TEMP001762020122300001	PASRR	West Virginia

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME	
IN-REVIEW	210430006	WV NH PAS	2/12/2021 3:42:37 PM	L1	Level 1 Approved - Pending Review	

Case Overview	Letters/Reports(0)	Notes(0)	Messages(0)

CONSUMER NAME	GENDER	DATE OF BIRTH	CONSUMER ID	CASE TYPE	CONSUMER CONTRACT
Peanut Butter	Male	10/12/1979 (41 Yrs)	TEMP001762020121600014	PASRR	West Virginia

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME	
Completed	210320001	WV NH PAS	2/1/2021 9:25:51 AM	L1	Level 1 Approved - Level 2 Required	

When submitting the NH PAS, the outcome will be determined by the responses submitted. There are many instances where the review with auto adjudicate which will be identified by the listed outcome. The below table identifies the possible outcomes and what they signify for the Level 1 PASRR review.

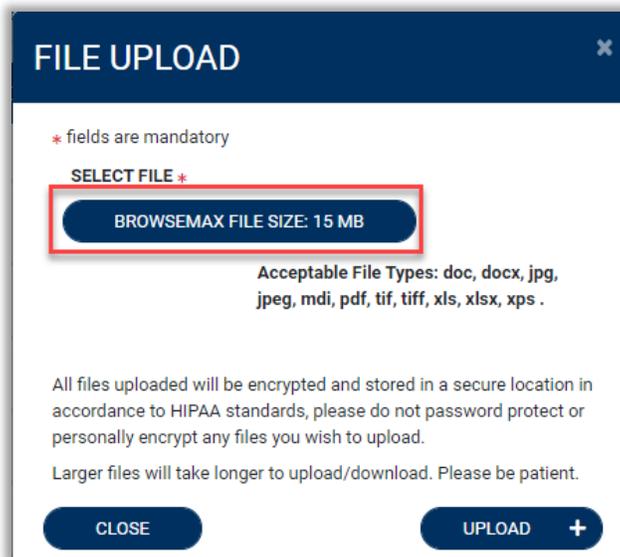| Reason	Outcome	Description
L1	Level 1 Approved, Pending Review	Requires Kepro Nurse review
L1	Level 1 Not Approved, Pending Review	Requires Kepro Nurse review
L1	Pend for Additional Information	Requires Kepro Nurse review
L1	Pend for Clinical Review	Requires Kepro Nurse review
L1	Level 1 Approved, Level 2 Required	Requires Kepro Nurse review
L1	Level 1 Approved, Level 2 Not Required	Request completed, will receive approval notification; may be admitted to nursing facility
L1	Level 1 Not Approved, Level 2 Not Required	Request completed, will receive denial/appeal notification; may not be admitted to nursing facility
L1	Level 1 Not Approved, Level 2 Required	Requires Kepro Nurse review

![Kepro logo]

Uploading Documentation

This section will provide the steps necessary to upload documents, such as clinical information into the case for review.
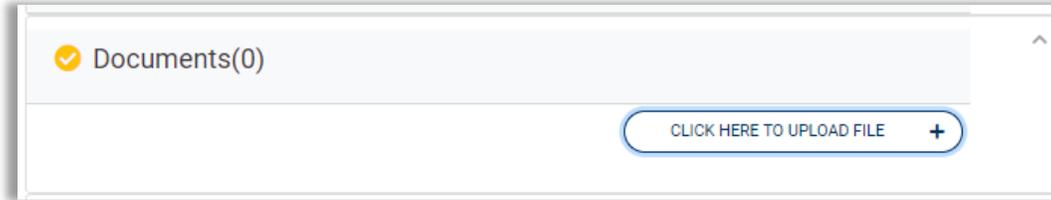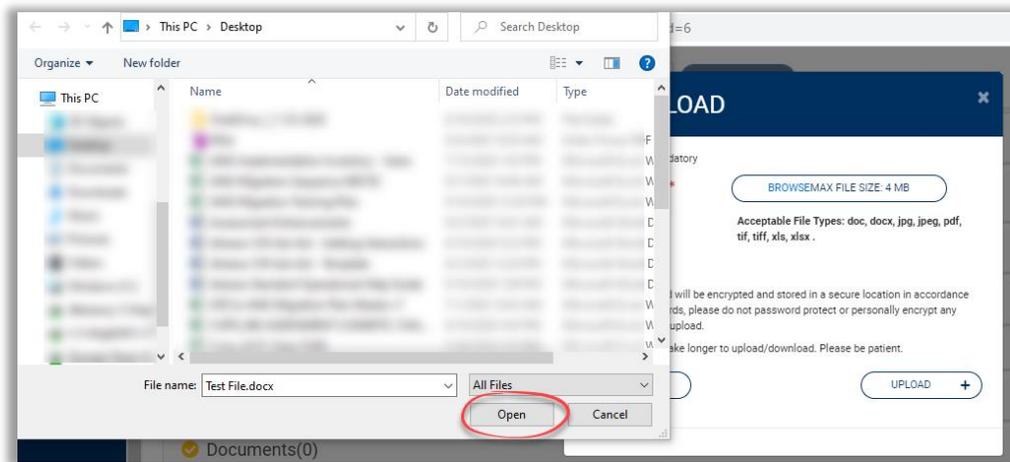

