Atrezzo User Guide Provider Portal

West Virginia TBIW UM and Care Team

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**.

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

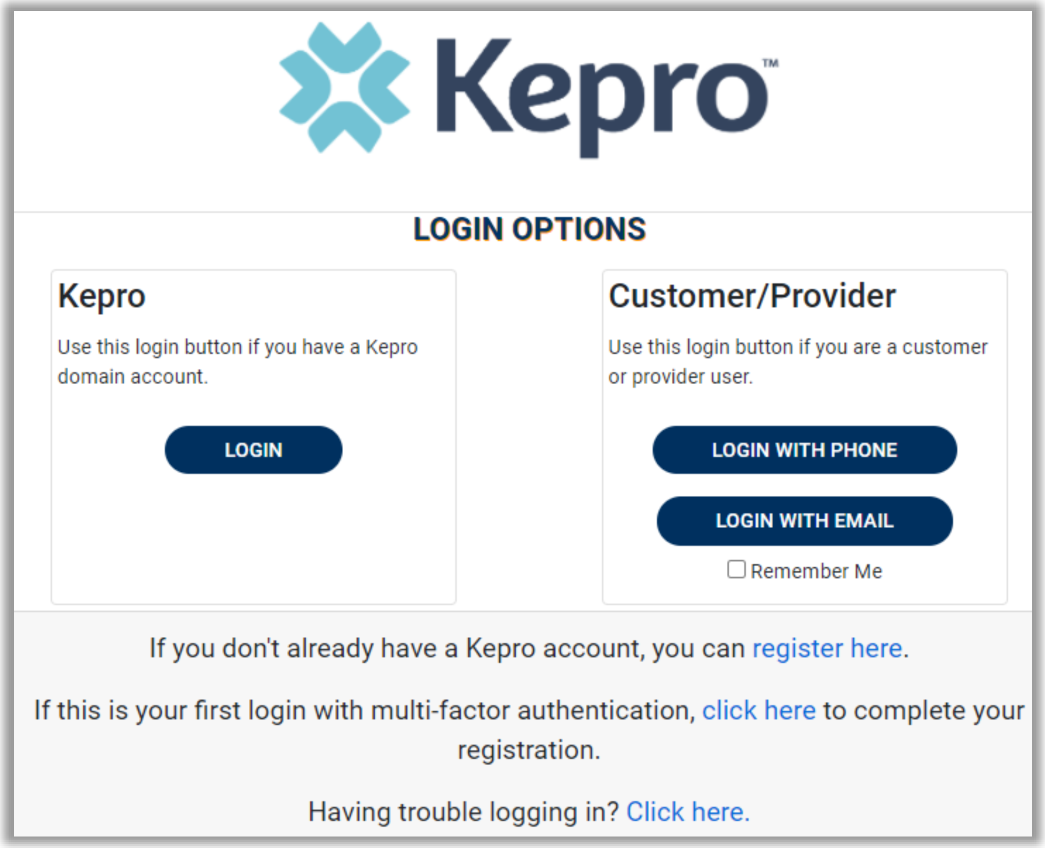
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

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

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.

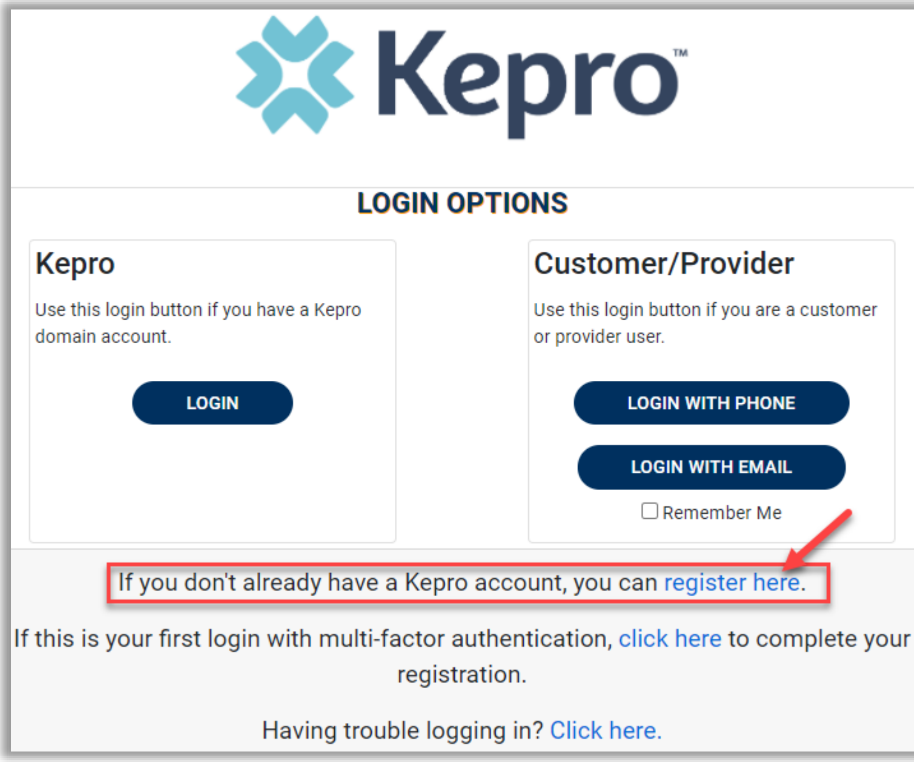


New Provider Registration & MFA Registration

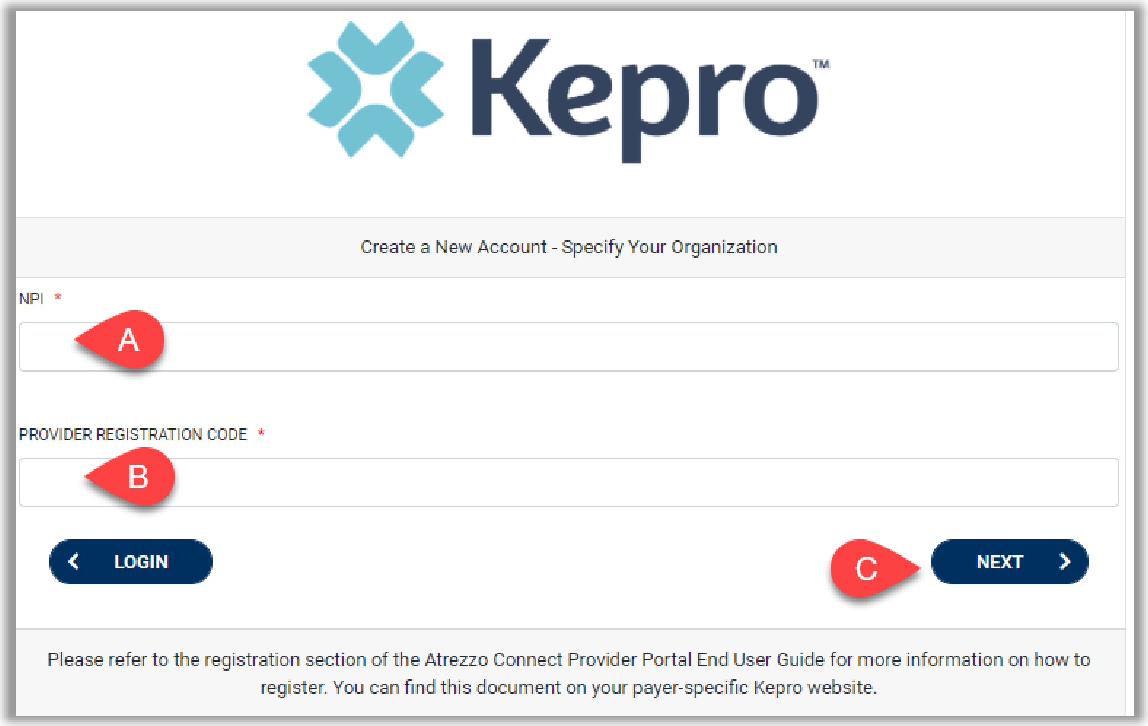
The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both Provider Registration and MFA Registration are a one-time process.

IMPORTANT: The person that registers the Provider NPI number in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI. Facilities only need to register one time. After initial registration the Provider Group Administrator will have the ability to create and manage additional Atrezzo Provider Portal staff user accounts.

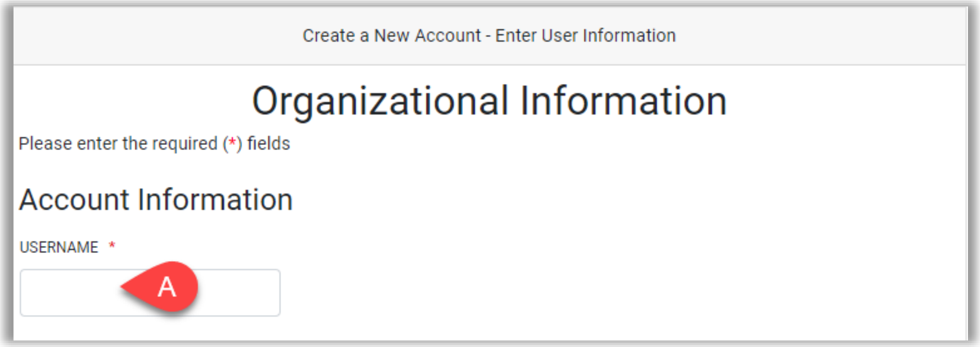
From the login screen, click the link to register for a Kepro Account.

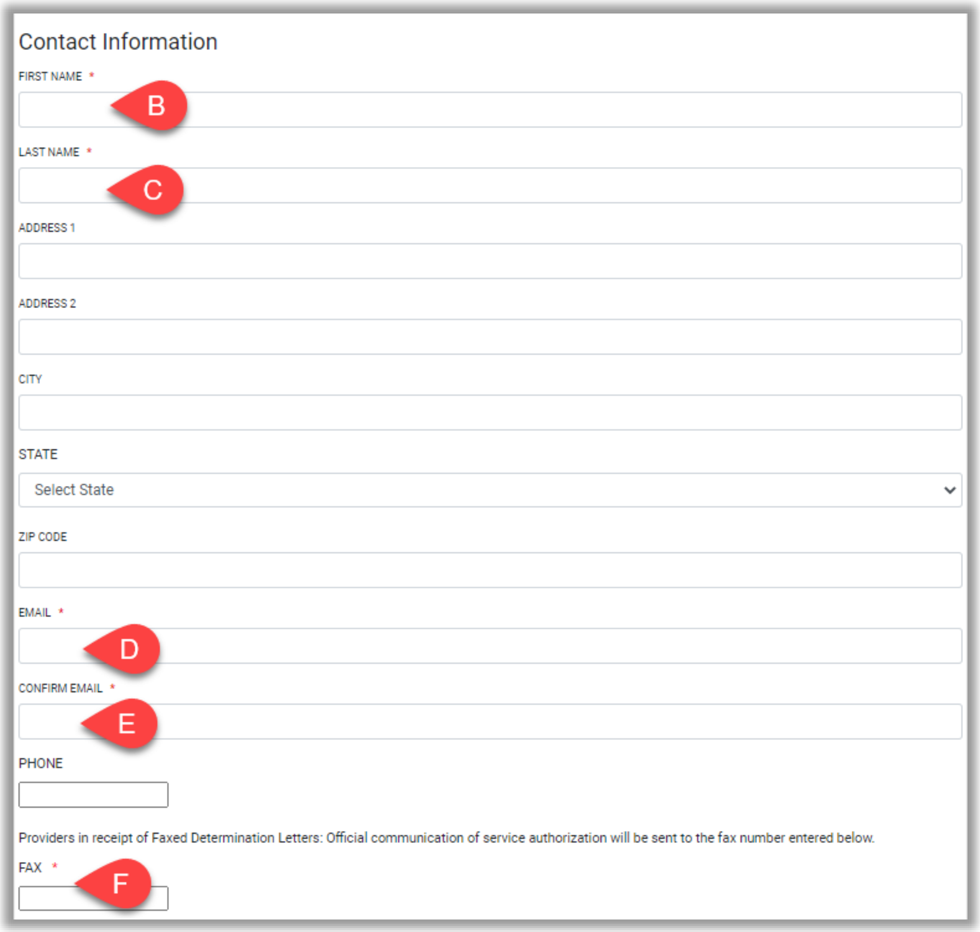


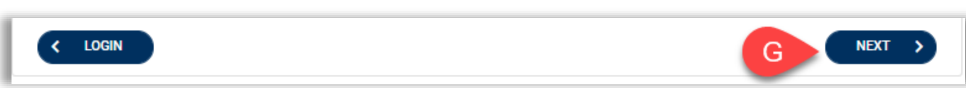
Enter NPI and Registration Code received via email, then click Next.



