



Atrezzo User Guide

West Virginia PASRR Provider Portal User Guide



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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.

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.



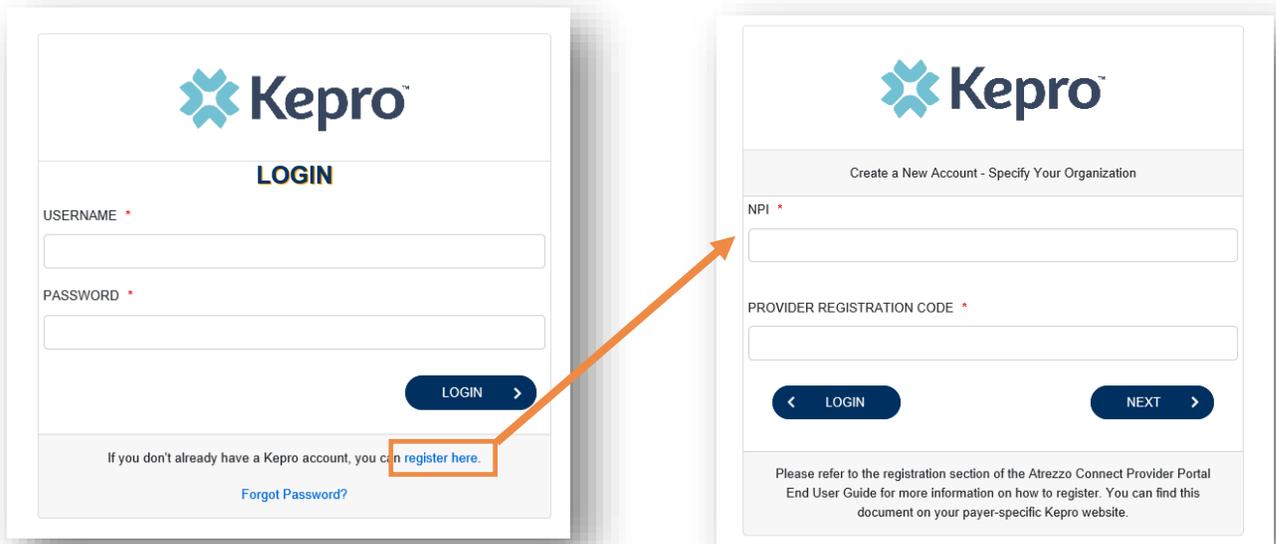
Helpful Hint

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.





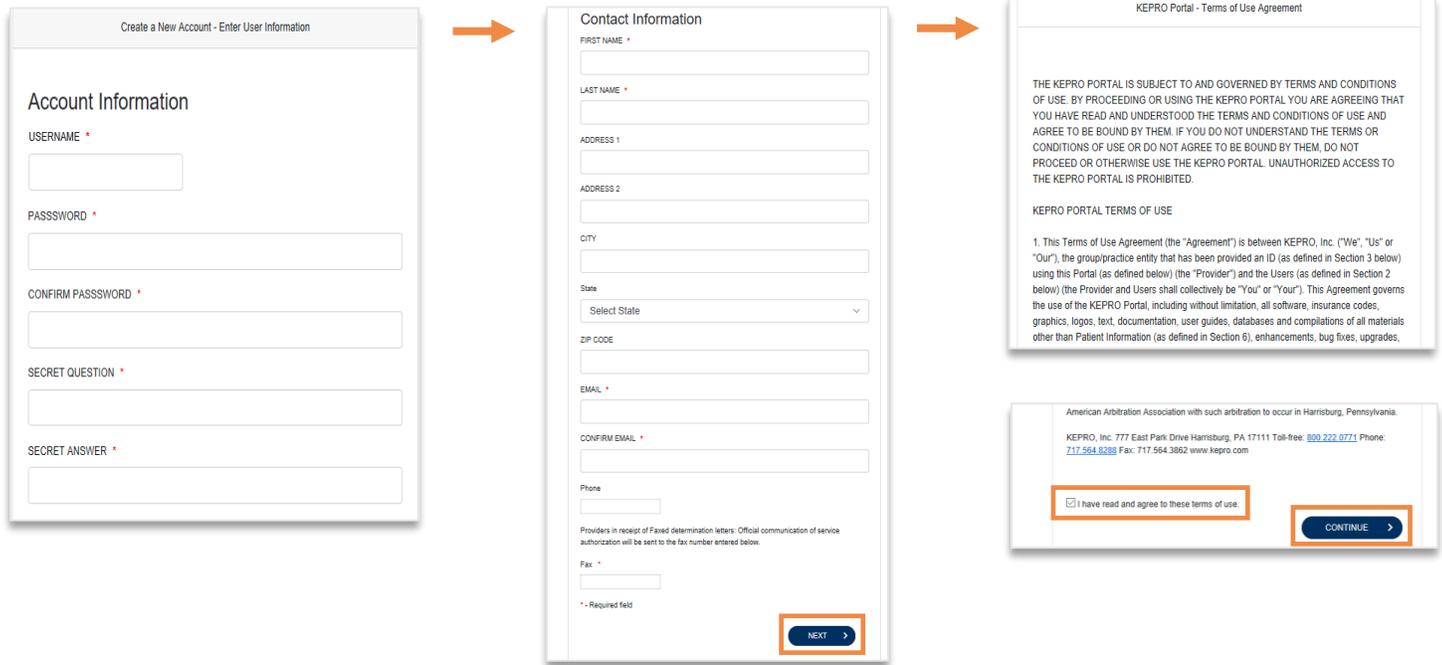
Complete the Account Information section by creating a username, password, security question and answer. This will be used to reset the password in the future if needed.

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



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.

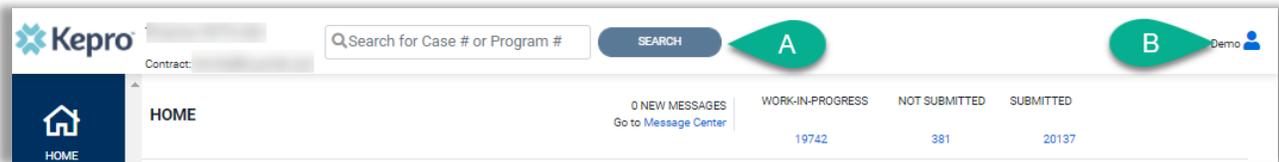
Utilize the below legend for a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the icon hyperlink.

 HOME	Home	<p>This is the default page upon successful login and will enable you to view submitted cases and any pending submissions.</p>
 CASES	Cases	<p>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.</p>
 CREATE CASE	Create Case	<p>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.</p>
 CONSUMERS	Consumers	<p>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.</p>
 SETUP	Setup	<p>Visible to Provider Administrator users only. This section will enable Provider Administrators to manage, edit, and add provider users for the facility.</p>
 MESSAGE CENTER	Message Center	<p>This section will enable users to communicate directly with the team at Kepro regarding specific Consumers and/or cases.</p>
 REPORTS	Reports	<p>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.</p>
 Help	Help	<p>This section will display available information including User Guides, FAQs, Latest Release Notes, and Password Guidelines.</p>

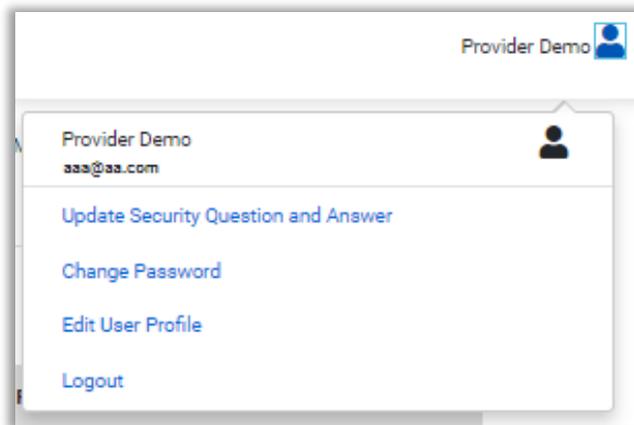
General System Features

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.

HOME		0 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 19742	NOT SUBMITTED 381	SUBMITTED 20137
<u>Request Saved But Not Submitted</u>					
CONTRACT	☺ CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
[REDACTED]	UM	11199307587	[REDACTED]	[REDACTED]	3/23/2020 8:36:44 AM
[REDACTED]	UM	01206924067	[REDACTED]	[REDACTED]	3/19/2020 3:37:45 PM
[REDACTED]	UM	06044718801	[REDACTED]	[REDACTED]	2/26/2020 6:29:04 AM
[REDACTED]	UM	01199789547	[REDACTED]	[REDACTED]	2/25/2020 6:55:11 AM

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).

HOME		0 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 19742	NOT SUBMITTED 381	SUBMITTED 20137
<u>Request Saved But Not Submitted</u>					
CONTRACT	☺ CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
[REDACTED]	UM	11199307587	[REDACTED]	[REDACTED]	3/23/2020 8:36:44 AM
[REDACTED]	UM	01206924067	[REDACTED]	[REDACTED]	3/19/2020 3:37:45 PM
[REDACTED]	UM	06044718801	[REDACTED]	[REDACTED]	2/26/2020 6:29:04 AM
[REDACTED]	UM	01199789547	[REDACTED]	[REDACTED]	2/25/2020 6:55:11 AM

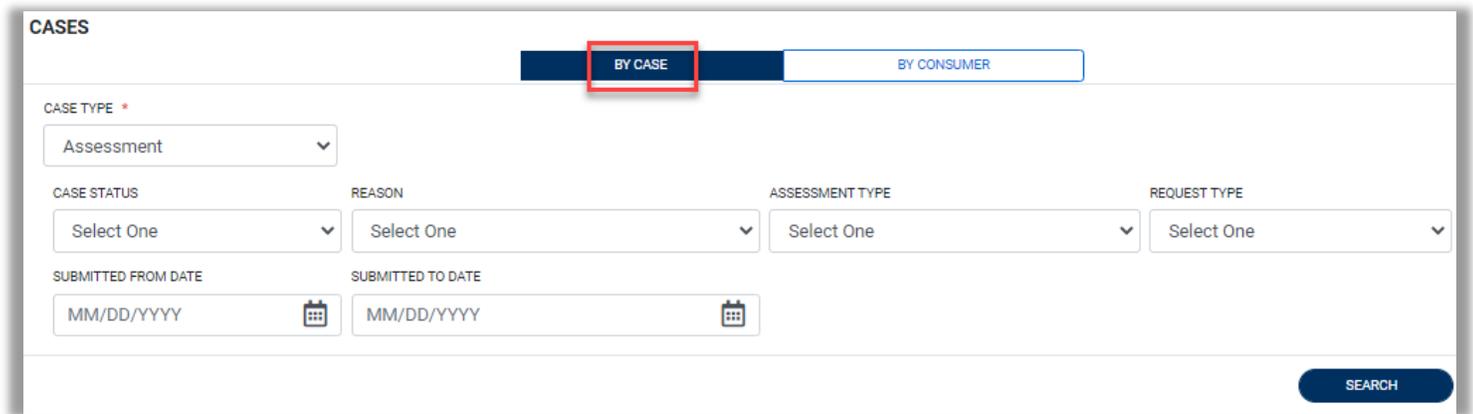


Cases

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.