Within the designated case, expand the Documents Section and click **CLICK HERE TO UPLOAD FILE +** to upload documentation.

NOTE: *File size is limited to 15MB, larger files may need to be broken into smaller segments for successful upload.*
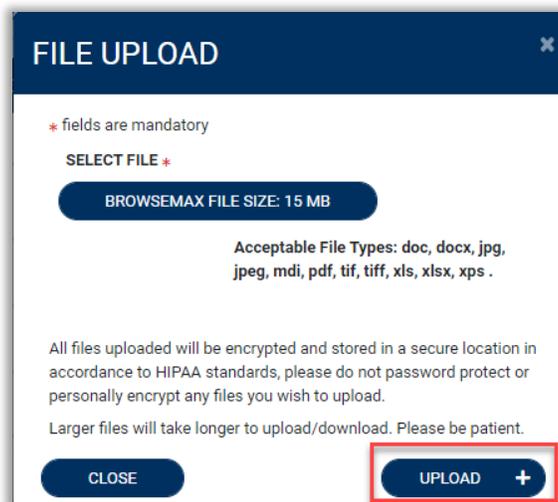
To find the designated files, click Browse.

Select the necessary file and click Open.
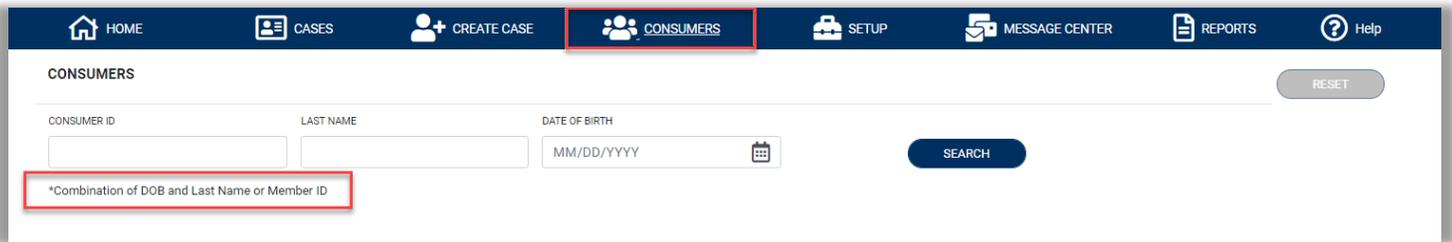

To attach selected document to the case, click Upload.

FILE UPLOAD ✕

＊ fields are mandatory

SELECT FILE ＊

BROWSEMAX FILE SIZE: 15 MB

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

Larger files will take longer to upload/download. Please be patient.