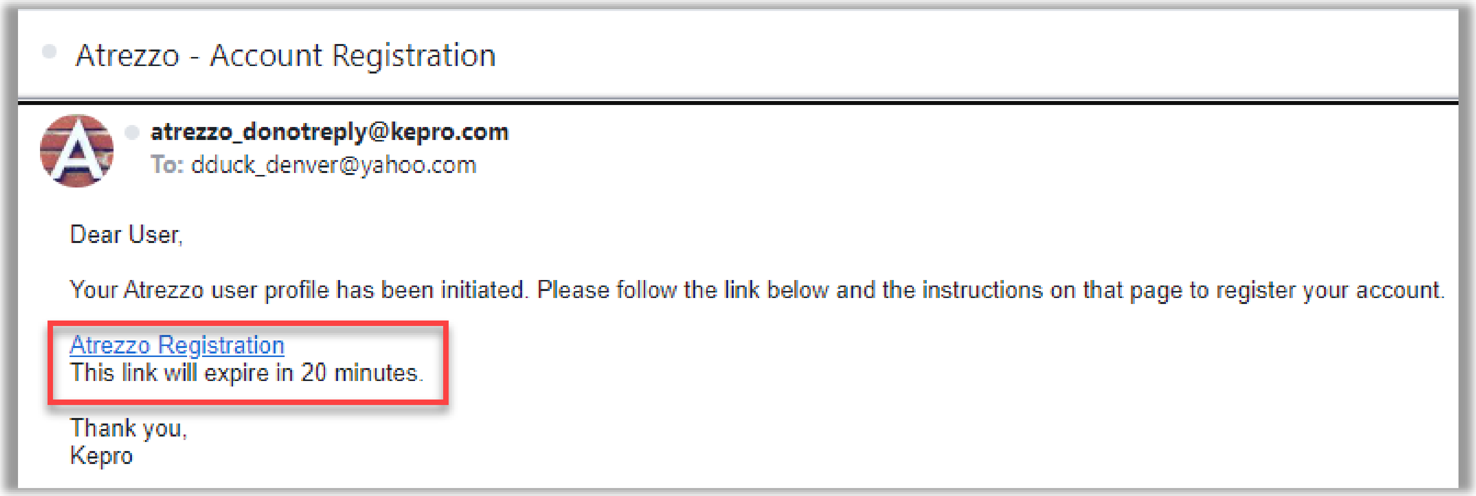
Create Username, and enter all required fields under Contact Information, then click Next.







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.

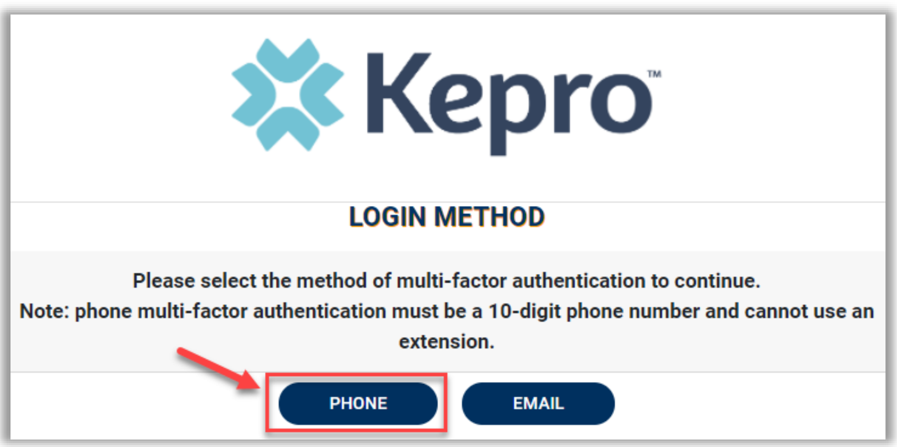


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

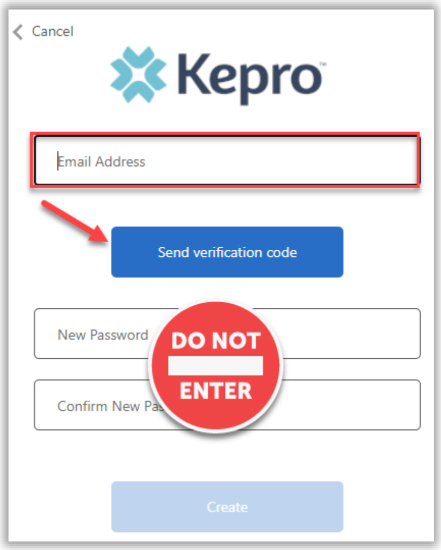
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the PHONE button

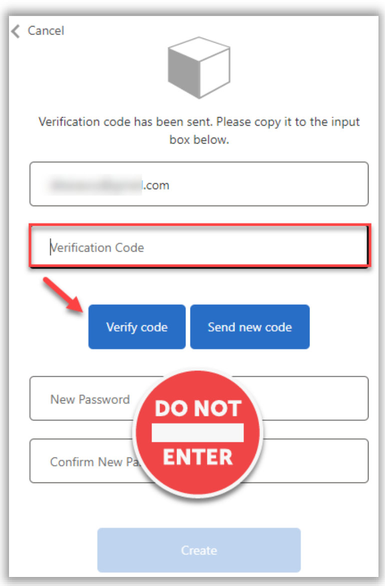


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



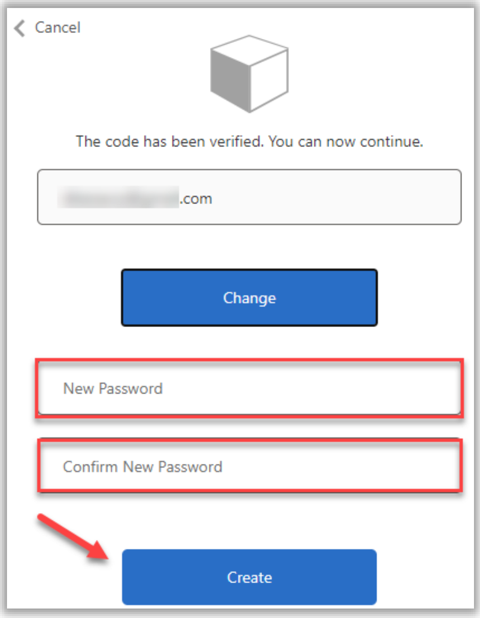
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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

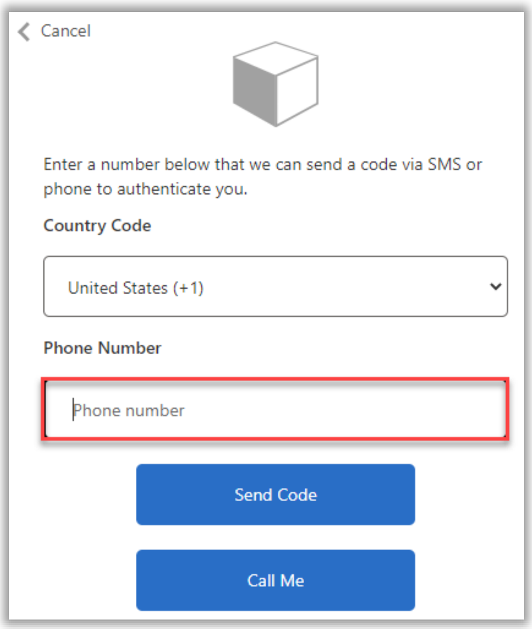


IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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.

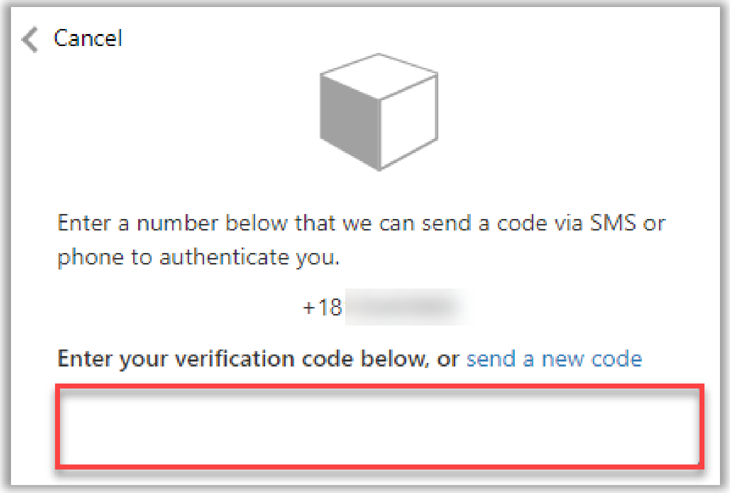


Enter your phone number and select Send Code or Call Me.

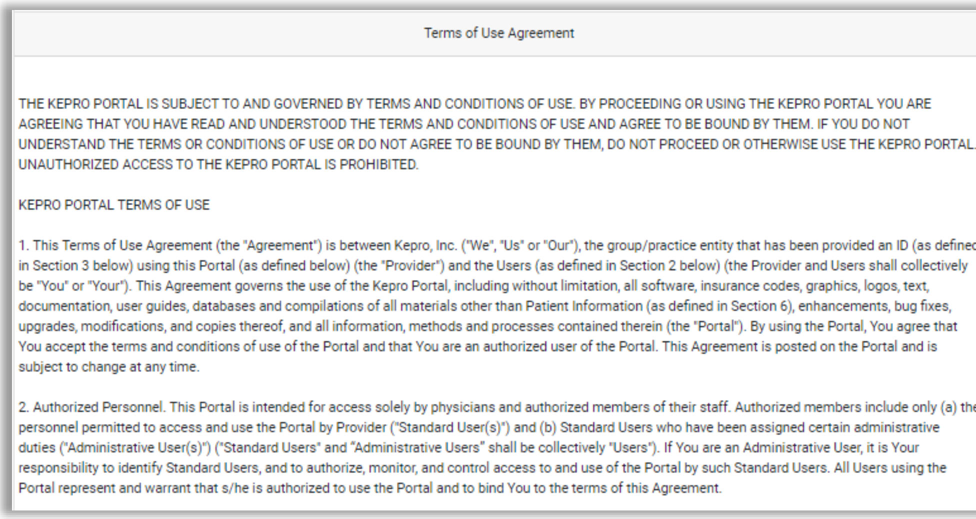


When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



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



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.

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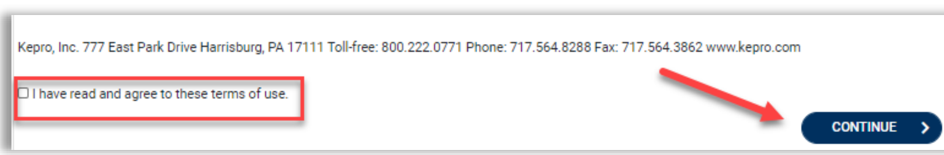
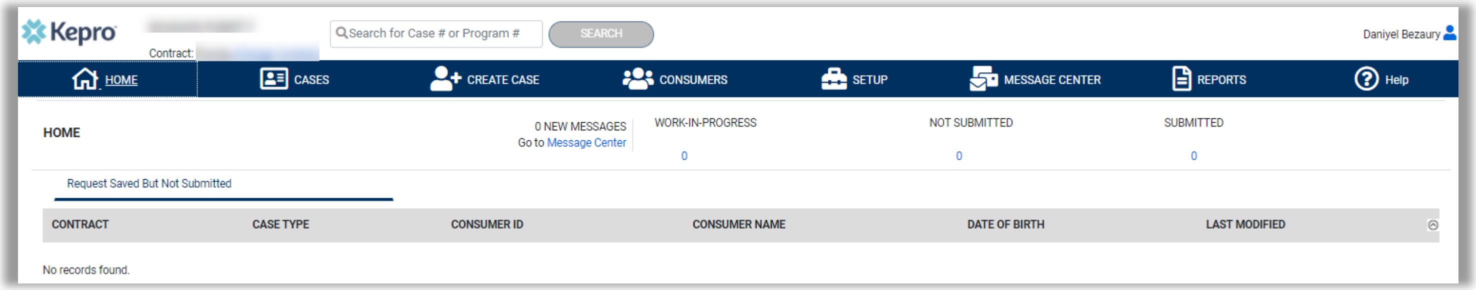
1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users 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, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.

2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)") ("Standard Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

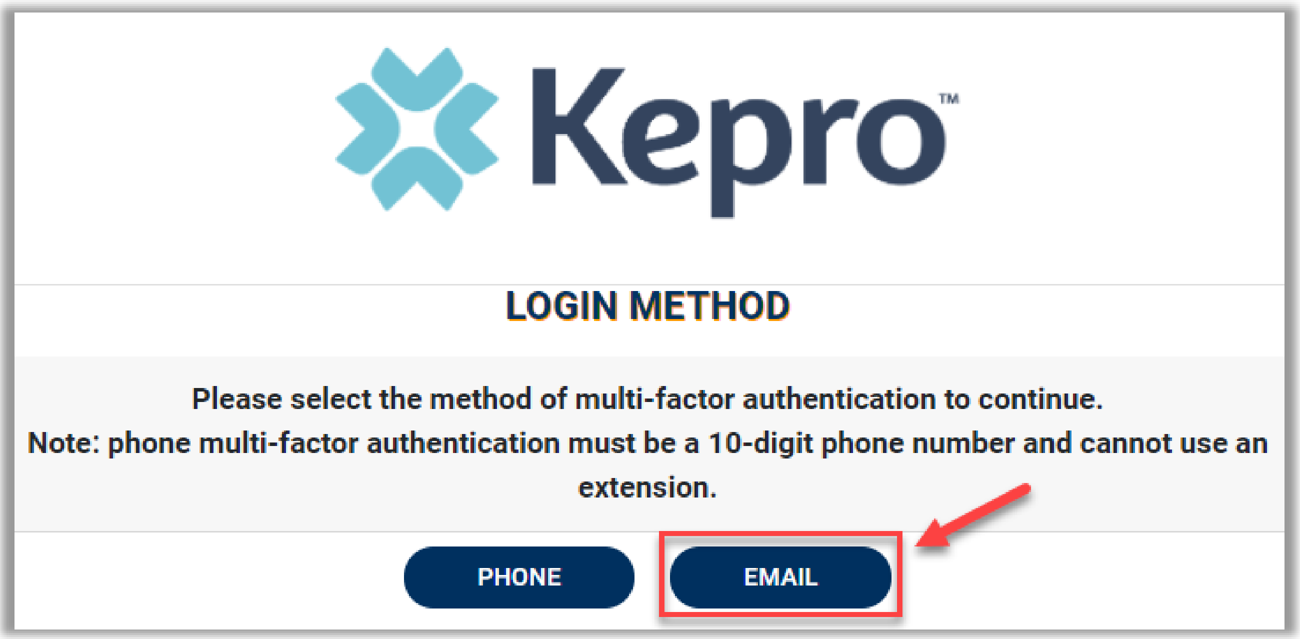


The system will automatically authenticate and display the home page.