The screenshot shows the 'CASES' search interface with the 'BY CASE' tab selected. The 'CASE TYPE' dropdown is set to 'Assessment'. Below it, there are four dropdown menus for 'CASE STATUS', 'REASON', 'ASSESSMENT TYPE', and 'REQUEST TYPE', all set to 'Select One'. At the bottom, there are two date pickers for 'SUBMITTED FROM DATE' and 'SUBMITTED TO DATE', both showing 'MM/DD/YYYY'. 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 with the 'BY CONSUMER' tab selected. There are four input fields: 'MEMBER ID', 'LAST NAME', 'DATE OF BIRTH' (with a 'MM/DD/YYYY' placeholder and a calendar icon), and 'SEARCH CONTEXT' (with a dropdown menu set to 'All Related Submitting Providers'). A red box highlights a message below the input fields: '*Combination of DOB and Last Name or Member ID is required'. A 'SEARCH' button is located at the bottom right.

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

CASE ID	CONSUMER NAME	SUBMITTED ON	CASE STATUS	REASON	ASSESSMENT TYPE	REQUEST TYPE
202240001		8/11/2020 1:37:20 PM	Submitted		PASRR Level I	Temporary NH Provider
DIAGNOSIS ILLNESS UNSPECIFIED					OUTCOME:	LETTERS: 0 MESSAGES: 0
202240002		8/11/2020 1:39:...			PASRR Level I	Temporary NH Provider
DIAGNOSIS					OUTCOME:	LETTERS: 0 MESSAGES: 0
202240003		8/11/2020 2:03:15 PM	Submitted		PASRR Level I	Temporary NH Provider
DIAGNOSIS					OUTCOME:	LETTERS: 0 MESSAGES: 0

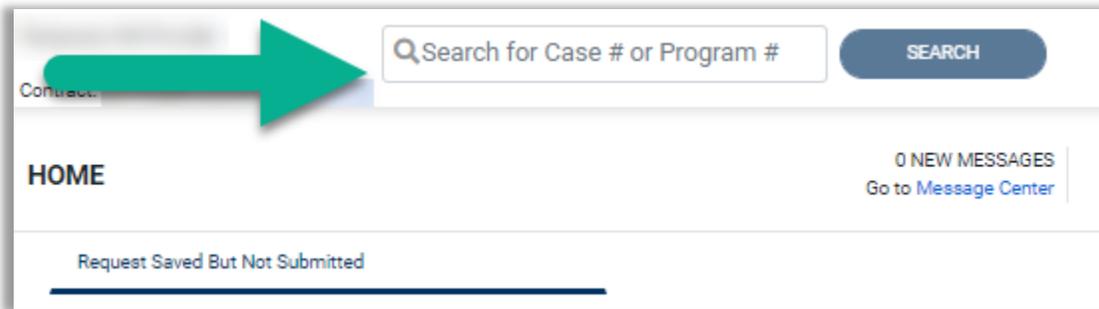
Click the Case ID hyperlink to be directed to the Case page.

Search by Case ID

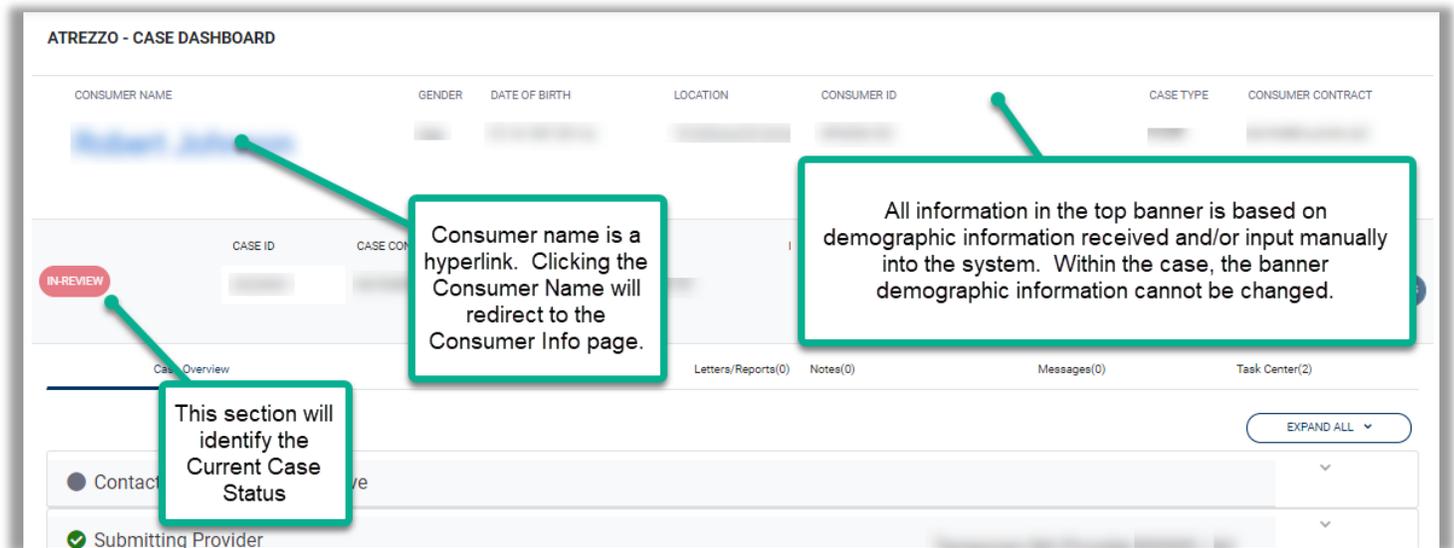
This section will identify the steps necessary to complete a search for active cases when you already know the Case ID.

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

Then click  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

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

IN-REVIEW

Case ID CASE CON

EXPAND ALL

Contact

Submitting Provider

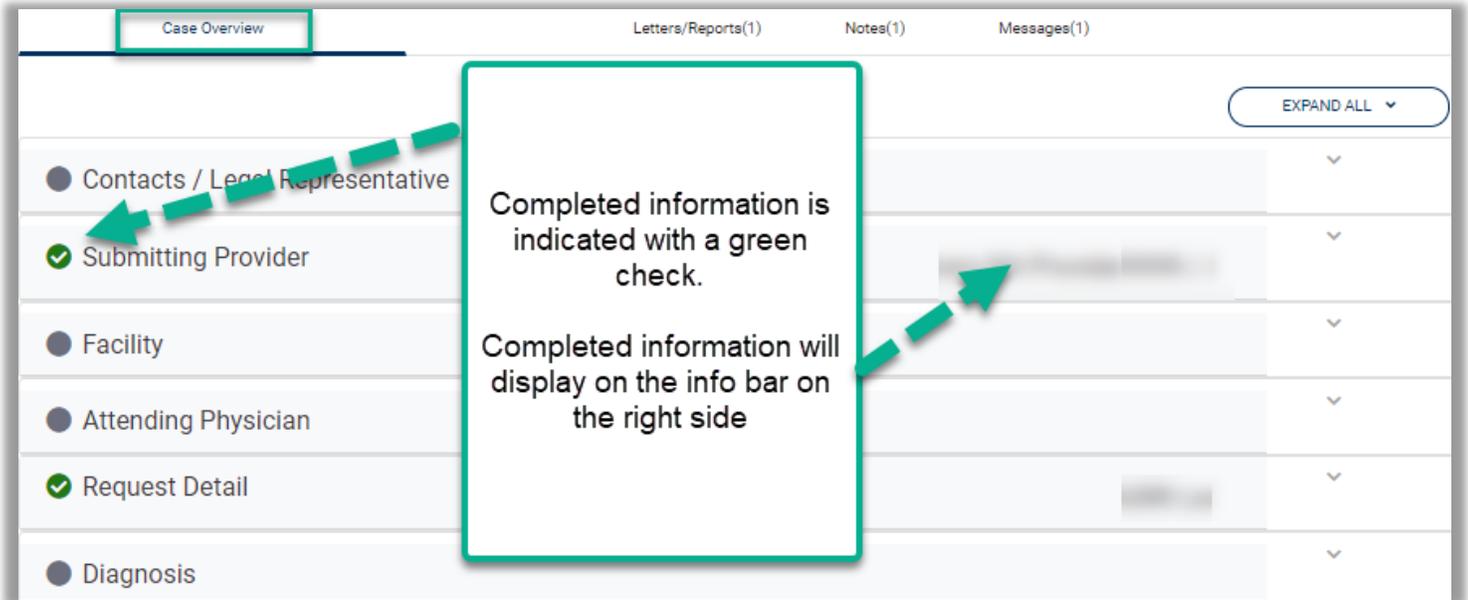
Consumer name is a hyperlink. Clicking the Consumer Name will redirect to the Consumer Info page.

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.

This section will identify the Current Case Status

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.

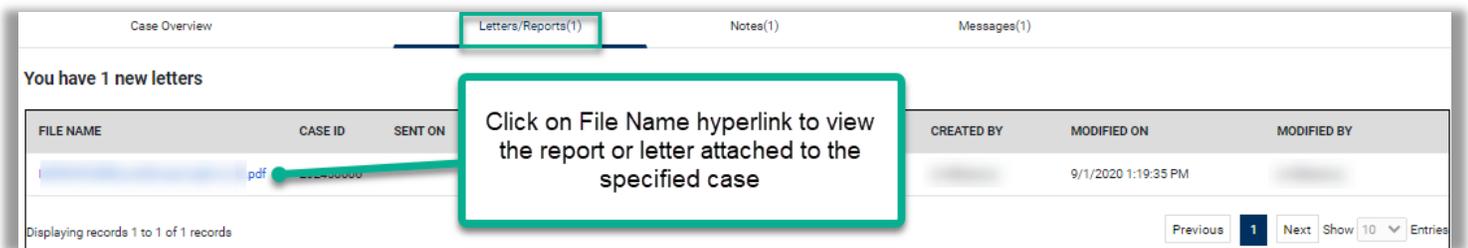


Completed information is indicated with a green check.

Completed information will display on the info bar on the right side

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.