CLOSE   UPLOAD +

Once uploaded, documentation can be viewed by clicking the hyperlink. To upload additional documentation, follow the above steps.
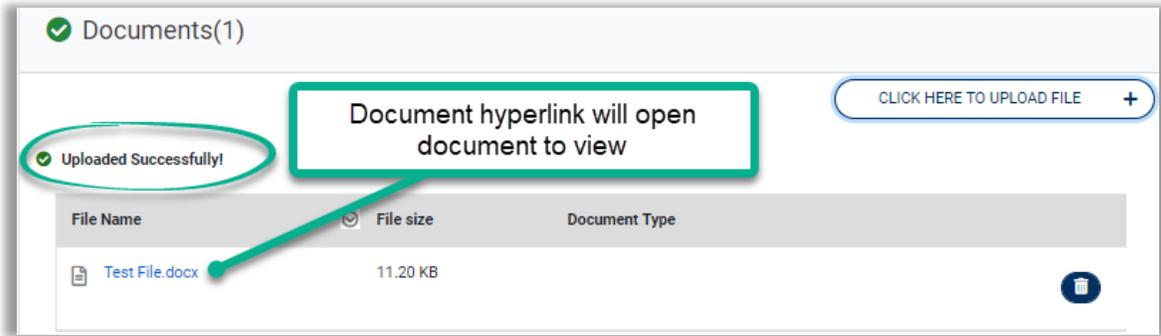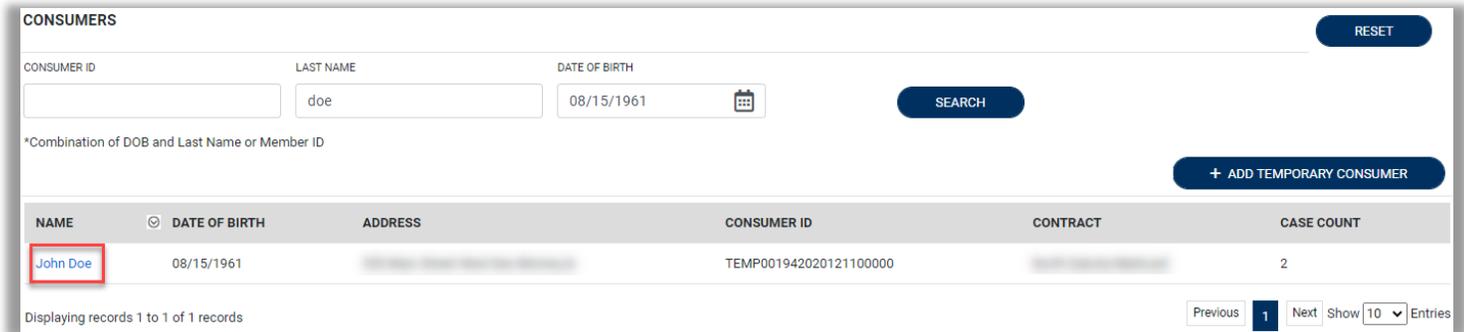
Consumers

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 Member information. For results to render, user must enter Last Name and DOB or Member ID.

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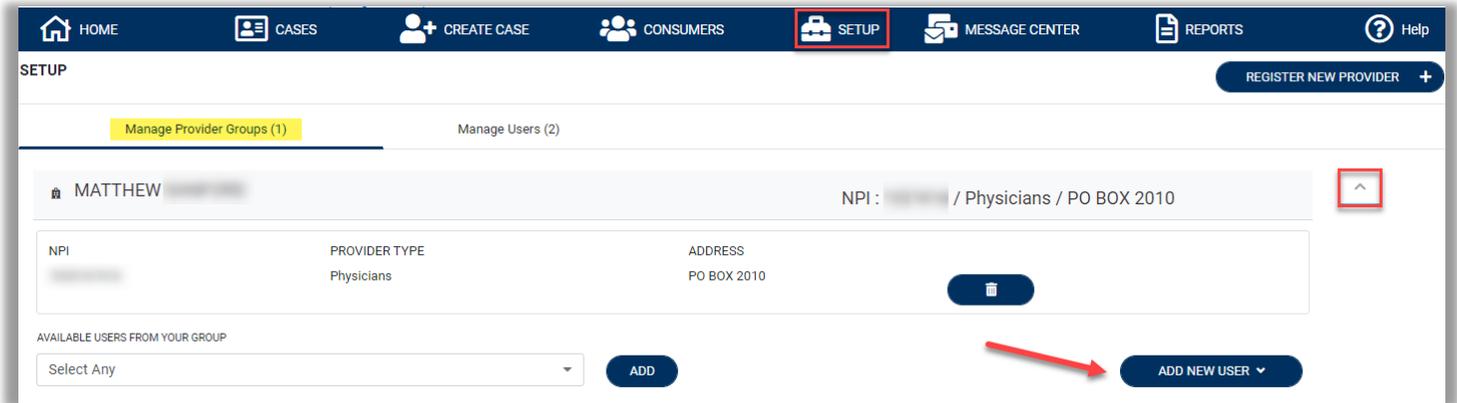
![Kepro logo]

Set Up

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 Group 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 password, complete the contact information, click create.

The user role will default to Provider Staff Account. This is the general account user. To change the user role, under Mange 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 provider group.

Message Center

The message center will display and new and unread messages. To send messages, you must be inside a specified case.

New available messages are displayed in the navigation menu.

Indicates there are unread and non-responded messages available.

Indicates all messages are read and/or responded; 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 . You will be directed to the specified case related to the message.