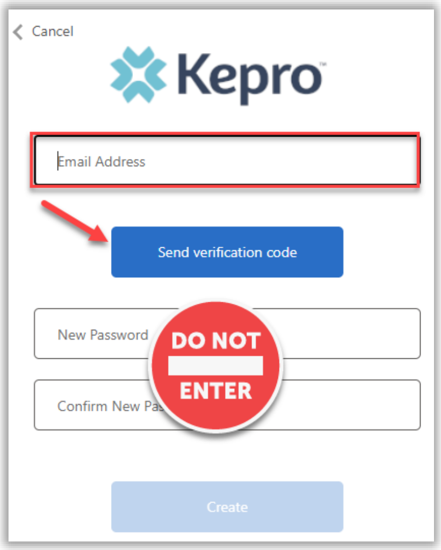


Email Verification

Click the EMAIL button

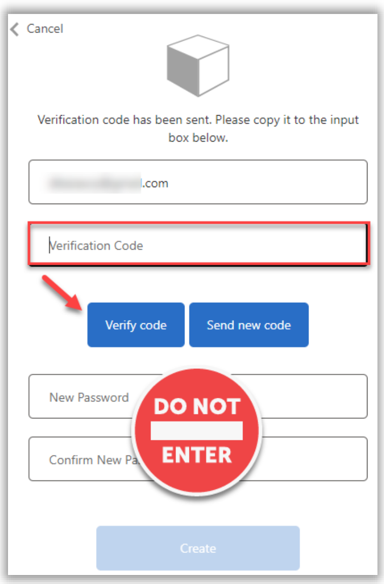


Enter your work email address, then click Send Verification Code. A code will be sent to your email.



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.



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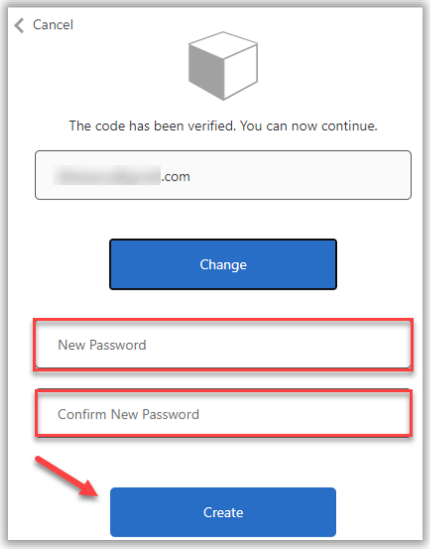

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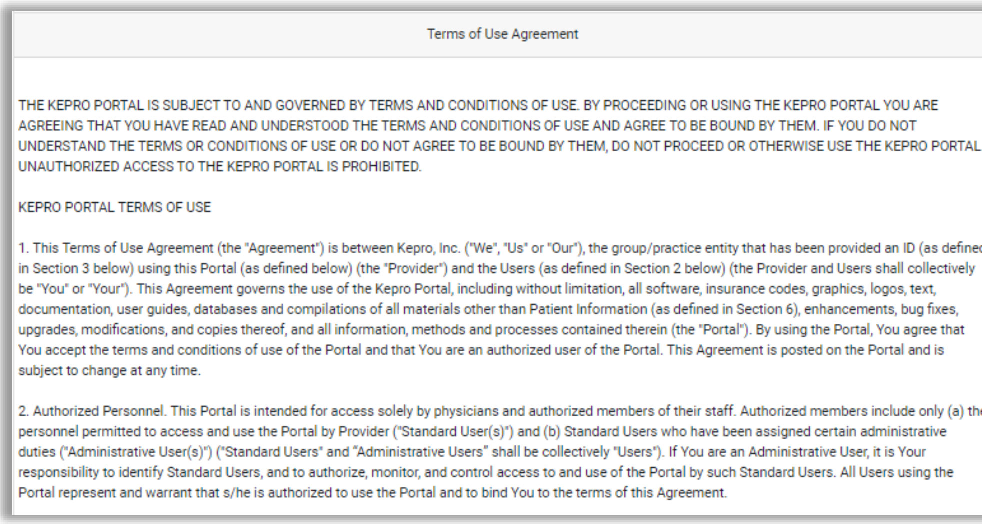

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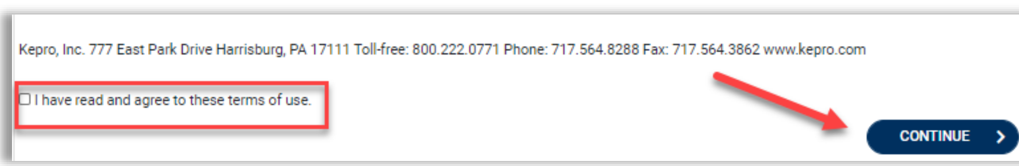
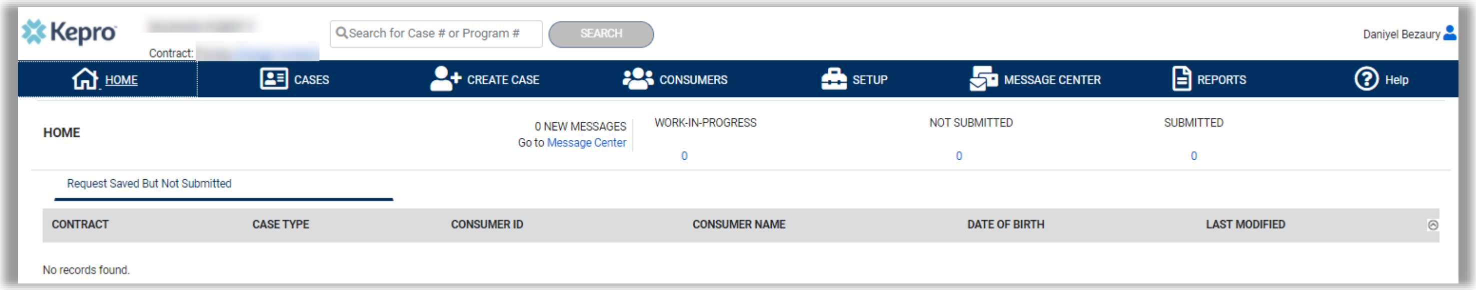


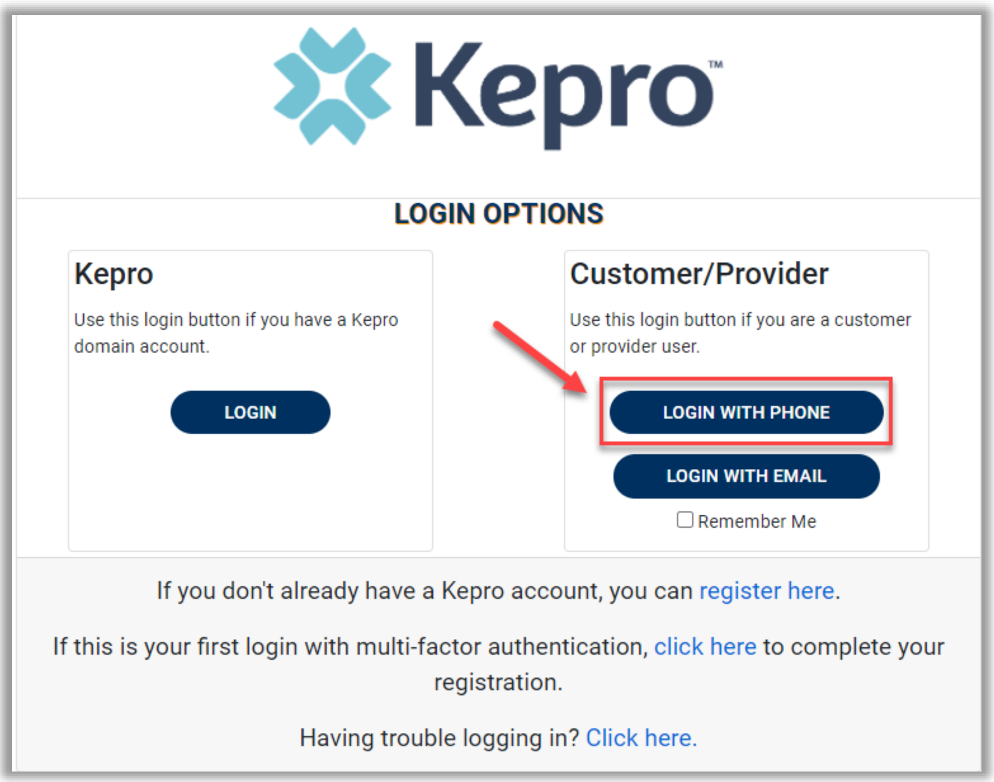
The system will automatically authenticate and display the home page.



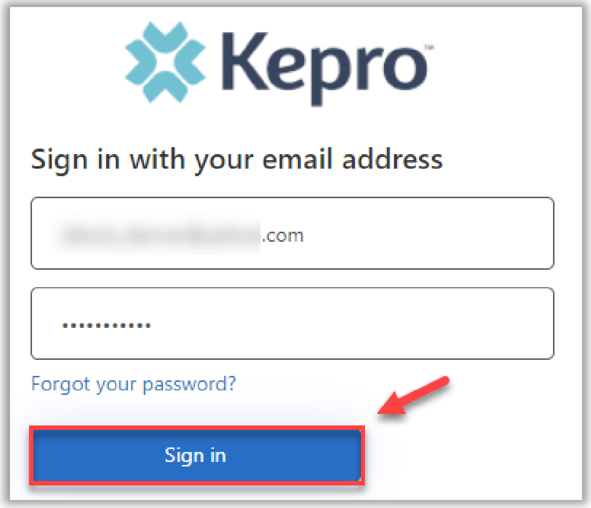
Phone Login

Use these instructions if you have already registered MFA with a direct phone number and want to login via SMS text or voice call.

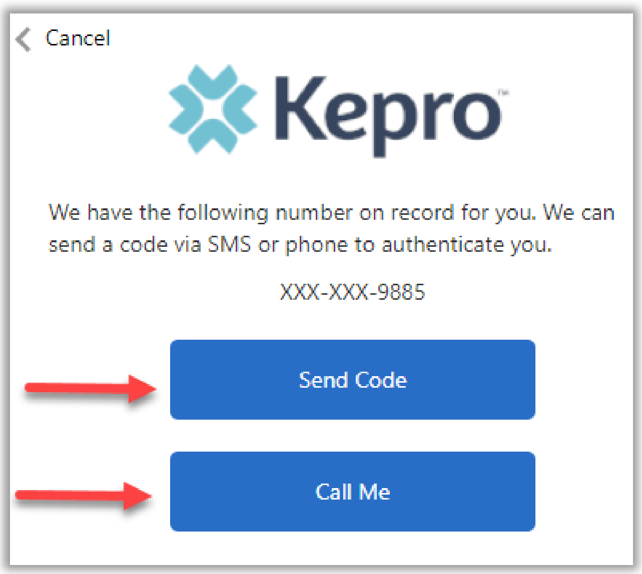
From the login page, click Login With Phone



Enter the email address and password created during the registration process. Click **Sign in**.

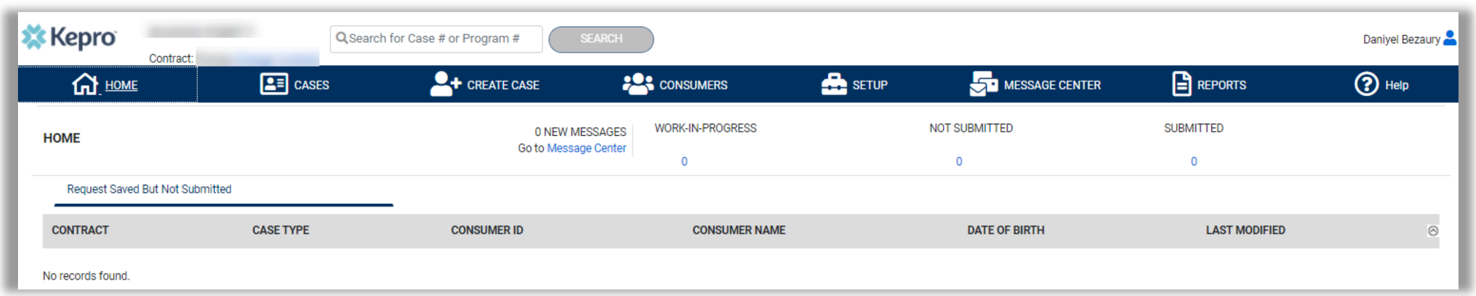


Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.



If Send Code option is selected, enter code received via text and click Verify Code.