You have 1 new letters

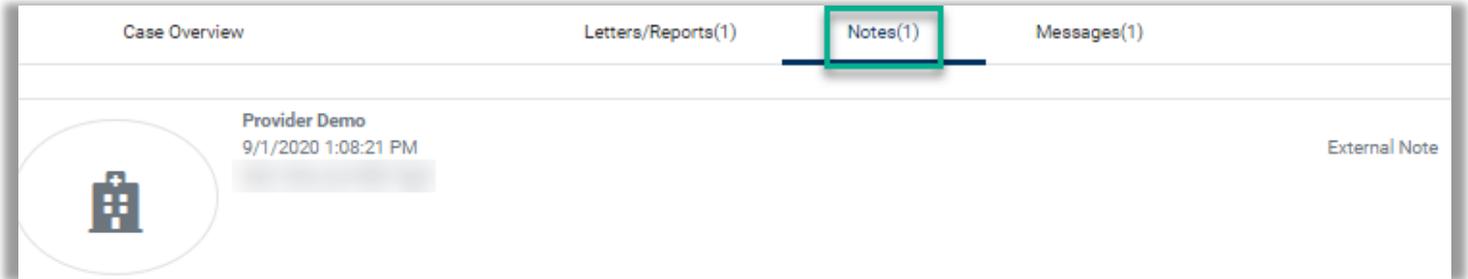
FILE NAME	CASE ID	SENT ON	CREATED BY	MODIFIED ON	MODIFIED BY
[Redacted] pdf	[Redacted]	[Redacted]	[Redacted]	9/1/2020 1:19:35 PM	[Redacted]

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

Notes

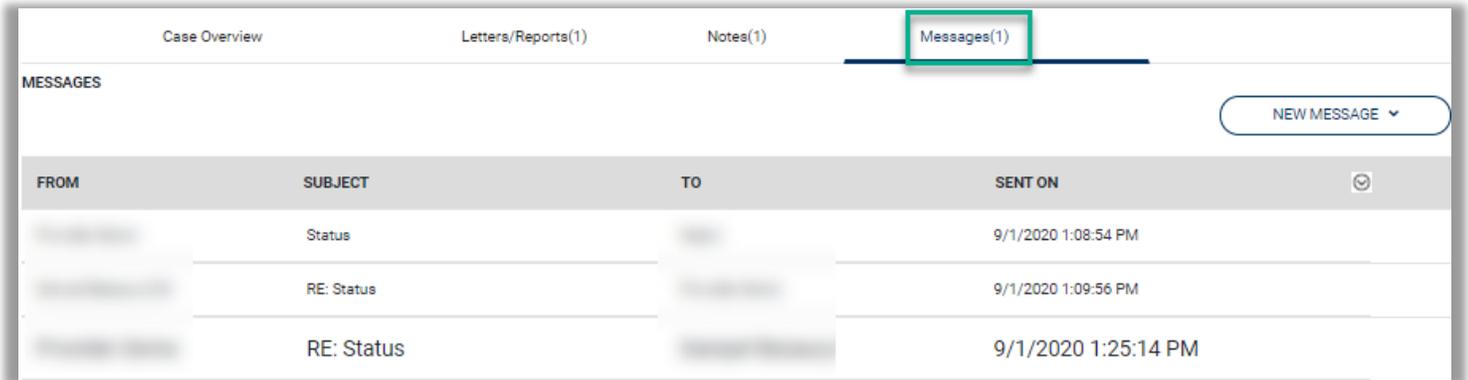
This section will display any notes pertaining to the specified case. This will include notes from Kepro or entered by a Provider within the group. This section is designated for notes only and should not include clinical information.



The screenshot shows a navigation bar with four tabs: "Case Overview", "Letters/Reports(1)", "Notes(1)", and "Messages(1)". The "Notes(1)" tab is highlighted with a green box. Below the navigation bar, there is a card for a note. On the left is a circular icon containing a building with a cross. To the right of the icon, the text reads "Provider Demo" and "9/1/2020 1:08:21 PM". On the far right of the card, it says "External Note".

Messages

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

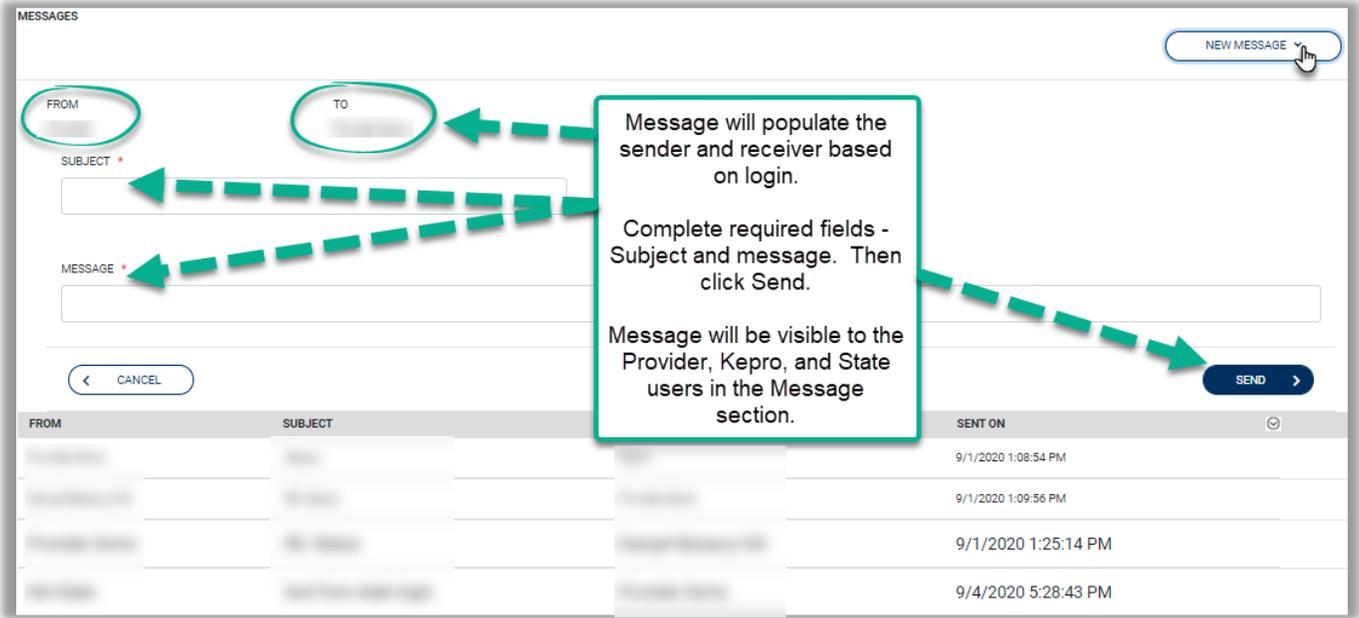


The screenshot shows a navigation bar with four tabs: "Case Overview", "Letters/Reports(1)", "Notes(1)", and "Messages(1)". The "Messages(1)" tab is highlighted with a green box. Below the navigation bar, the word "MESSAGES" is displayed on the left. On the right, there is a button labeled "NEW MESSAGE" with a downward arrow. Below this is a table with the following columns: "FROM", "SUBJECT", "TO", and "SENT ON". There is also a small icon in the top right corner of the table area.

FROM	SUBJECT	TO	SENT ON
[Redacted]	Status	[Redacted]	9/1/2020 1:08:54 PM
[Redacted]	RE: Status	[Redacted]	9/1/2020 1:09:56 PM
[Redacted]	RE: Status	[Redacted]	9/1/2020 1:25:14 PM

NEW MESSAGE ▾

To enter a new message, click **NEW MESSAGE** in the upper right corner. Message fields will populate. Complete the required fields, then select Send.



Message will populate the sender and receiver based on login.

Complete required fields - Subject and message. Then click Send.

Message will be visible to the Provider, Kepro, and State users in the Message section.

FROM	SUBJECT	SENT ON
Kepro	Additional Information	9/1/2020 1:08:54 PM
Kepro	Additional Information	9/1/2020 1:09:56 PM
Kepro	Additional Information	9/1/2020 1:25:14 PM
Kepro	Additional Information	9/4/2020 5:28:43 PM

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.

FROM	SUBJECT	TO	SENT ON
Kepro	Additional Information	NH Provider	2/3/2021 1

Message: Any behaviors? Is mood stable on current medication? Thank you

Reply

SUBJECT *

RE: Additional Information

MESSAGE *

Mood is stable on current medication. Please see additionally submitted clinical documentation in relation to behaviors noted during this admission.

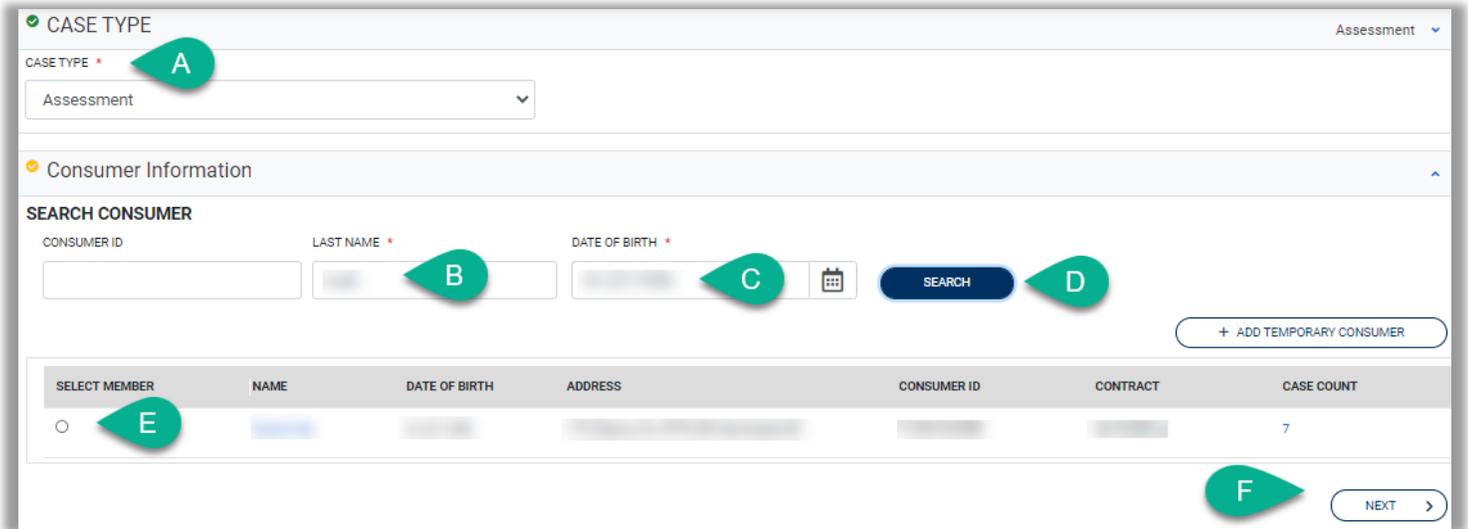
please do not send additional clinical information through these messages. Additional clinical information should be added to the clinical information section of the request.