![Kepro logo]

To reply to the message, directly in the Message Center, type text in the Message section, click
SEND >.

MESSAGE CENTER

FROM	SUBJECT	TO	SENT ON
Kepro	Status Complete	Provider Demo	9/14/2020 10:04:50 AM

Message:

GO TO CASE >

Reply

SUBJECT *

RE: Status Complete

MESSAGE *

To reply to the message, type text here and click Send.

please do not send additional clinical information through these messages. Additional clinical information should be added to the clinical information section of the request.

CANCEL   SEND >

Reports

![Reports icon] REPORTS

Not all users will have access to reports and availability will vary by user role. Clicking the Reports icon in the navigation pane will open all available reports. The report name will be a hyperlink and open the desired report in a new tab within the internet browser.

REPORTS

| REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
WV Health Homes Requests	WV Health Homes	WV Health Homes Requests

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

Help Guide

Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, and Password Guidelines. These items are updated regularly and may change over time.

![Kepro logo]
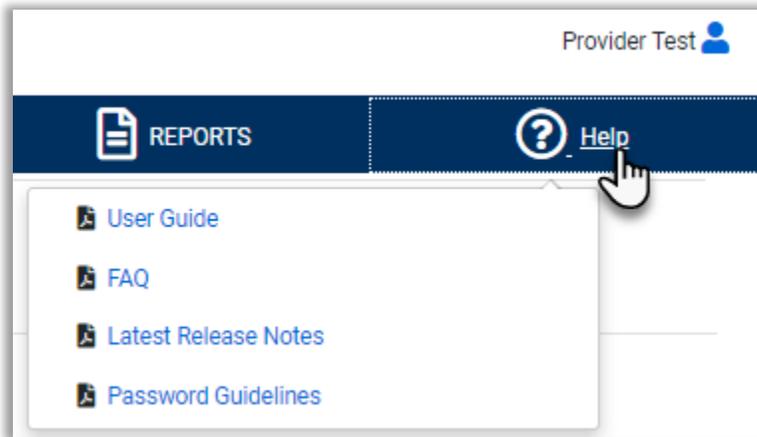
Troubleshooting Tips and Tricks

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 time of inactivity (15 minutes), a pop up will appear with a 2 minute countdown to logging out. As long as you are actively working within the system, you will not receive this pop up warning.
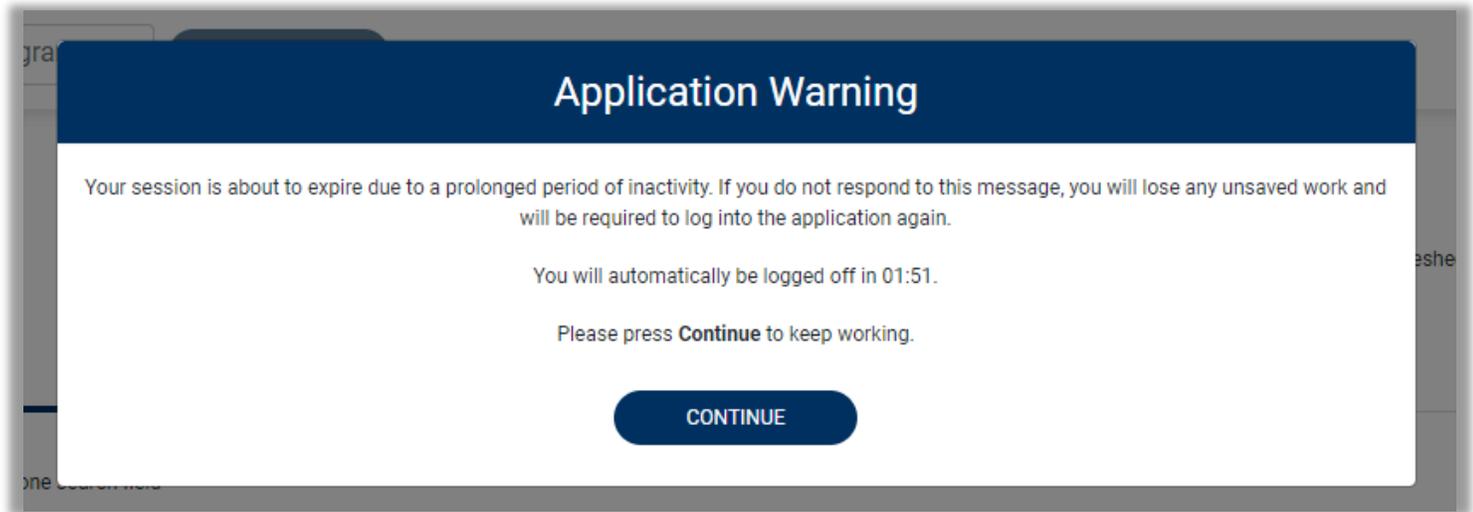

To continue working, select Continue.