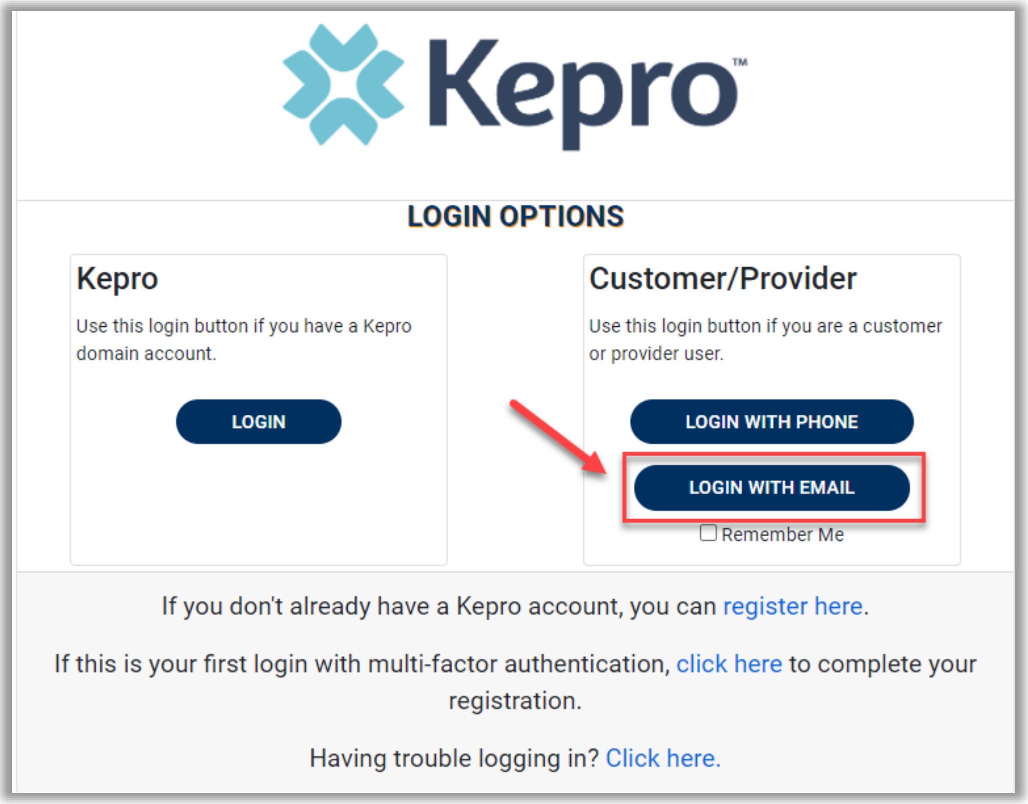
Login will complete and the home screen will display.



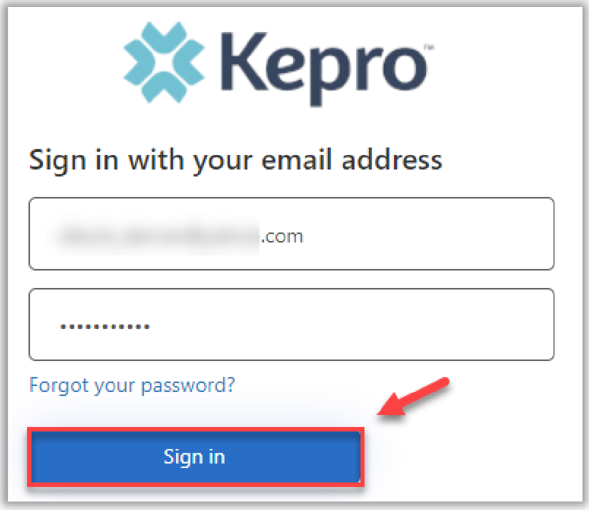
Email Login

Use these instructions if you have already registered MFA and want to login using your email address. Use this option only if you do not have access to a direct phone line.

From the login page, click Login With Email

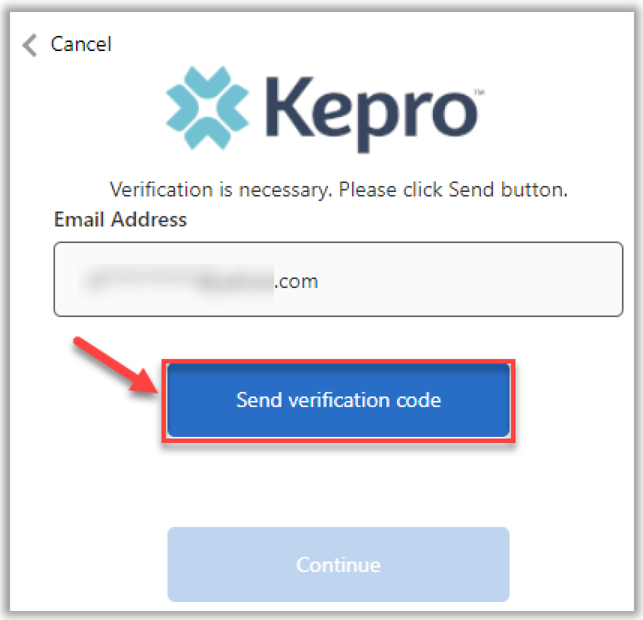


Enter the email address and password created during the registration process. Click Sign in

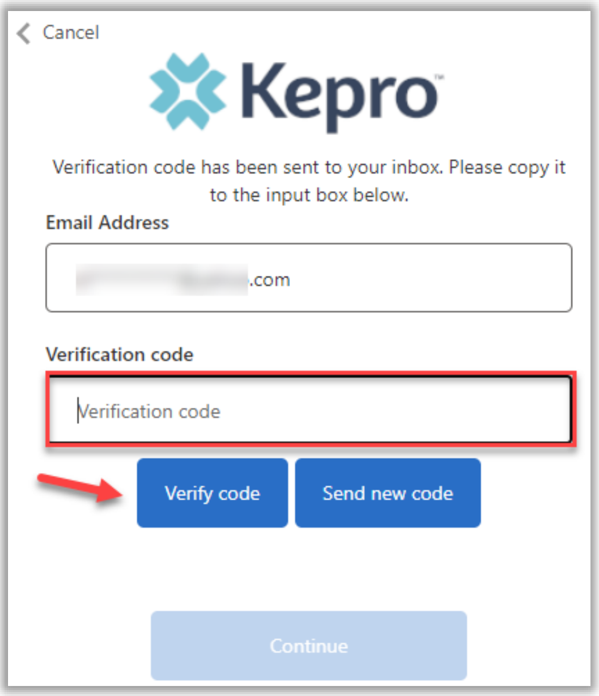


The email address will prepopulate from the sign in, click Send Verification Code.

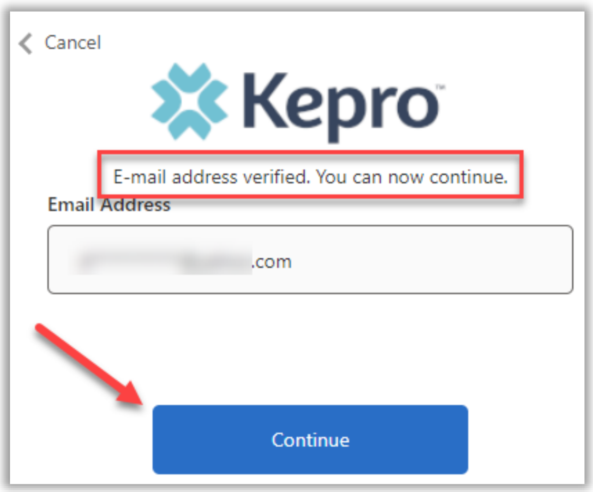
NOTE: The verification code will expire within 30 seconds. For timely login, make sure you have access to the email address at the time you are selecting Send Verification Code to avoid having to repeat the process.



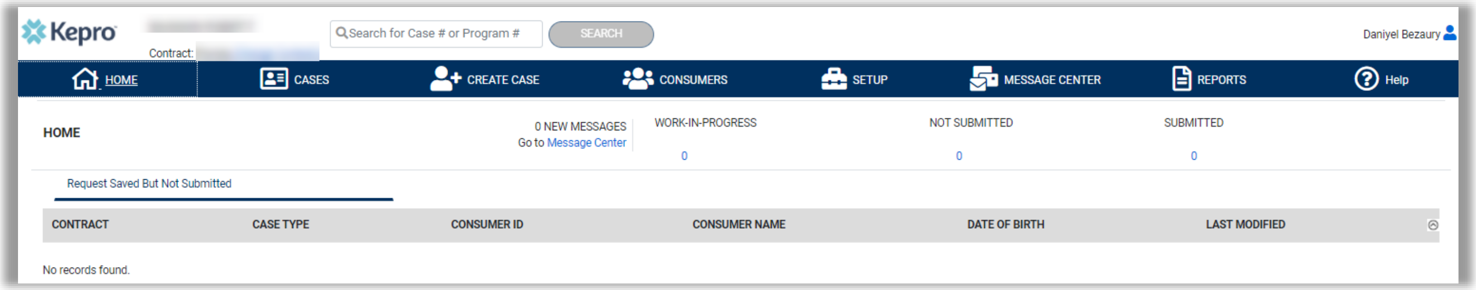
Enter verification code sent to the email address, then click Verify Code.



A message will appear confirming verification, click Continue.



Login will complete and the home screen will display.

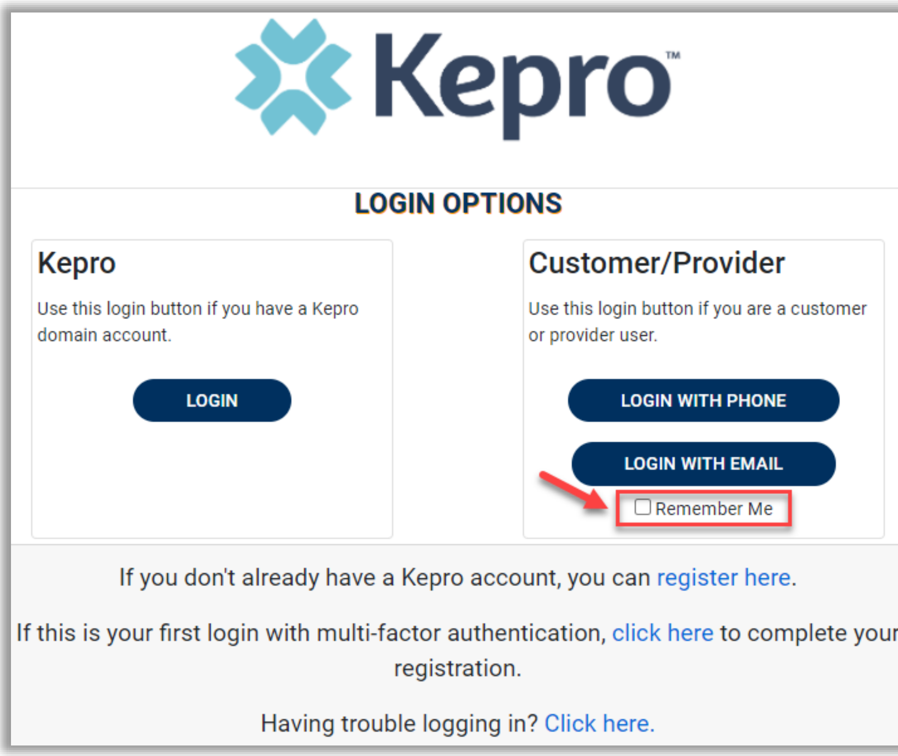


Remember Me Functionality

Use these instructions to enable your computer to remember your login credentials for four (4) hours. You should NOT use this option if you use a shared device.

When the Remember Me button is checked on the login screen, external users will be able to login without entering Atrezzo credentials or MFA for four (4) hours.

To use this feature, check Remember Me box then click Login with Phone or Login with Email.



For the next four (4) hours, when accessing Atrezzo, you will click Login with Phone or Login with Email and bypass the login credentials and MFA steps. After four (4) hours, you will need to login with your credentials and MFA when prompted. You must use the same login option (Login with Phone or Login with Email) for the Remember Me functionality to remember the credentials. If you select a different login option, you will be required to enter MFA credentials.

To turn off this feature, uncheck the Remember Me box, before clicking Login with Phone or Login with Email, and you will be prompted to enter login credentials and MFA at the next sign-on.

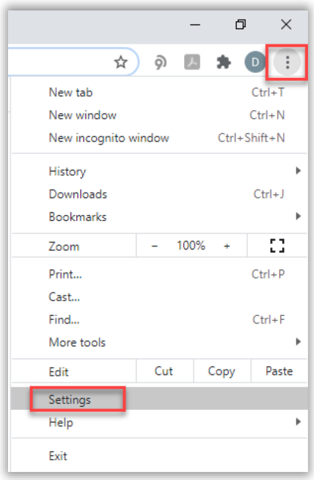
NOTE: This feature will only work if the browser is configured to "continue where you left off" by reopening tabs on startup. The Remember Me functionality will work as long as the browser remains open, but if the browser is closed, the Remember Me functionality will not work without following the below instructions.

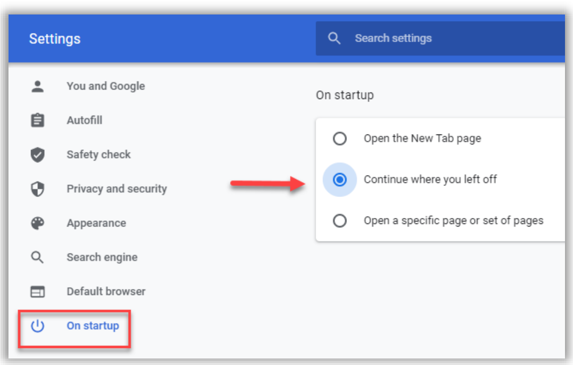
Chrome Configuration

<table>
<tr>
<td>Google Chrome is the preferred browser for Atrezzo.