CANCEL **SEND** >

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.



CASE TYPE Assessment

Consumer Information

SEARCH CONSUMER

CONSUMER ID:

LAST NAME:

DATE OF BIRTH:

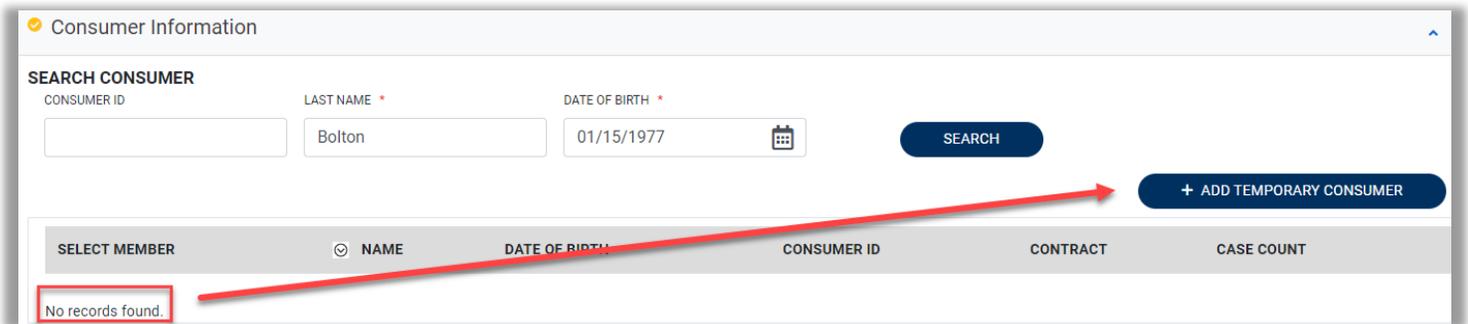
SEARCH

+ ADD TEMPORARY CONSUMER

SELECT MEMBER	NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
<input type="radio"/>						7

NEXT

If a consumer match is not found, click **+ ADD TEMPORARY CONSUMER** to add the consumer to the system.



Consumer Information

SEARCH CONSUMER

CONSUMER ID:

LAST NAME:

DATE OF BIRTH:

SEARCH

+ ADD TEMPORARY CONSUMER

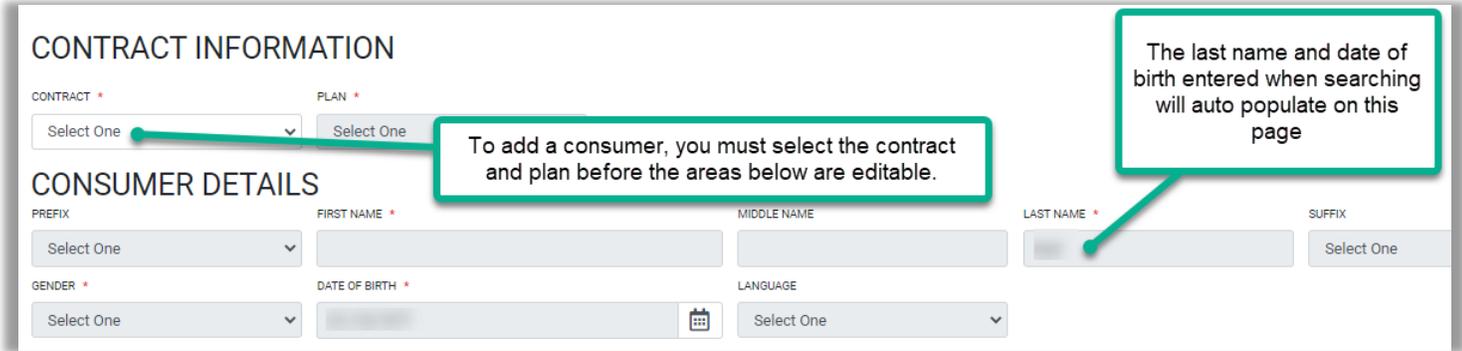
SELECT MEMBER	NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
---------------	------	---------------	-------------	----------	------------

No records found.

In order to add a consumer to the system, you must select the contract and plan.

Contract: West Virginia

Plan: West Virginia



CONTRACT INFORMATION

CONTRACT * 1 Select One PLAN * 2 Select One

CONSUMER DETAILS

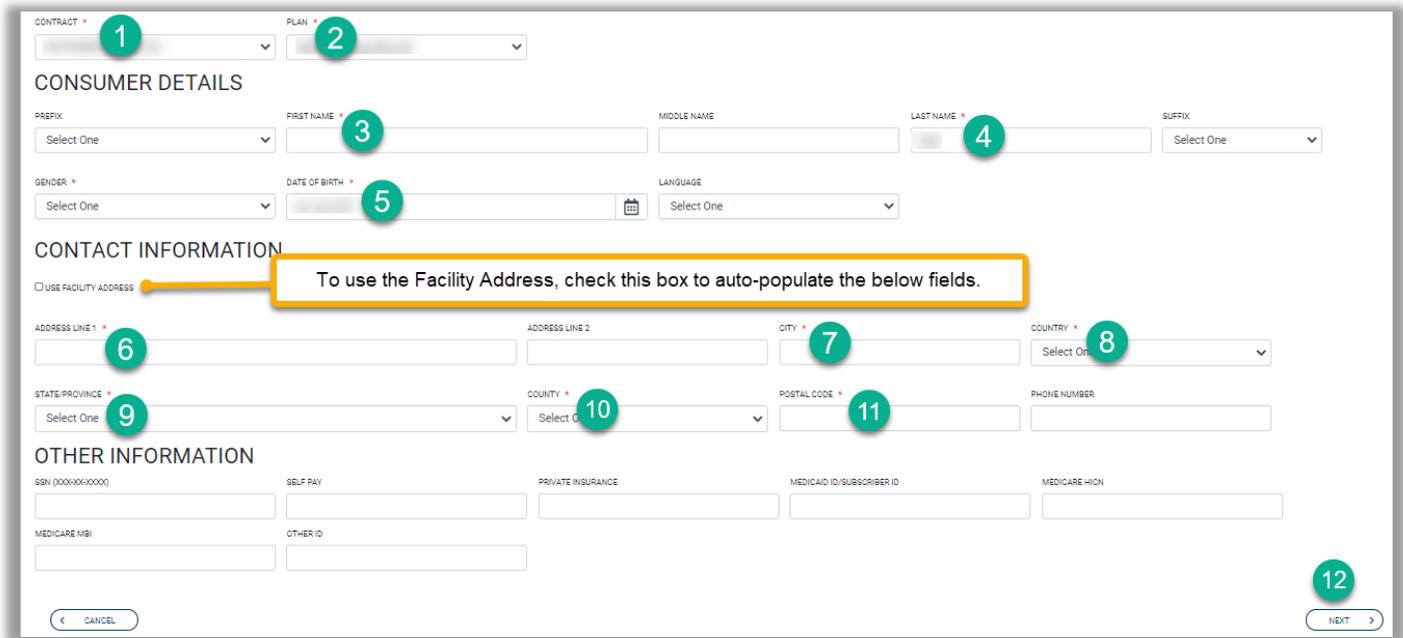
PREFIX 3 Select One FIRST NAME * MIDDLE NAME LAST NAME * 4 SUFFIX 5 Select One

GENDER * 6 Select One DATE OF BIRTH * 7 LANGUAGE 8 Select One

Callouts:

- To add a consumer, you must select the contract and plan before the areas below are editable.
- The last name and date of birth entered when searching will auto populate on this page

Enter all required fields, then select Next to proceed with the case.



CONTACT INFORMATION

USE FACILITY ADDRESS To use the Facility Address, check this box to auto-populate the below fields.

ADDRESS LINE 1 * 9 ADDRESS LINE 2 CITY * 10 COUNTRY * 11 Select One

STATE/PROVINCE * 12 Select One COUNTY * 13 Select One POSTAL CODE * 14 PHONE NUMBER

OTHER INFORMATION

SSN (XXXXXXXXXX) SELF PAY PRIVATE INSURANCE MEDICAID ID/SUBSCRIBER ID MEDICARE HION

MEDICARE MBI OTHER ID

< CANCEL NEXT >

After selecting the proper Consumer, Select the proper case parameters for the request being made.

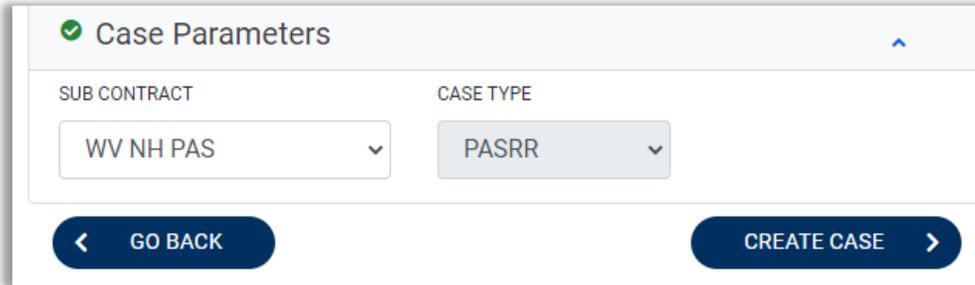
Sub Contract: WV NH PAS

Case Type: PASRR (defaults)

Then click

CREATE CASE >

NOTE: Selecting GO BACK will cancel the case request.

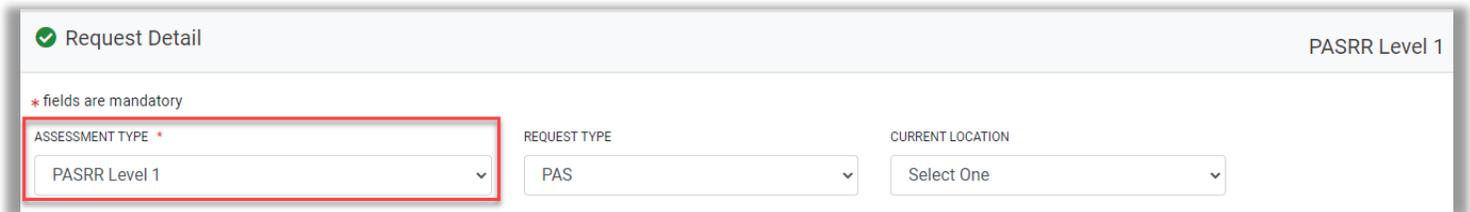


The screenshot shows a form titled "Case Parameters" with a green checkmark icon and an upward arrow. It contains two dropdown menus: "SUB CONTRACT" with the value "WV NH PAS" and "CASE TYPE" with the value "PASRR". At the bottom, there are two buttons: "GO BACK" with a left arrow and "CREATE CASE" with a right arrow.