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.
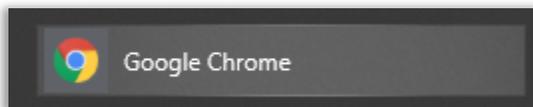
How to Add Google Chrome to Computer

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.
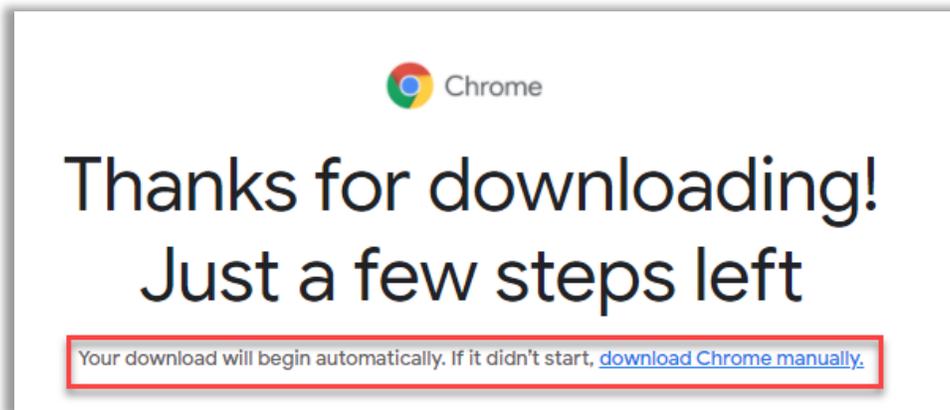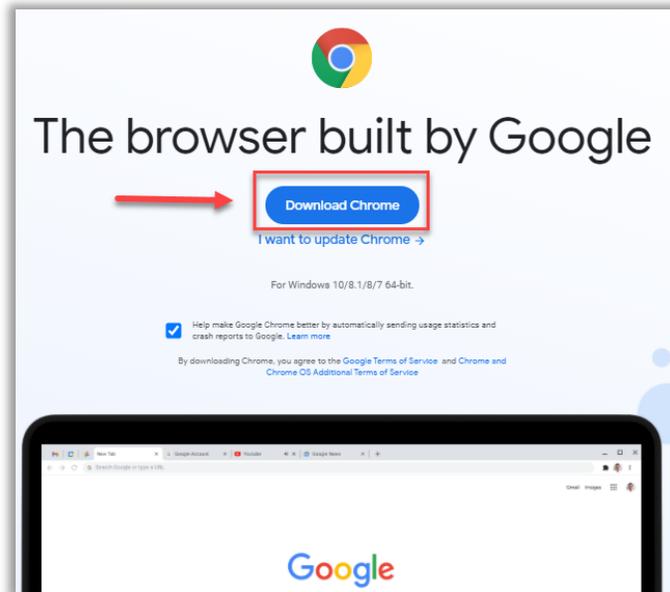
STEP 1

Open

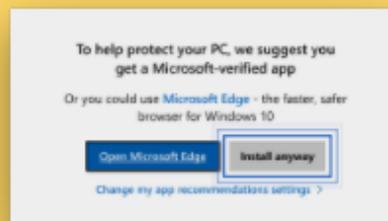Open the ChromeSetup.exe file from the downloads list at the bottom left corner of this window.
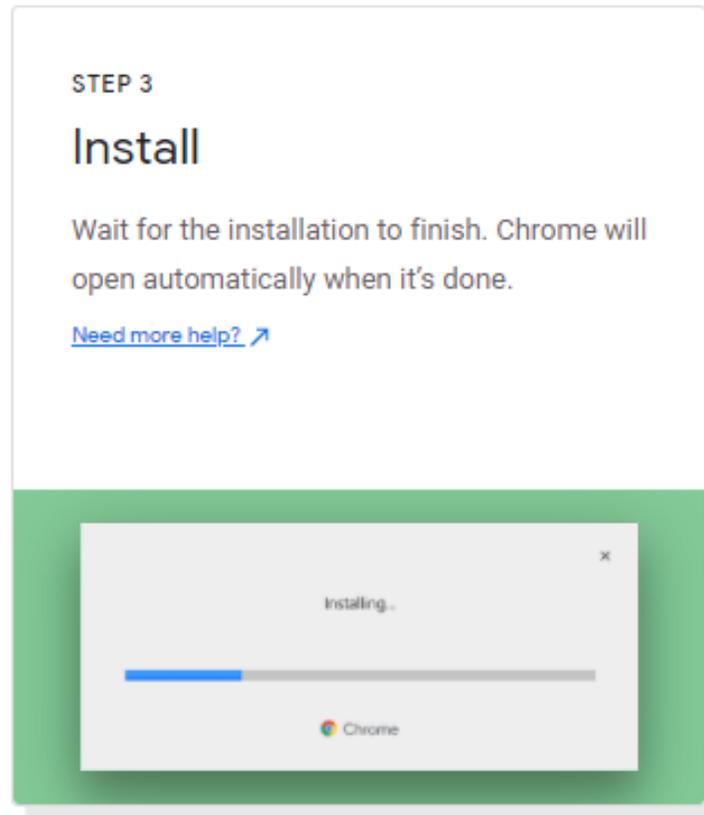
Can't find your installer?