To set "continue where you left off" in Google Chrome,

Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.</td>
<td>
</td>
</tr>
<tr>
<td>Click On startup in the left menu

Then click the selection for "Continue where you left off".</td>
<td>
</td>
</tr>
</table>

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.

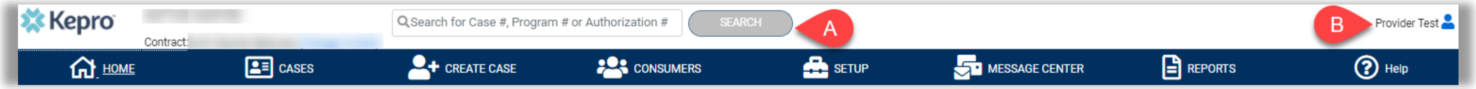
Utilize the below legend for a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the icon hyperlink.

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
CREATE CASE	**Create Case**	This section will enable you to create a new UM Request.
CONSUMERS	**Consumers**	This section will enable you to search for Applicant/Member specific information utilizing the Consumer ID or last name and date of birth.
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 you to communicate directly with the team at Kepro regarding specific UM Requests.
REPORTS	**Reports**	This section will display all available reports for those who have access. At this time, there will not be any provider reports to view.
PREFERENCES	**Preferences**	This section will enable you to create a favorites list for diagnosis and procedure codes.
Help	**Help**	This section will display available information including User Guides, FAQs, Latest Release Notes, and Password Guidelines.

General System Features

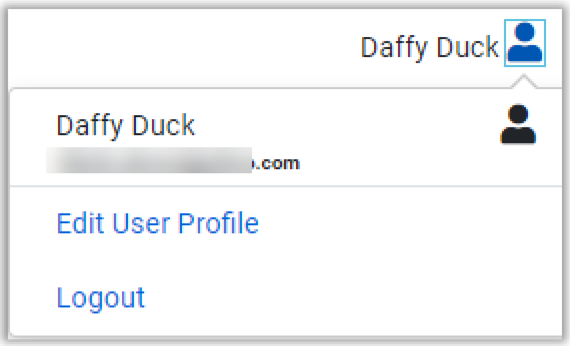
This section will highlight the features found on all screens throughout the system and provide information on how to utilize these features for optimal navigation. The ability to search and view profile information will appear on all pages throughout the system, regardless of navigation.

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



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

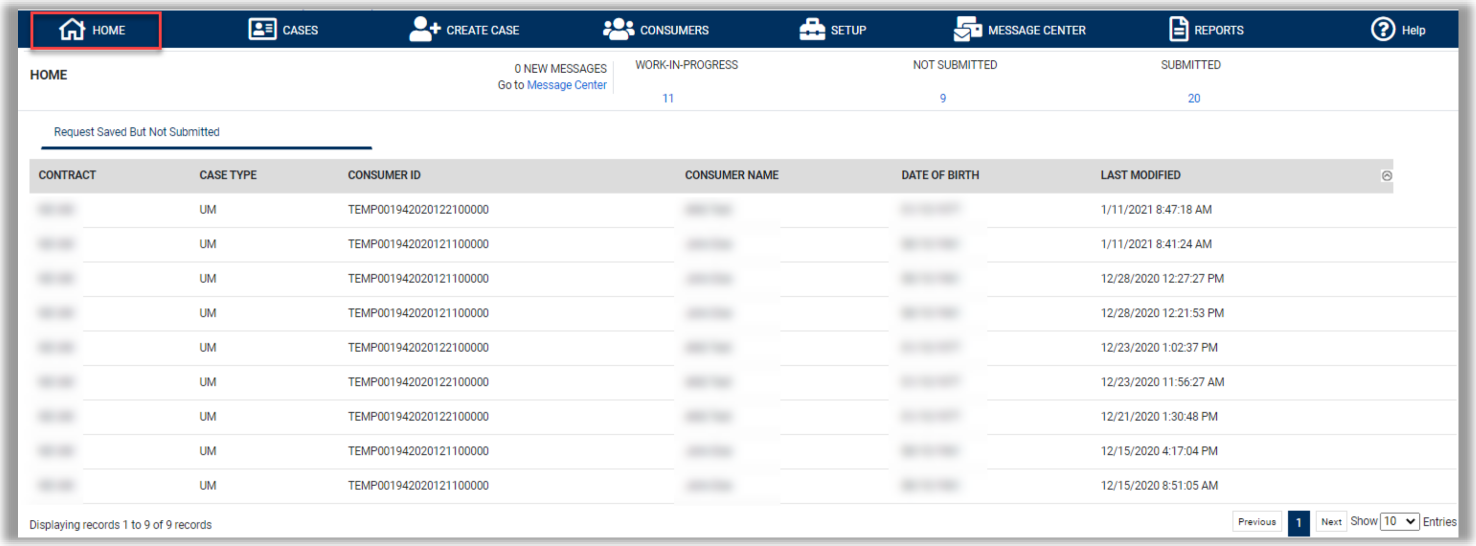
B. This section will identify the user logged in. Click on the icon in the upper right corner to open menu options where you can Edit User Profile or Logout.



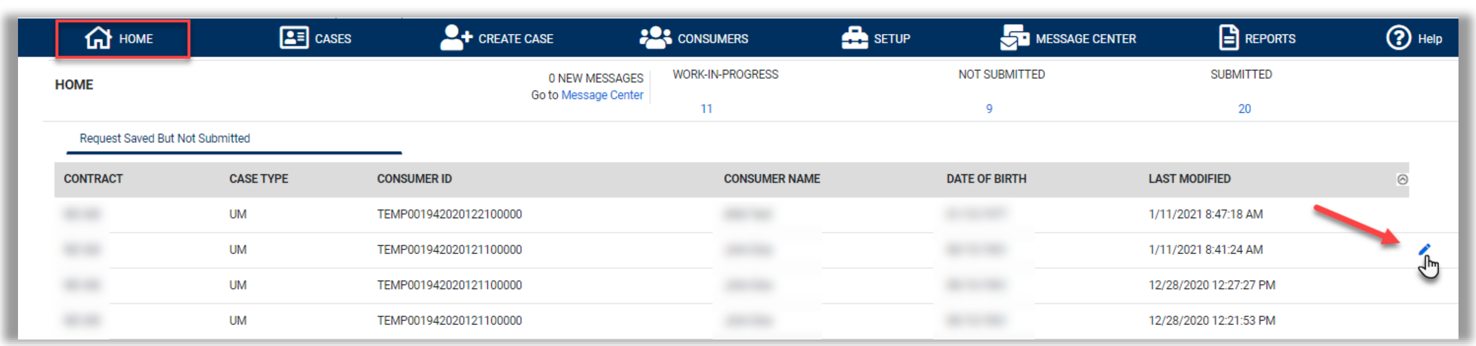
Home Screen View

HOME

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.



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).

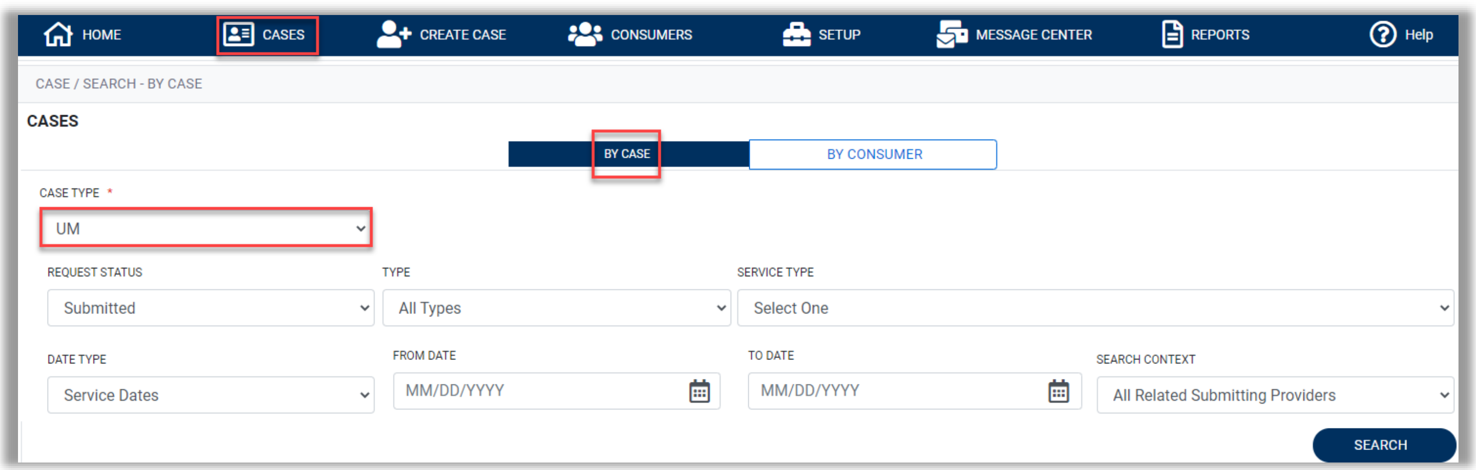


Cases

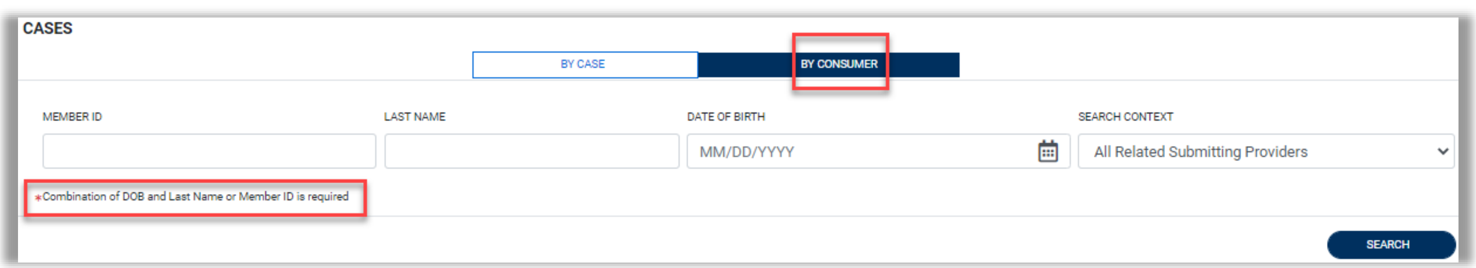
This section will identify the steps to search for cases based on selected search parameters. This section is searchable by Case or Consumer. Select the specific search on the top.

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.*



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

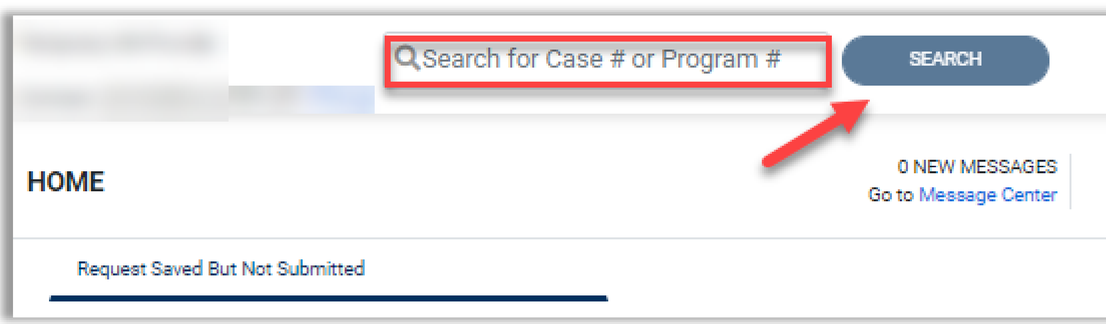


Search results will render below. The Case ID is a hyperlink which will open the specified Case page.

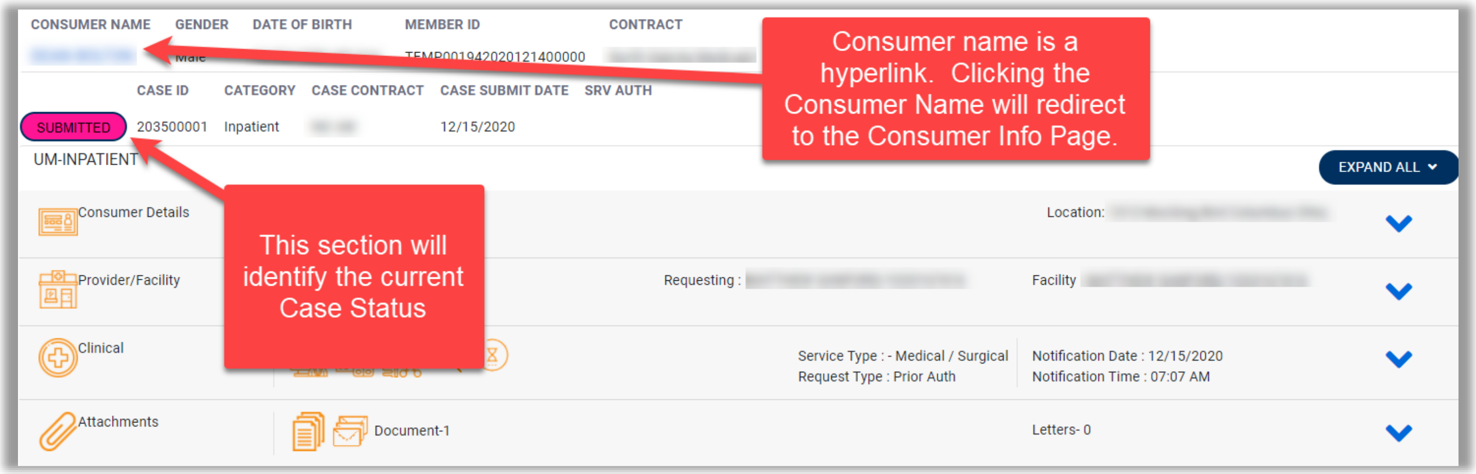
CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM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

Search by 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 information will be in Read-Only format.