The next page that renders will be the Case page. Expand the Request Detail section, by clicking the caret on the far right side.

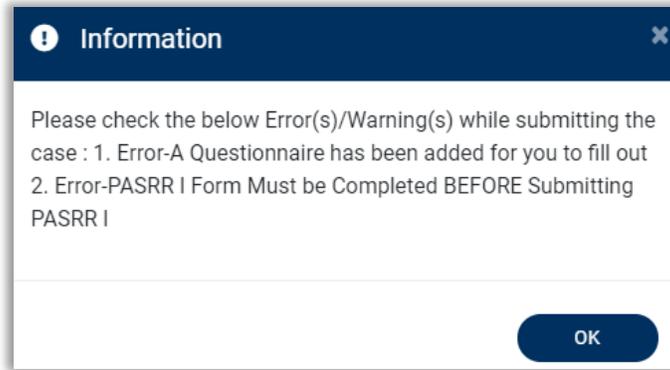
Select Assessment Type: PASRR Level 1

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



The screenshot shows a form titled "Request Detail" with a green checkmark icon and the text "PASRR Level 1" on the right. Below the title, it says "* fields are mandatory". There are three dropdown menus: "ASSESSMENT TYPE" with the value "PASRR Level 1" (highlighted with a red box), "REQUEST TYPE" with the value "PAS", and "CURRENT LOCATION" with the value "Select One".

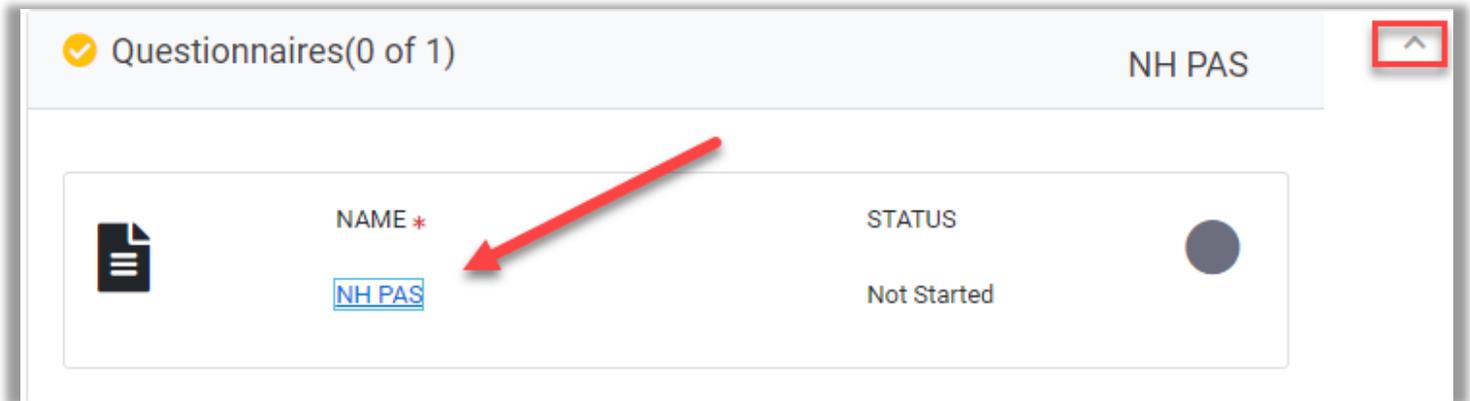
A pop up Information Box will display to confirm the PASRR I questionnaire has been added and must be completed in order to submit the case.



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.

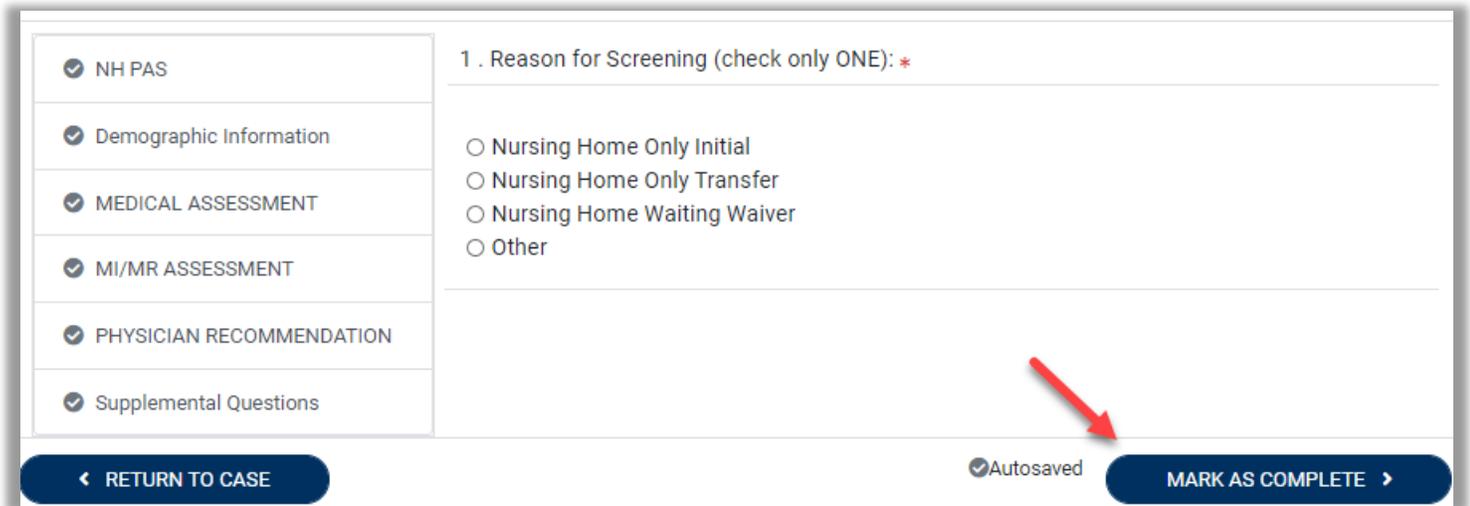
<input type="radio"/>	Contacts / Legal Representative	
<input checked="" type="radio"/>	Submitting Provider	
<input type="radio"/>	Facility	
<input type="radio"/>	Attending Physician	
<input checked="" type="radio"/>	Request Detail	PASRR Level 1
* fields are mandatory		
ASSESSMENT TYPE *	REQUEST TYPE	CURRENT LOCATION
PASRR Level 1	PAS	Inpatient Hospital
<input type="radio"/>	Diagnosis	
<input type="radio"/>	Documents(0)	
<input checked="" type="radio"/>	Questionnaires(0 of 1)	NH PAS
<input type="radio"/>	Notes	

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.



NAME *	STATUS
NH PAS	Not Started

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 >](#)



1 . Reason for Screening (check only ONE): *

- Nursing Home Only Initial
- Nursing Home Only Transfer
- Nursing Home Waiting Waiver
- Other

Autosaved [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 >

<input type="radio"/> Contacts / Legal Representative		▼
<input checked="" type="checkbox"/> Submitting Provider	WEST VIRGINIA HEALTH SERVICES INC - CHARLESTON - WV	▼
<input type="radio"/> Facility		▼
<input type="radio"/> Attending Physician		▼
<input checked="" type="checkbox"/> Request Detail	PASRR Level 1	▼
<input type="radio"/> Diagnosis		▼
<input type="radio"/> Documents(0)		▼
<input checked="" type="checkbox"/> Questionnaires(1 of 1)	NH PAS	▼
<input type="radio"/> 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
Missie Porter	Male	08/25/1972 (48 Yrs)	TEMP001762020122300001	PASRR	West Virginia

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

IN-REVIEW

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

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

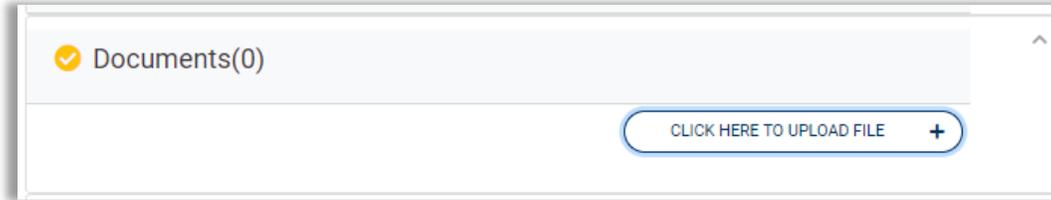
	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
Completed	210320001	WV NH PAS	2/1/2021 9:25:51 AM	L1	Level 1 Approved - Level 2 Required

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

Uploading Documentation

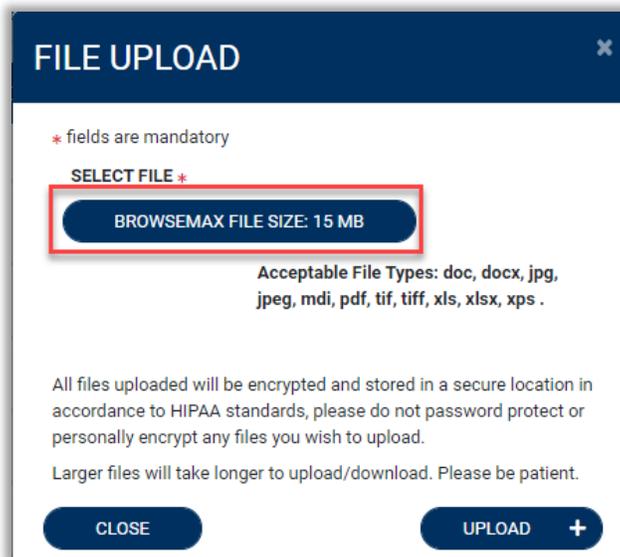
This section will provide the steps necessary to upload documents, such as clinical information into the case for review.



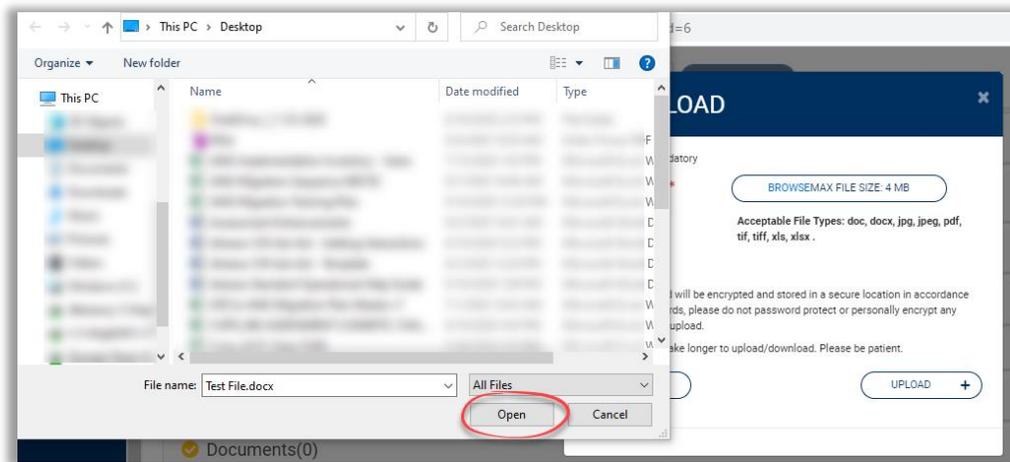
Within the designated case, expand the Documents Section and click  to upload documentation.