ChromeSetup.exe ∧

STEP 2

Allow

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

To help protect your PC, we suggest you get a Microsoft-verified app

Or you could use Microsoft Edge - the faster, safer browser for Windows 10

Open Microsoft Edge   Install anyway

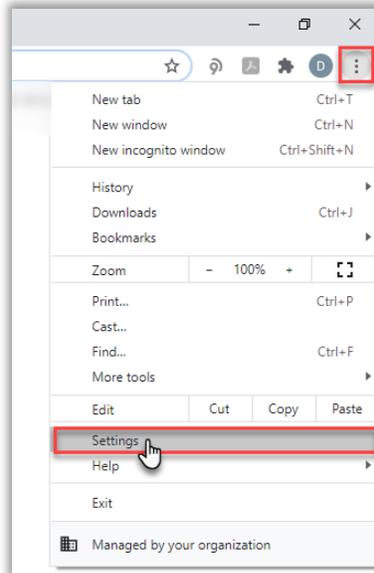Change my app recommendations settings ›

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.

![Kepro logo]

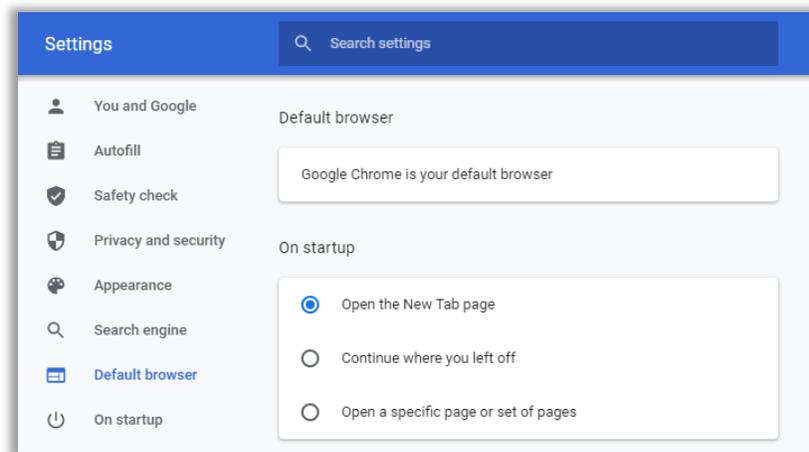## How to set Chrome as Default Browser

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.
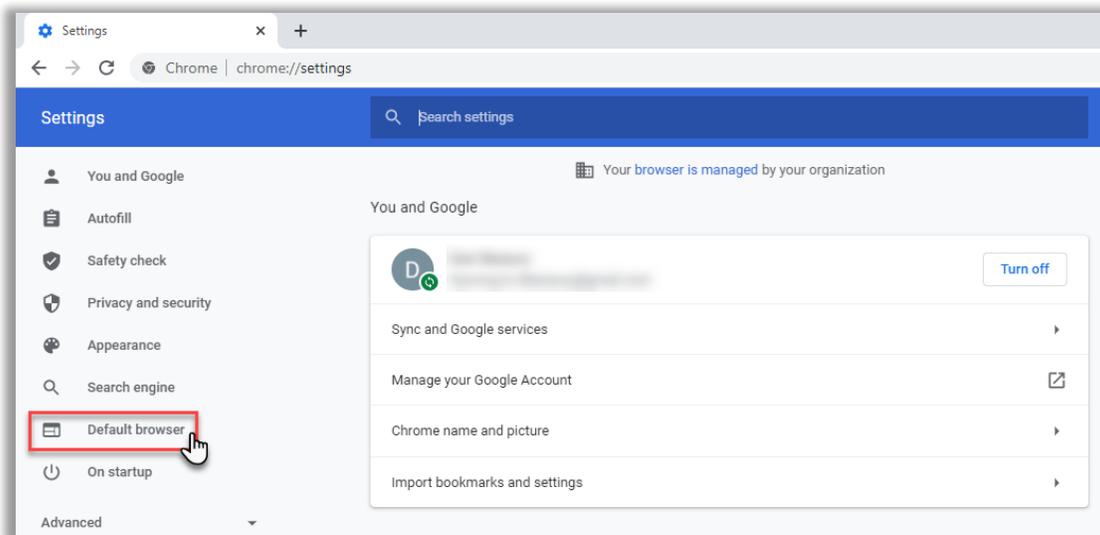
Select Make Default under Default browser.