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.

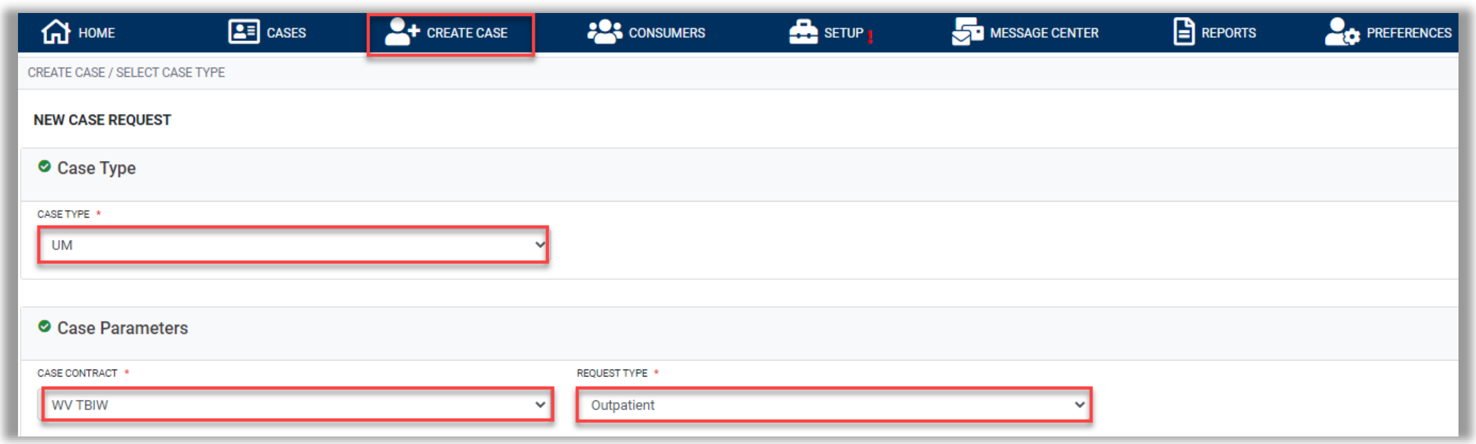
UN-SUBMITTED	This identifies a case that has been started but has not been completed or officially submitted. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted.
SUBMITTED	This identifies a case that has been submitted but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
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 (ie. Approved, denied, partial approval, etc).

Create Case

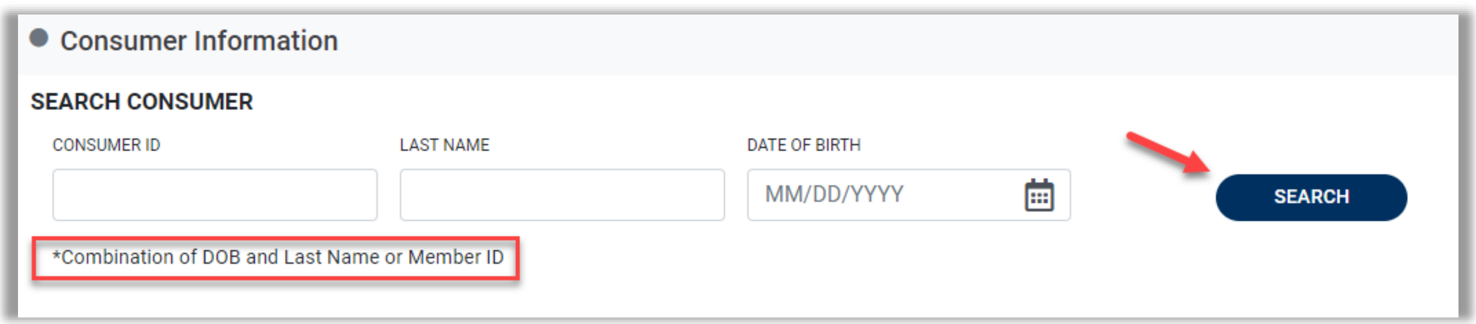
This section will identify the steps to create a new UM request. In the navigation pane, click **CREATE CASE**.

In Case Type select **UM.**

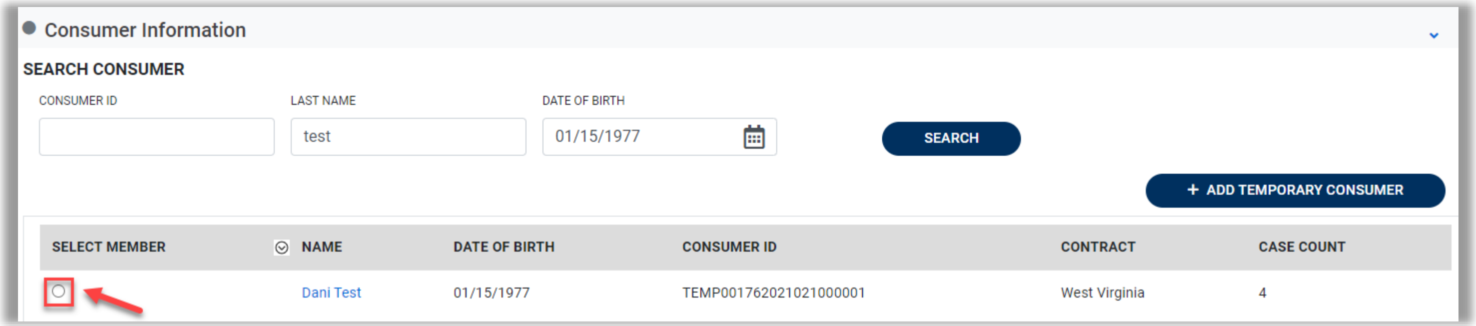
Under Case Parameters, select Case Contract **WV TBIW** and Request Type **Outpatient.**



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

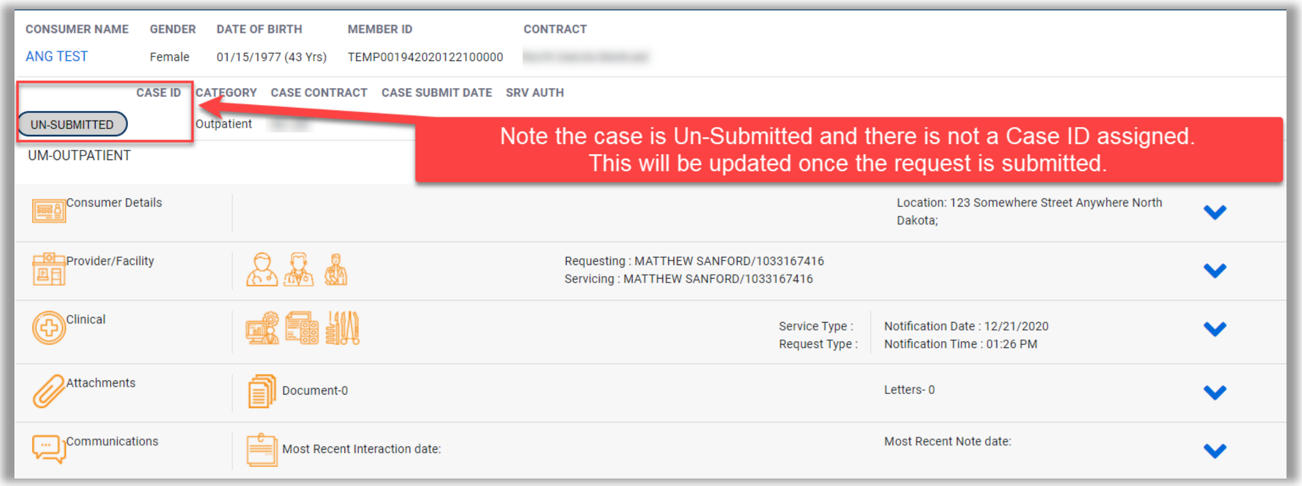


Click the radio button to select the member.

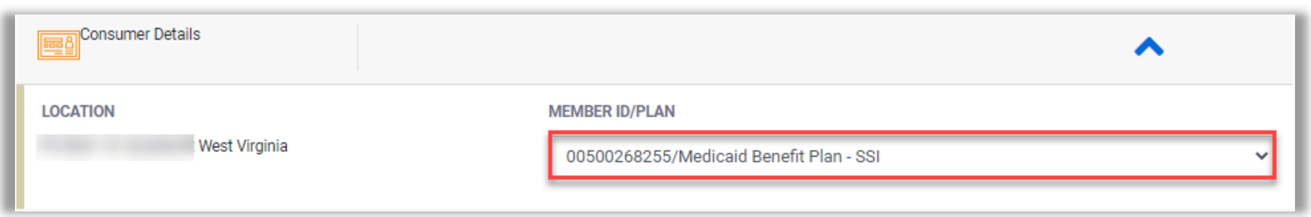


After completing all sections, click **CREATE CASE**.

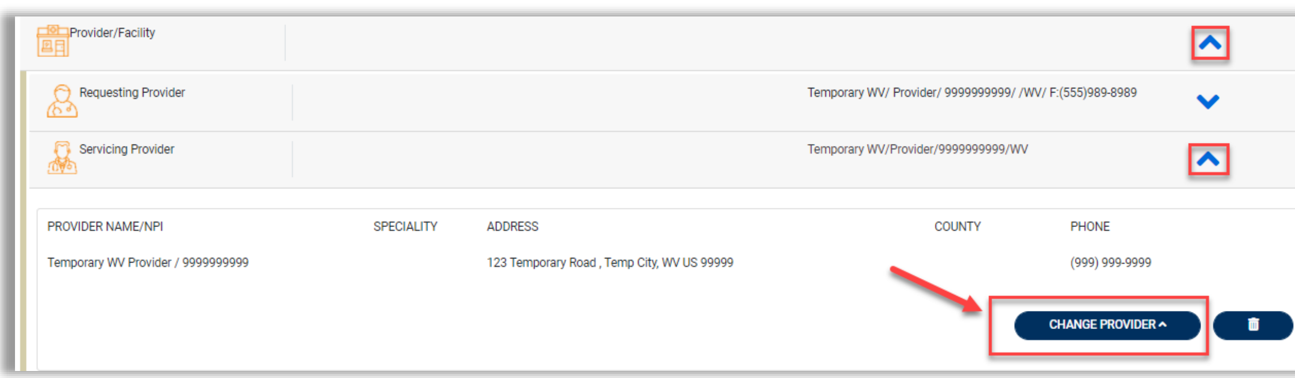
The next page that renders will be the shell of the case and will reflect Un-Submitted. This means the case request has been started, but not yet submitted to Kepro for review. Enter the rest of the clinical information pertaining to the request.



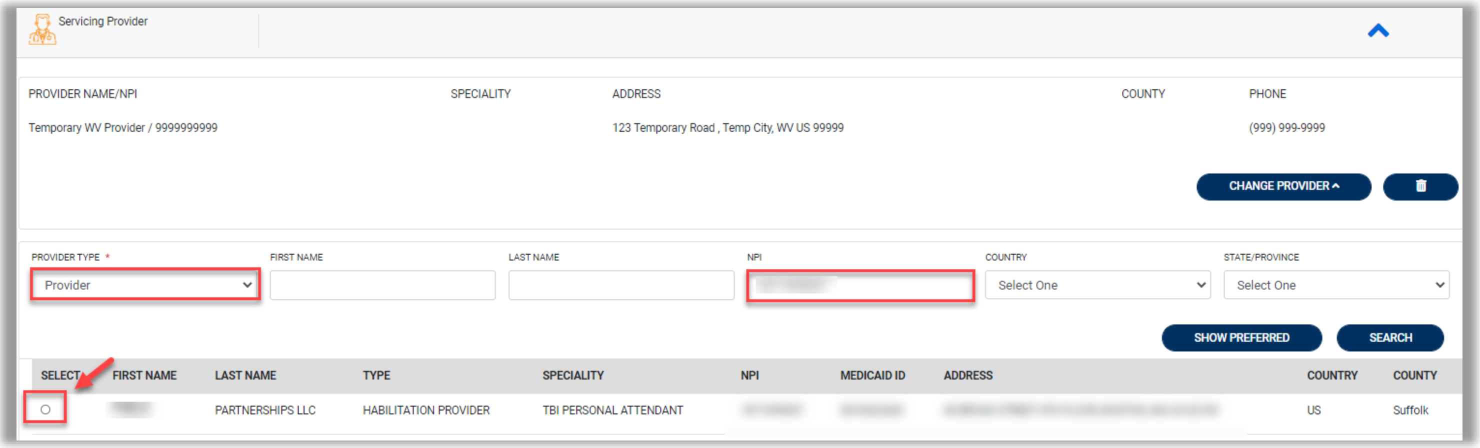
Expand Consumer Detail. Under Member ID/Plan select **Medicaid Benefit Plan** or **Medicaid Benefit Plan-SSI**. These are the only correct options to select for this section.