NOTE: File size is limited to 15MB, larger files may need to be broken into smaller segments for successful upload.

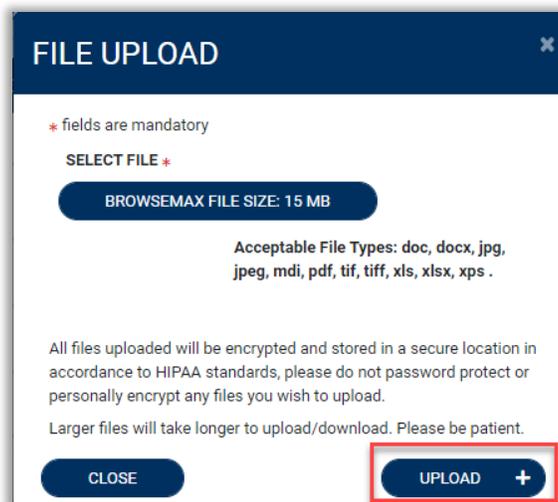
To find the designated files, click Browse.



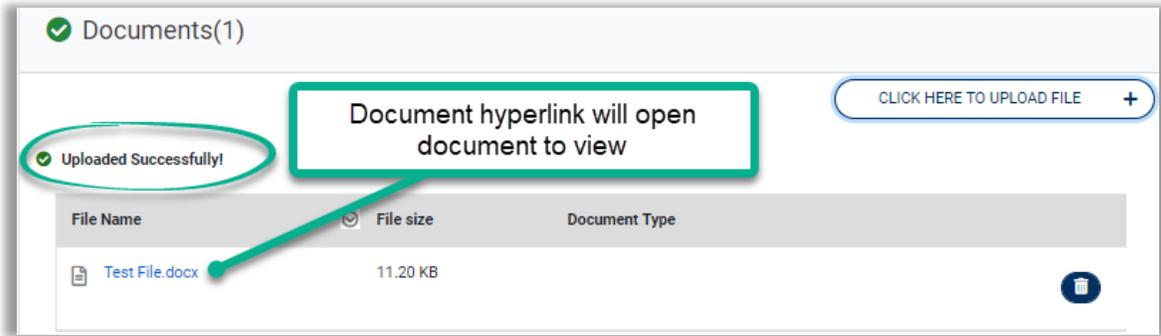
Select the necessary file and click Open.



To attach selected document to the case, click Upload.



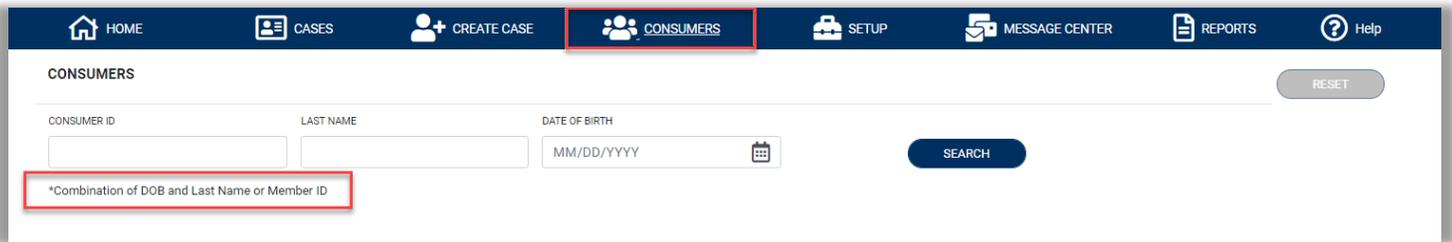
Once uploaded, documentation can be viewed by clicking the hyperlink. To upload additional documentation, follow the [above steps](#).



Consumers

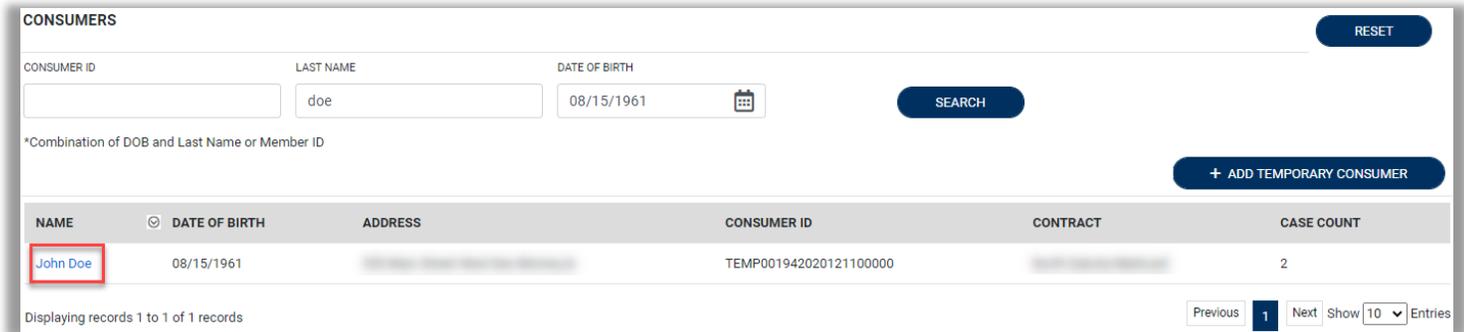
To search by Consumer, click Consumer on the navigation pane. The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case.

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



The screenshot shows the application's navigation bar with the 'CONSUMERS' tab highlighted. Below the navigation bar is the 'CONSUMERS' search form. It includes input fields for 'CONSUMER ID', 'LAST NAME', and 'DATE OF BIRTH' (with a calendar icon). A 'SEARCH' button is located to the right of the date field. A red box highlights the text '*Combination of DOB and Last Name or Member ID' below the input fields. A 'RESET' button is located in the top right corner of the form area.

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



The screenshot shows the search results for the 'CONSUMERS' page. The search form is filled with 'CONSUMER ID' (empty), 'LAST NAME' (doe), and 'DATE OF BIRTH' (08/15/1961). The 'SEARCH' button is highlighted. Below the form is a table with the following data:

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
John Doe	08/15/1961		TEMP001942020121100000		2

At the bottom of the table, it says 'Displaying records 1 to 1 of 1 records'. There are navigation controls for 'Previous', '1', 'Next', 'Show 10 Entries', and a 'RESET' button in the top right corner.

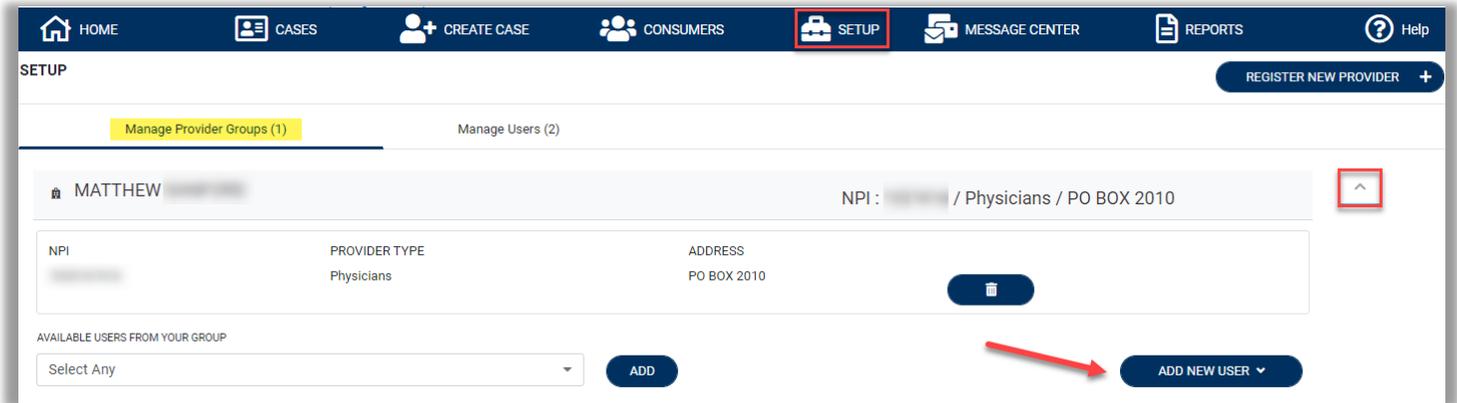
Set Up

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.



The screenshot shows the 'SETUP' page in the Kepro portal. The navigation bar at the top includes 'HOME', 'CASES', 'CREATE CASE', 'CONSUMERS', 'SETUP' (highlighted with a red box), 'MESSAGE CENTER', 'REPORTS', and 'Help'. Below the navigation bar, the 'SETUP' section is active, with a 'REGISTER NEW PROVIDER +' button. The main content area is divided into two tabs: 'Manage Provider Groups (1)' (highlighted in yellow) and 'Manage Users (2)'. Under 'Manage Provider Groups (1)', there is a card for 'MATTHEW' with a red box around an expand/collapse caret icon. Below the card is a table with columns for 'NPI', 'PROVIDER TYPE', and 'ADDRESS'. The table contains one row with values: 'NPI: [redacted]', 'PROVIDER TYPE: Physicians', and 'ADDRESS: PO BOX 2010'. A trash icon is visible to the right of the table. Below the table, there is a section titled 'AVAILABLE USERS FROM YOUR GROUP' with a dropdown menu set to 'Select Any' and an 'ADD' button. A red arrow points to an 'ADD NEW USER' button with a dropdown arrow.

Create username and password, complete the contact information, click create.

USER NAME *

PASSWORD *

CONFIRM PASSWORD *

Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must contain at least: an uppercase letter, a lowercase letter, a number and special characters like @, %, +, \, /, ', !, #, \$, ^, ?, ;, : , , (,), {, }, [,], ~, -, _

CONTACT INFORMATION

FIRST NAME *	LAST NAME *	EMAIL *	CONFIRM EMAIL *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE/PROVINCE
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select One ▾
POSTAL CODE	PHONE	FAX *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

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 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.