How to Set Atrezzo Bookmark in Chrome

After entering the Atrezzo portal link https://portal.kepro.com/ into the browser, and 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.
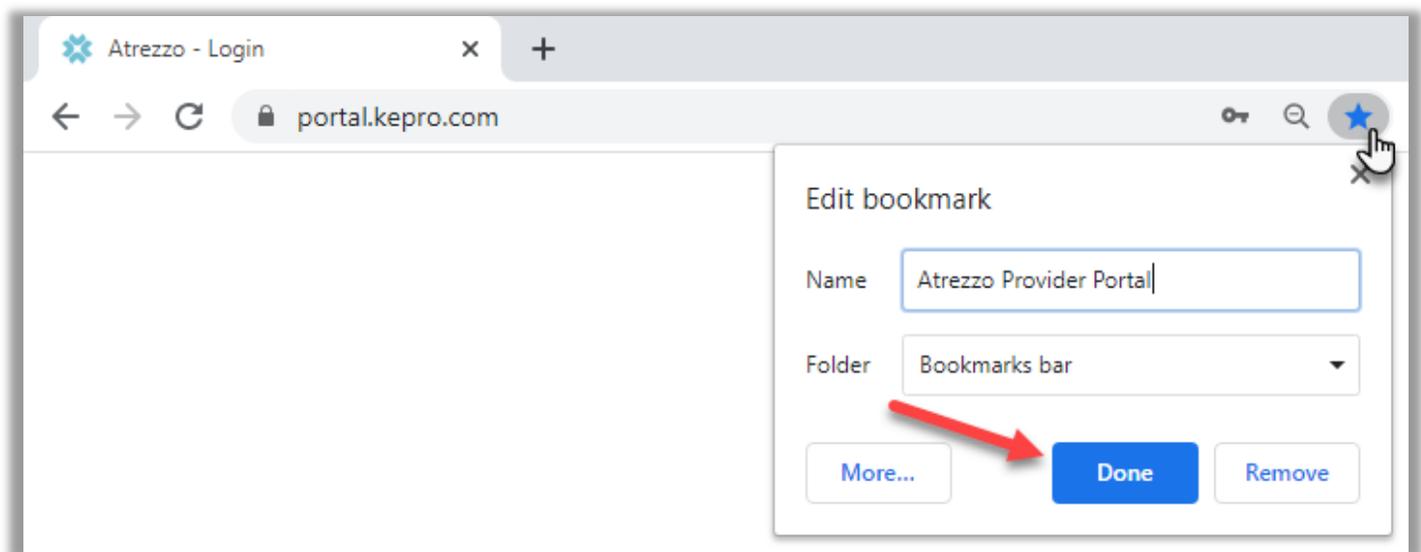
Password Requirements

For all Kepro provider accounts, you will be required to change your password every 90 days. The system will warn you, starting 10 days before the password expires, after you logon. The new password cannot be identical to the expiring password.

Passwords must be a **minimum of 8 characters** and a **maximum of 16 characters**.