At Case Creating, the Servicing Provider will default to the Requesting Provider. To change the Servicing Provider, expand Provider/Facility, expand Servicing Provider, and click Change Provider.

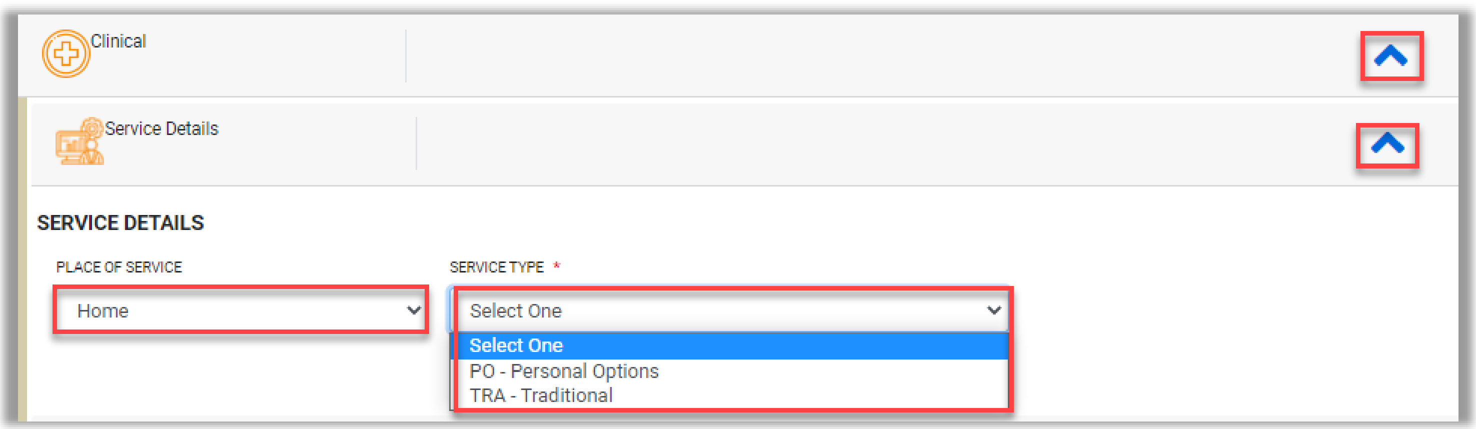


Select Provider or Facility from the drop down, enter NPI or Provider/Facility Name, and click Search. Select the provider from the list to add to the request.



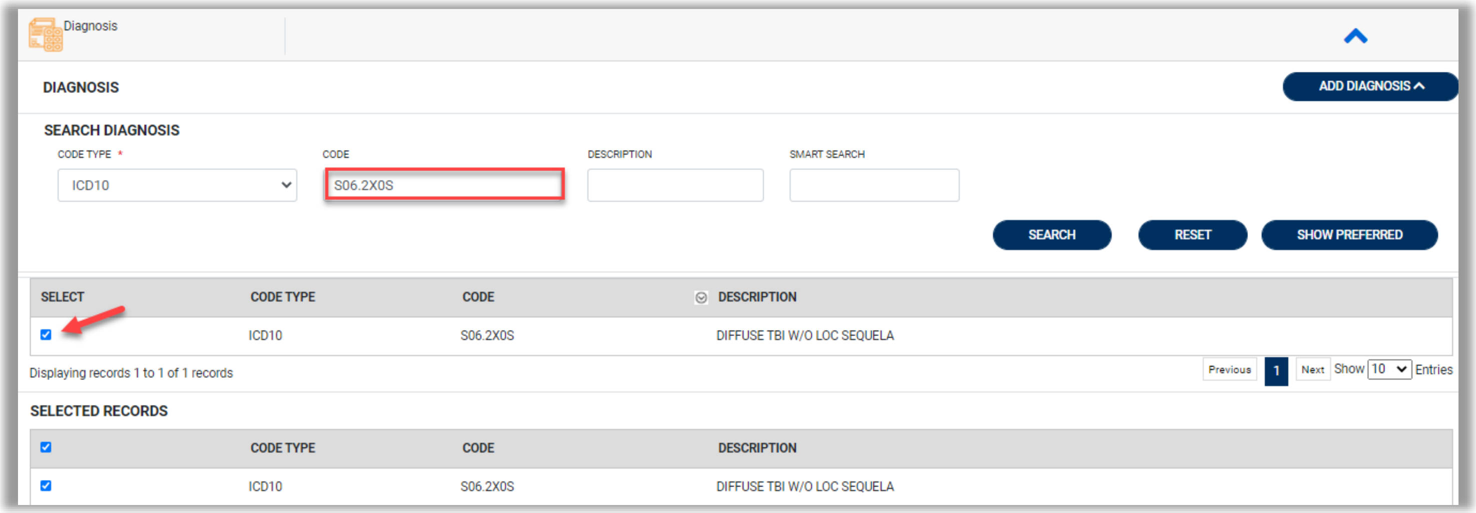
Expand the Clinical section, then expand Service Details to enter required information.

Enter Place of Service = **Home** and Service Type = **Traditional or Personal Options** depending on the Servicing Provider.

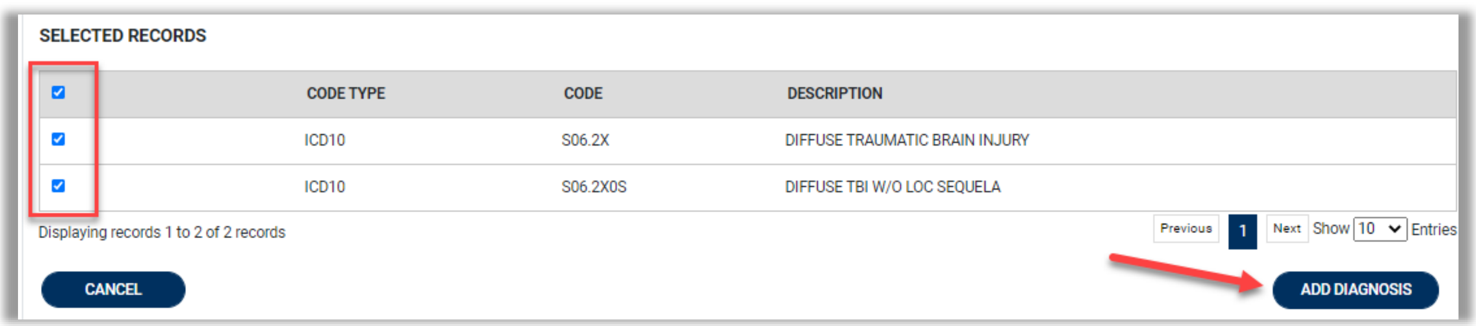


After entering Service Details, expand Diagnosis to enter all applicable diagnosis codes. Click Add Diagnosis and search by diagnosis code or description. Select the needed diagnosis by clicking the Select Box. The diagnosis will be added to the Selected Records section.

NOTE: If you set a preference for diagnosis codes, click SHOW PREFERRED to select from a prepopulated favorite list.

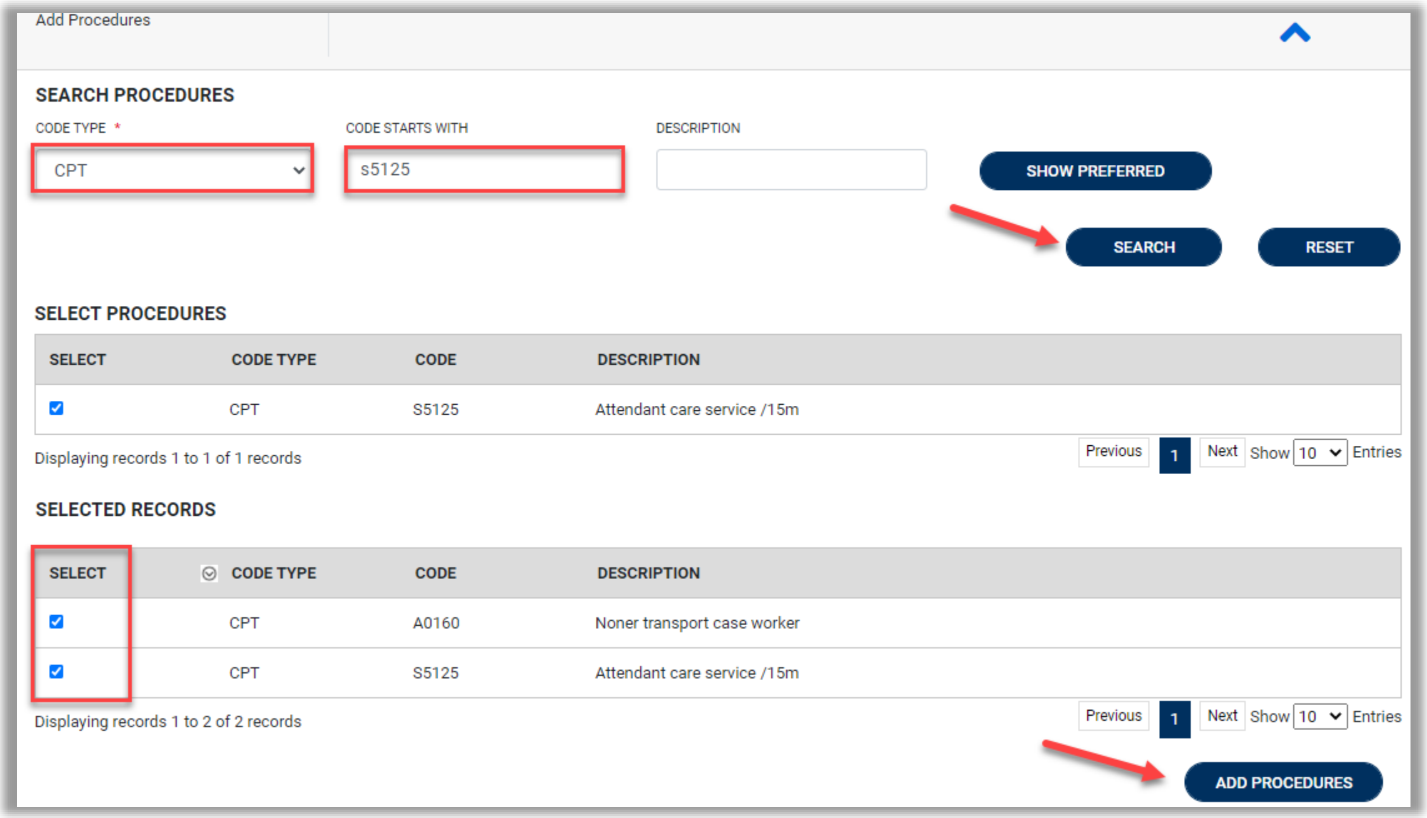


Once all diagnosis codes are entered, select ADD DIAGNOSIS.



Once all diagnosis codes are entered, expand Procedures. Enter Request Type **Prior Auth**. Enter applicable procedure codes, Enter Procedure Code or description, then click Search. Select the appropriate procedure codes to be added. Once all codes are listed, select Add Procedure.

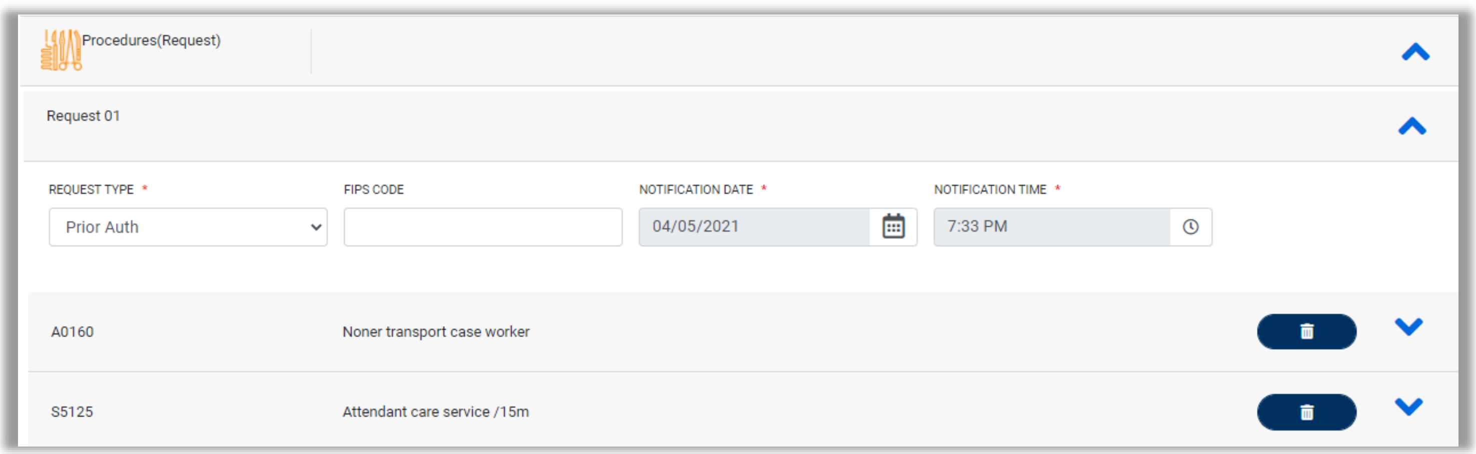
NOTE: If you set a preference for procedure codes, click SHOW PREFERRED to select from a prepopulated favorite list.