Provider, ND SELECT ROLE

Provider Group Admin ▾
 Provider Group Admin
 Provider Admin
 Provider Staff Account
 Provider Group Admin + Reports
 Provider Admin +Reports

Displaying records 1 to 2 of 2 records Previous **1** Next Show 10 ▾ Entries

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.

MESSAGE CENTER				
FROM	SUBJECT	TO	SENT ON	
Kepro	Status Complete	Provider Demo	9/14/2020 10:04:50 AM	
Kepro	Please Complete Questionnaire	Provider Demo	9/14/2020 9:59:43 AM	

Displaying records 1 to 2 of 2 records

Previous **1** Next Show 10 Entries

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



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



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

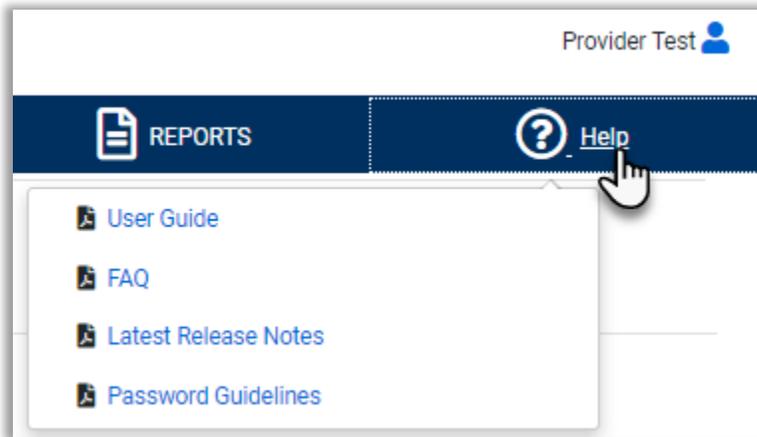
Displaying records 1 to 1 of 1 records

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.



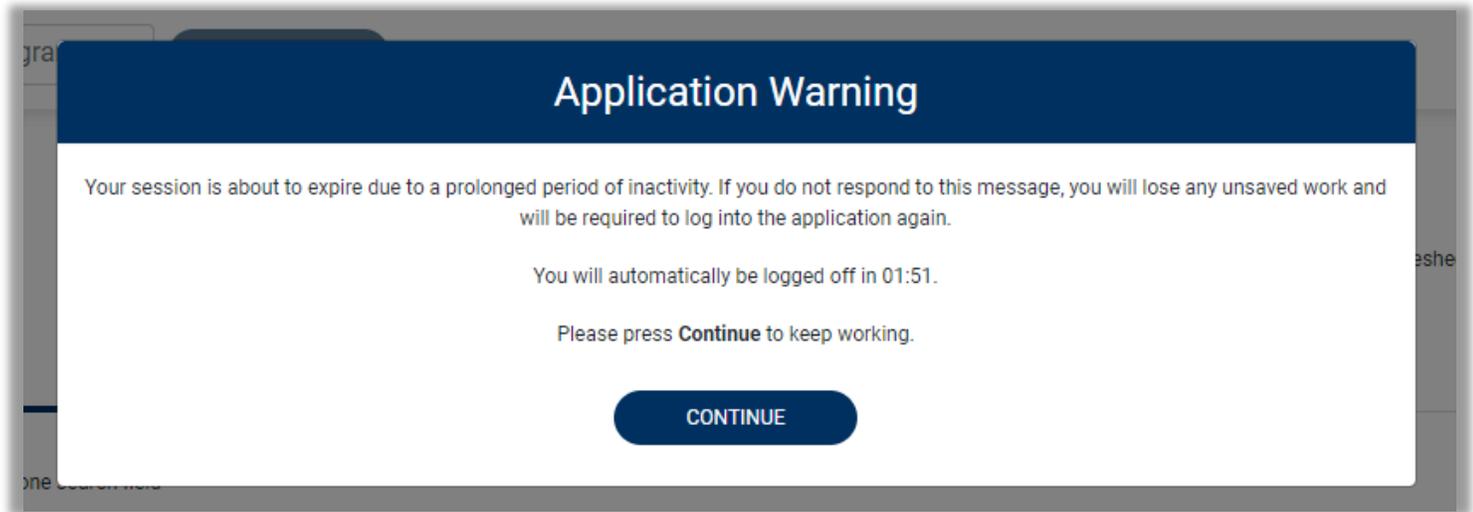
Troubleshooting Tips and Tricks

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.

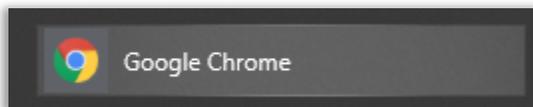


To continue working, select Continue.

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

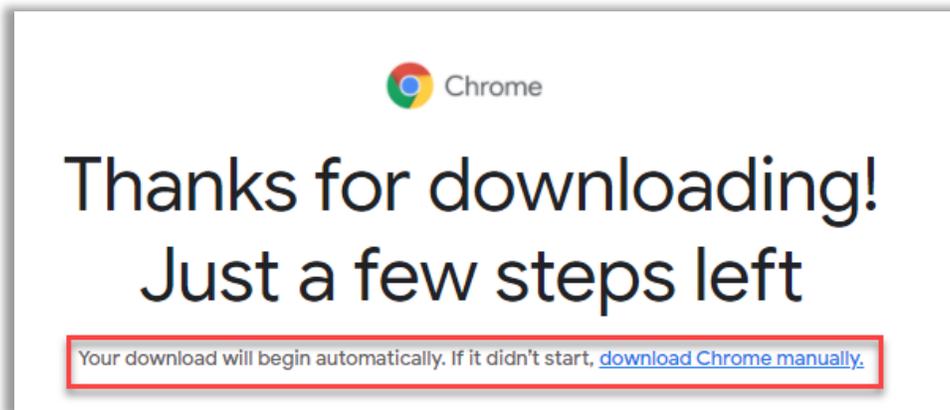
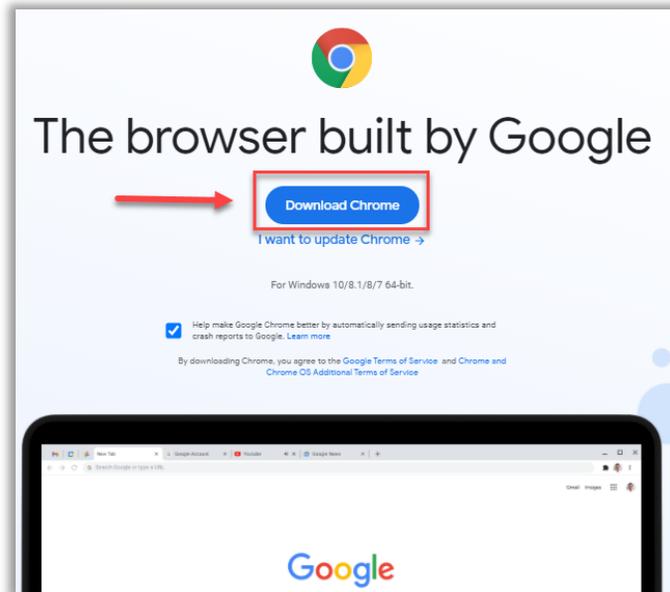
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.



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.

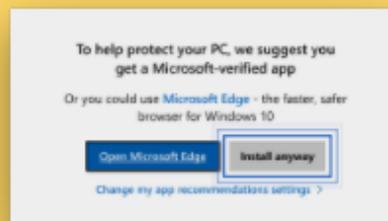
[Can't find your installer?](#)

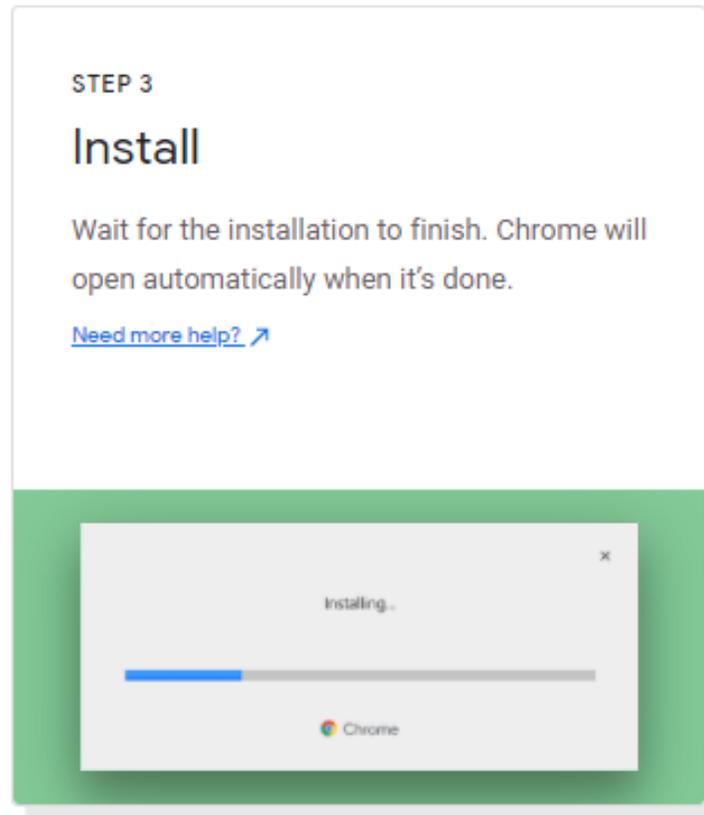


STEP 2

Allow

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

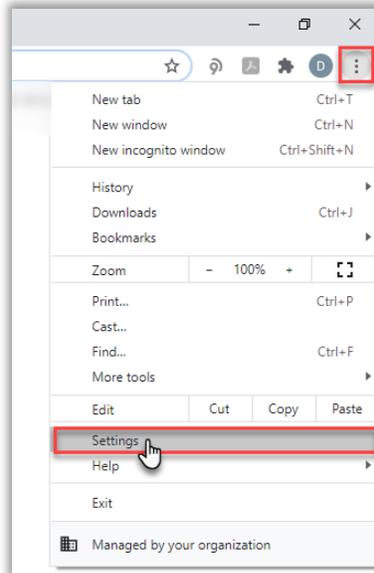




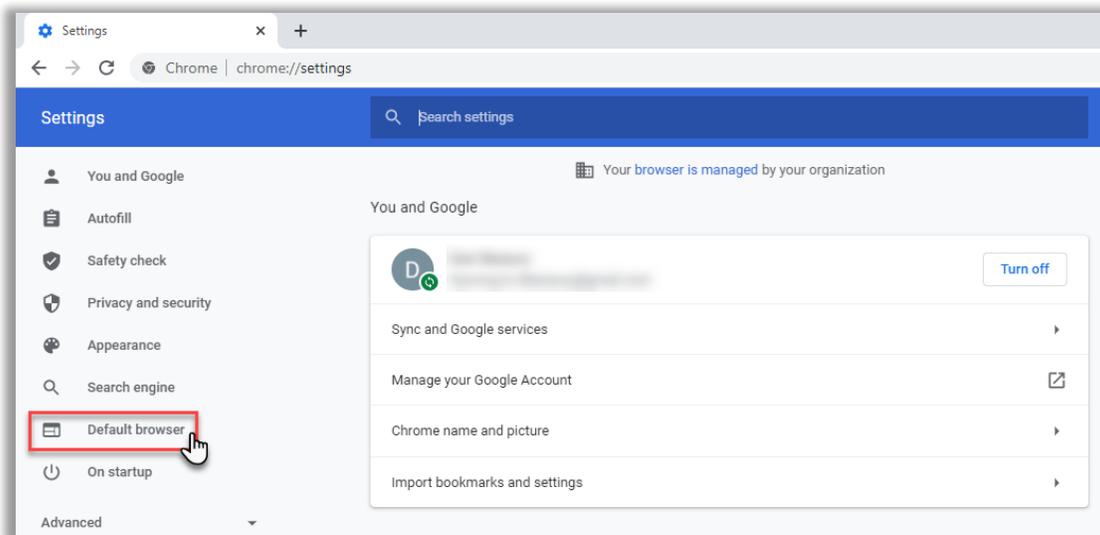
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