Passwords must have a least one of each of the following:

- … **One upper case letter**
- … **One lower case letter**
- … **One number**
- … **One special character.** The allowable special characters are the following:

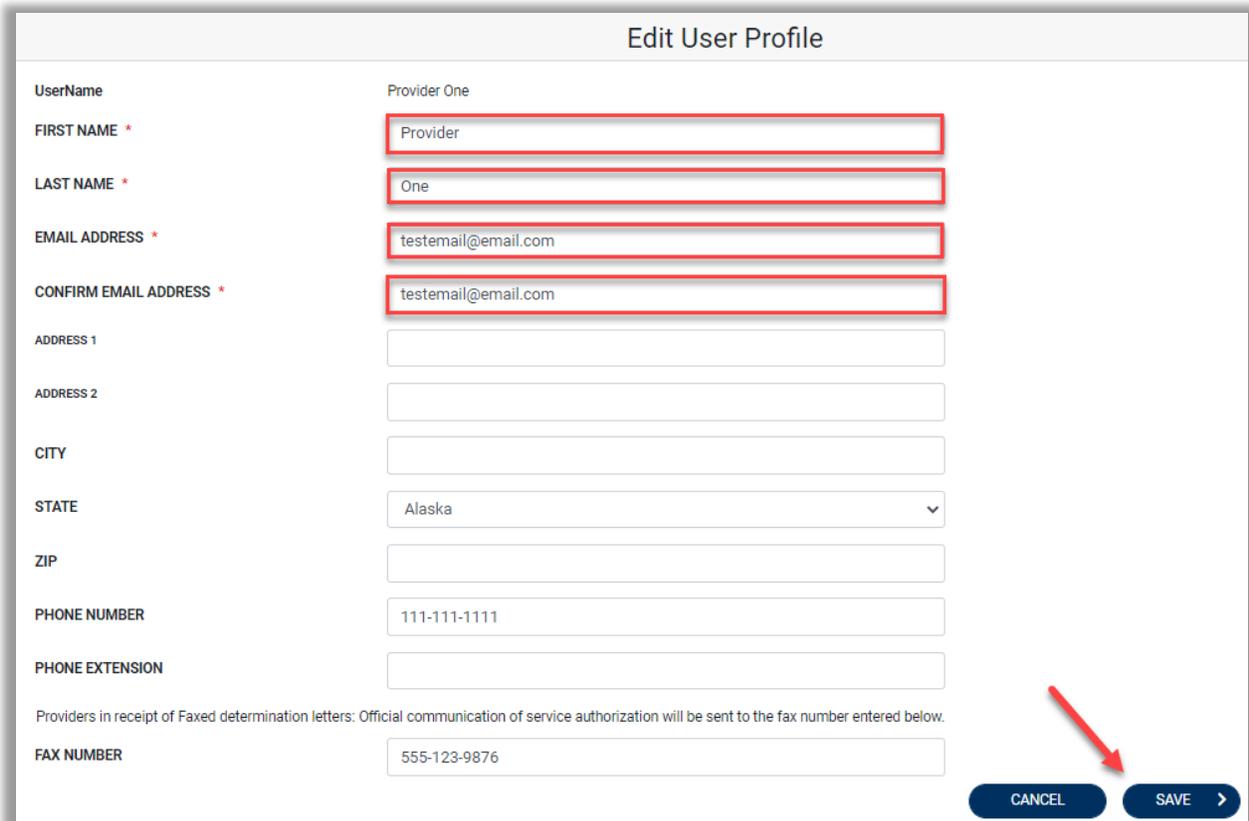| Symbol	Description
@	At sign
%	Percent sign
+	Plus sign
\	Backslash
/	Slash (or forward slash)
'	Single quotation mark
!	Exclamation point
#	Number sign (pound sign, or hashtag symbol)
$	Dollar sign
^	Caret
?	Question mark
:	Colon
,	Comma
(	Left parenthesis
)	Right parenthesis
{	Left brace
}	Right brace
[	Left bracket
]	Right bracket
~	Tilde
-	Hyphen
_	Underscore

![Kepro logo]

Updating User Profile

To update user profile information once an account has been created, click on the 👤 icon in the upper right corner. Once the menu opens, click Edit User Profile.
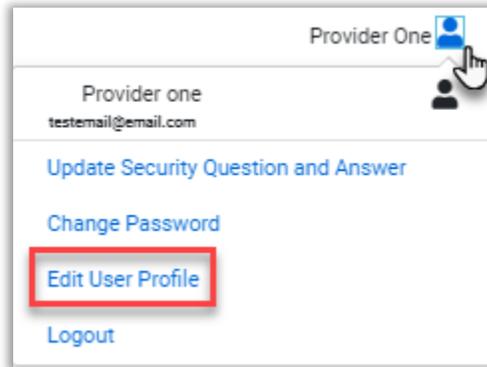
Once the profile screen displays, update information and include all required fields, then click **SAVE**.

How to Access Technical Assistance

For technical assistance, please contact the West Virginia Customer Support Center at 304.343.9663 or via email at WVPAS@kepro.com.