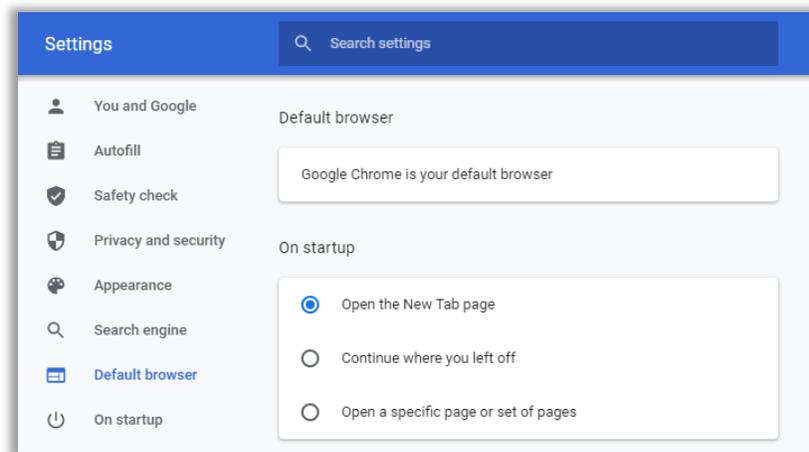
To set as the default browser, click the in the three dots in the upper right hand corner, the select Settings from the drop down.



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

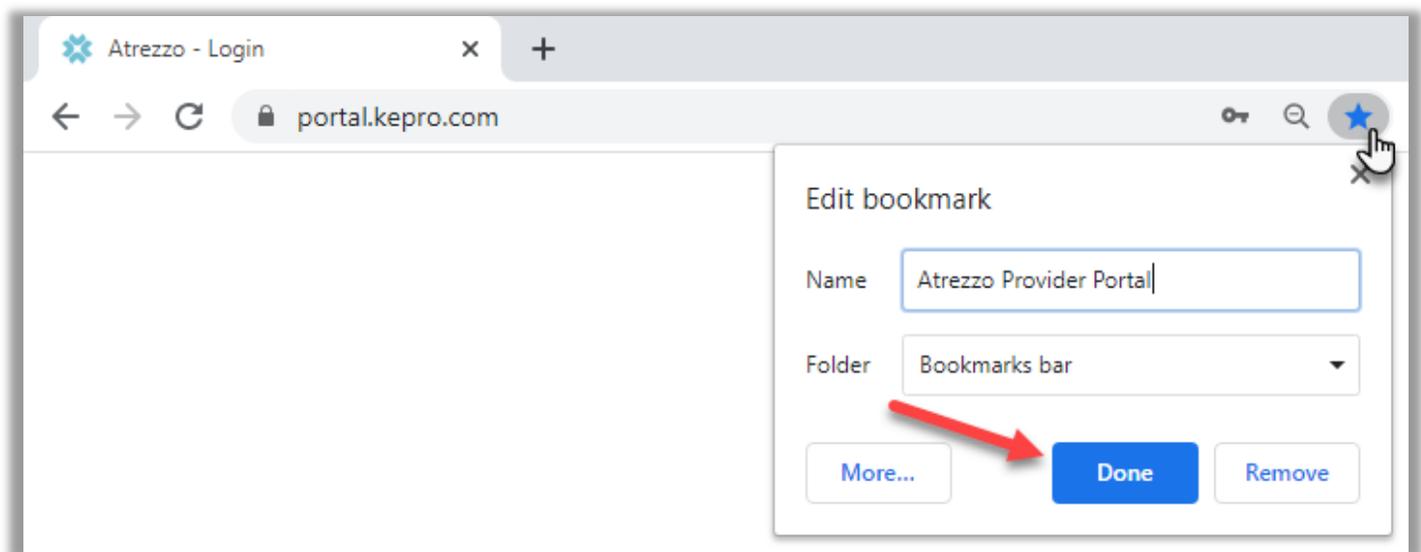


Select Make Default under Default browser.



How to Set Atrezzo Bookmark in Chrome

After entering the Atrezzo portal link <https://portal.kepto.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**.

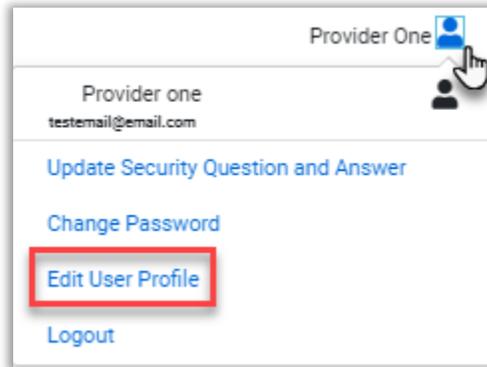
Passwords must have a least one of each of the following:

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

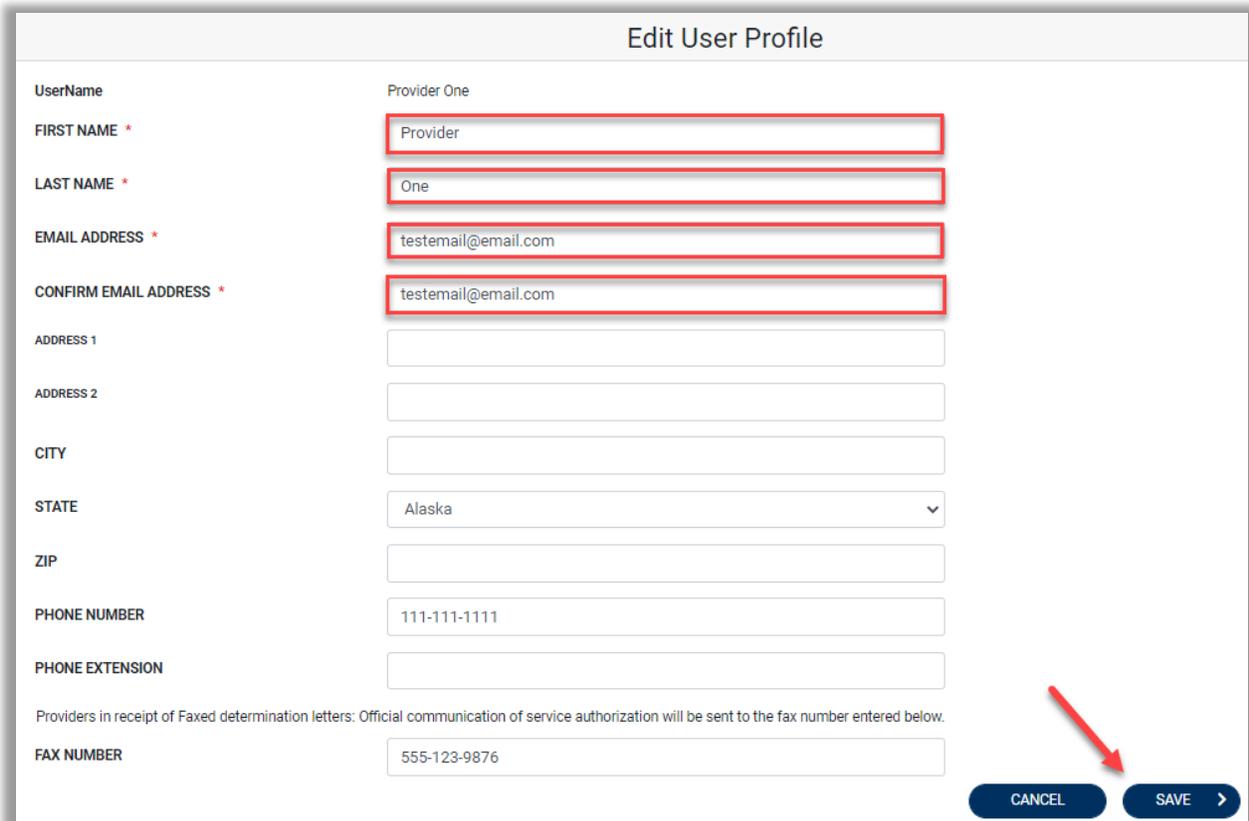
Symbol	Description
@	At sign
%	Percent sign
+	Plus sign
\	Backslash
/	Slash (or forward slash)
'	Single quotation mark
!	Exclamation point
#	Number sign (pound sign, or hashtag symbol)
\$	Dollar sign
^	Caret
?	Question mark
:	Colon
,	Comma
(Left parenthesis
)	Right parenthesis
{	Left brace
}	Right brace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

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**.



The "Edit User Profile" form contains the following fields:

UserName	Provider One
FIRST NAME *	<input type="text" value="Provider"/>
LAST NAME *	<input type="text" value="One"/>
EMAIL ADDRESS *	<input type="text" value="testemail@email.com"/>
CONFIRM EMAIL ADDRESS *	<input type="text" value="testemail@email.com"/>
ADDRESS 1	<input type="text"/>
ADDRESS 2	<input type="text"/>
CITY	<input type="text"/>
STATE	<input type="text" value="Alaska"/>
ZIP	<input type="text"/>
PHONE NUMBER	<input type="text" value="111-111-1111"/>
PHONE EXTENSION	<input type="text"/>
Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.	
FAX NUMBER	<input type="text" value="555-123-9876"/>

At the bottom right, there are two buttons: "CANCEL" and "SAVE". A red arrow points to the "SAVE" button.



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@kepto.com.