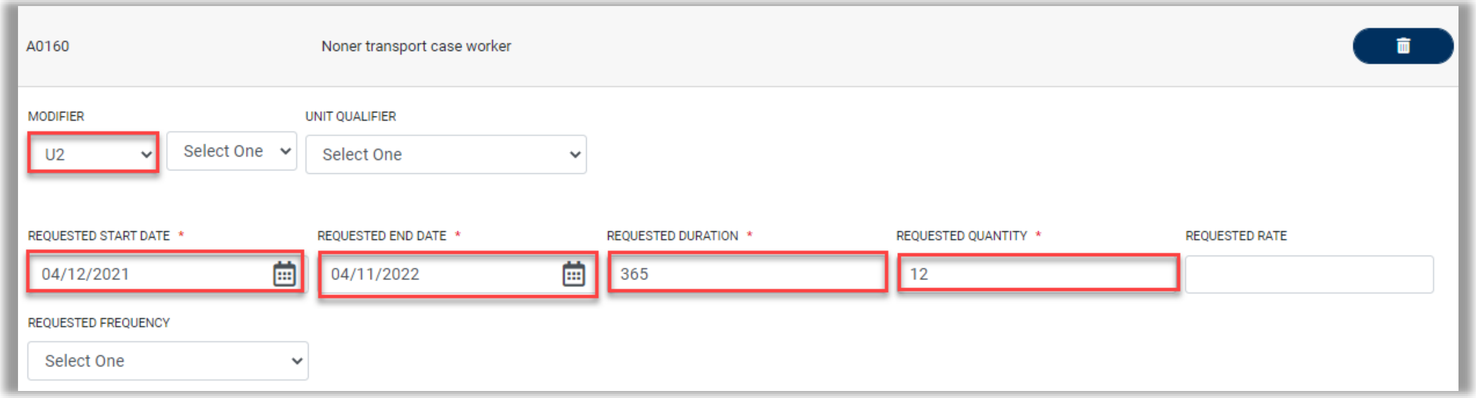
Below is the list of applicable procedure codes (and modifier) by Service Type.

Service Type	Service Description	Service Code	Modifier
Traditional	Case Management	G9002	U2
Traditional	Personal Attendant	S5125	UB
Traditional	Non-Medical Transportation	A0160	UB
Traditional	Personal Emergency Response Unit	S5161	U5
Personal Options	Personal Attendant	S5125	UC
Personal Options	Non-Medical Transportation	A0160	U2
Personal Options	Personal Emergency Response Unit	S5161	U5 UK

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



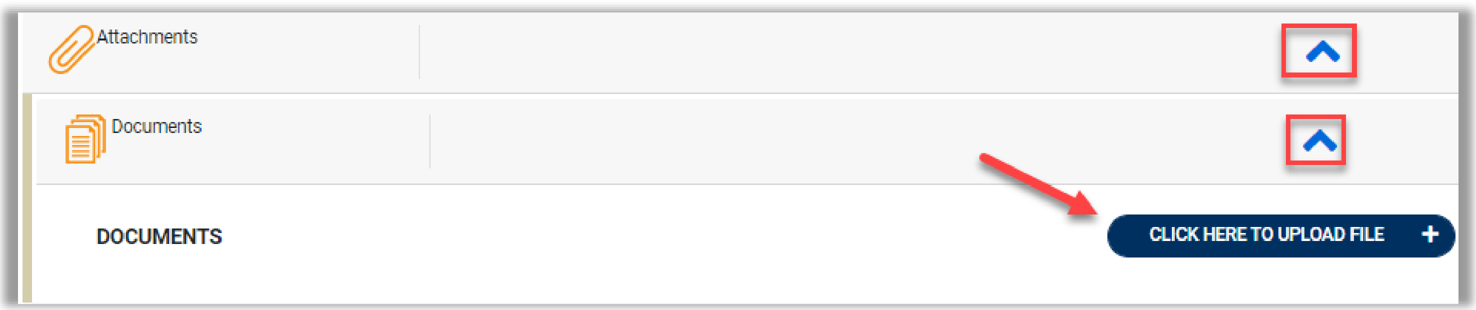
To enter details for each procedure code, expand the line for each code entered and complete required fields.   **Note**: You must select a Modifier for each entered code.



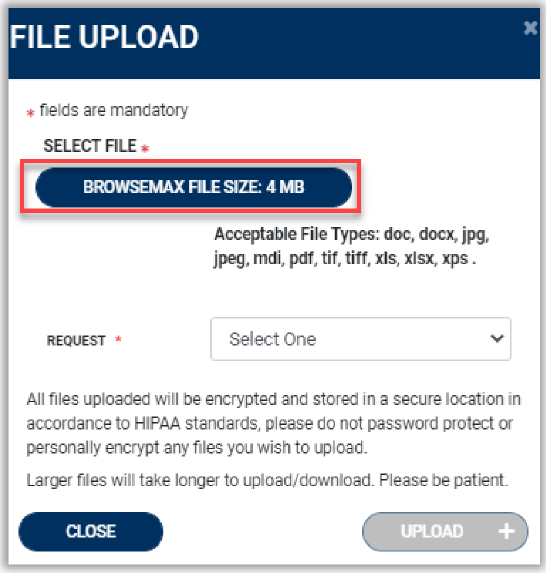
Once all clinical information is added, expand Attachments, then expand Documents to upload the following required documentation:

- Prior Authorization Coversheet
- Person Centered Assessment
- Person Centered Service Plan
- Draft Budget
- And any additional supporting information to justify the request

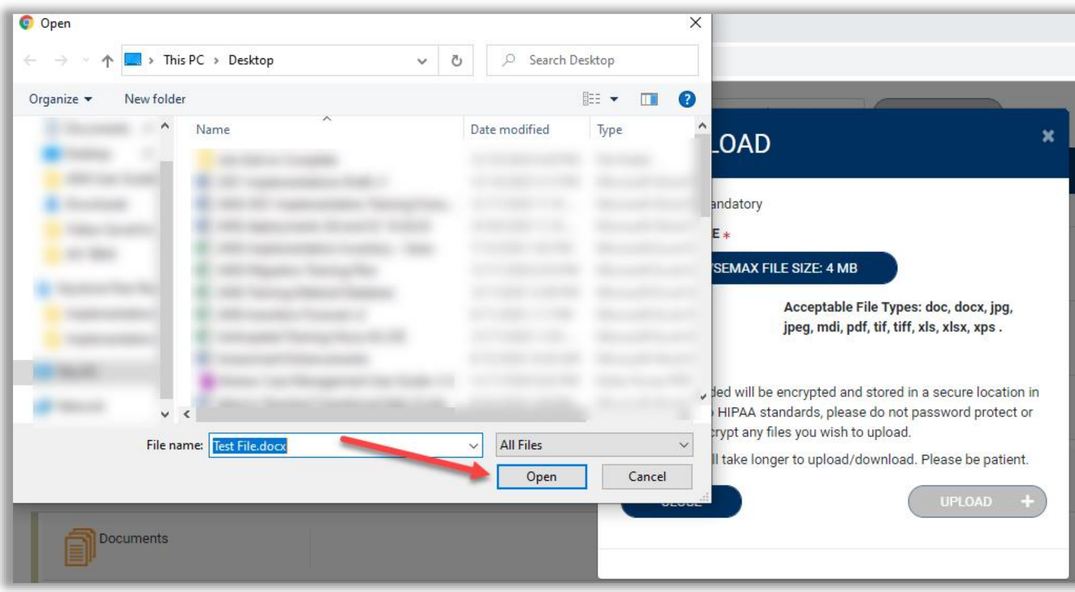
Select CLICK HERE TO UPLOAD FILE.



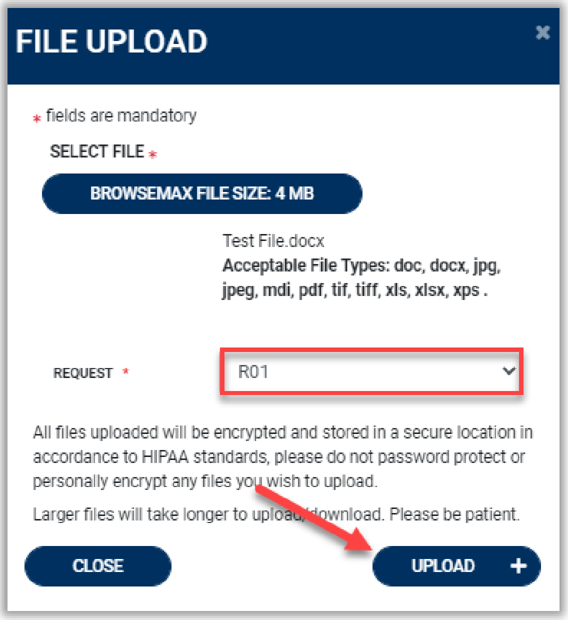
A pop up will display, click Browse to search for the supporting documentation.



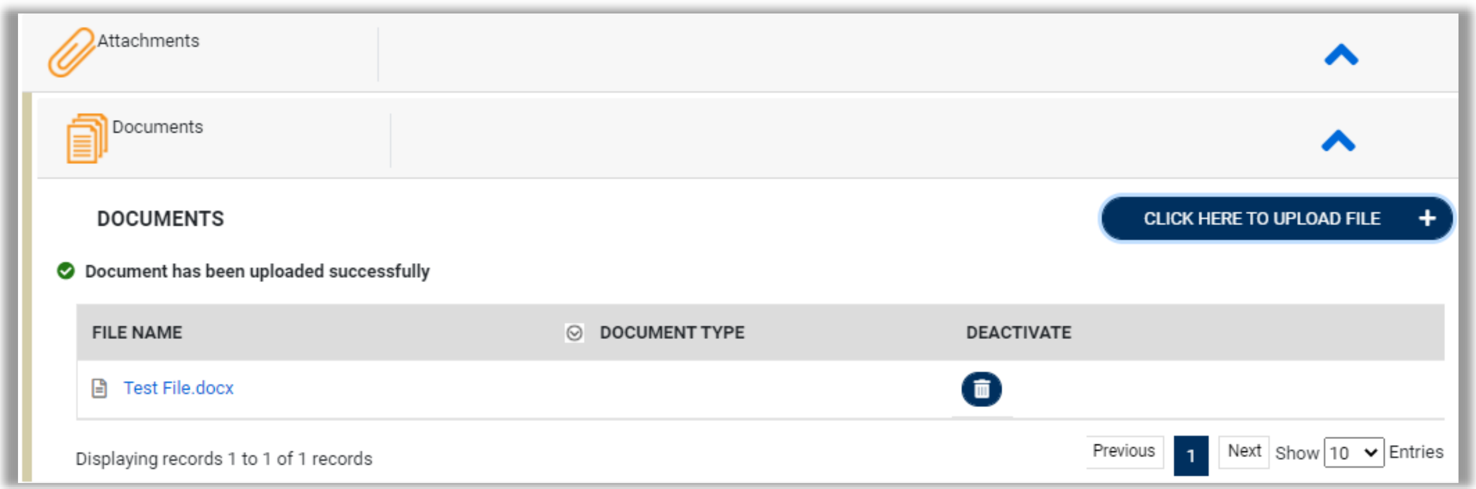
Select the file and click Open.



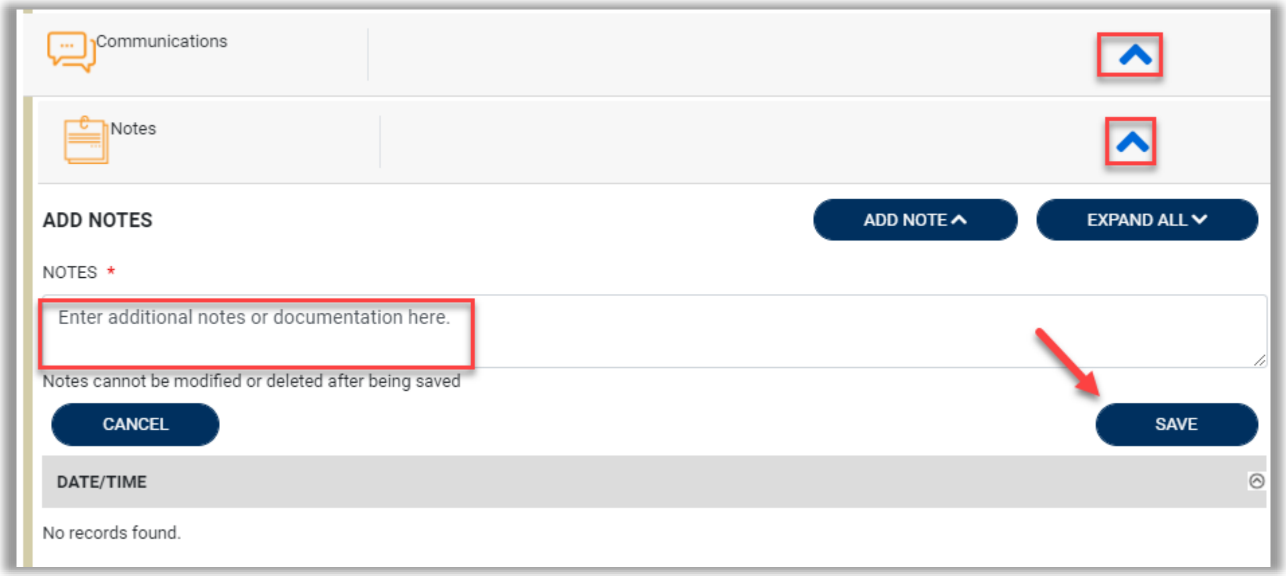
Repeat the above steps until all supporting documentation is uploaded. Select **R01** from the Request Drop down, then click **UPLOAD**.



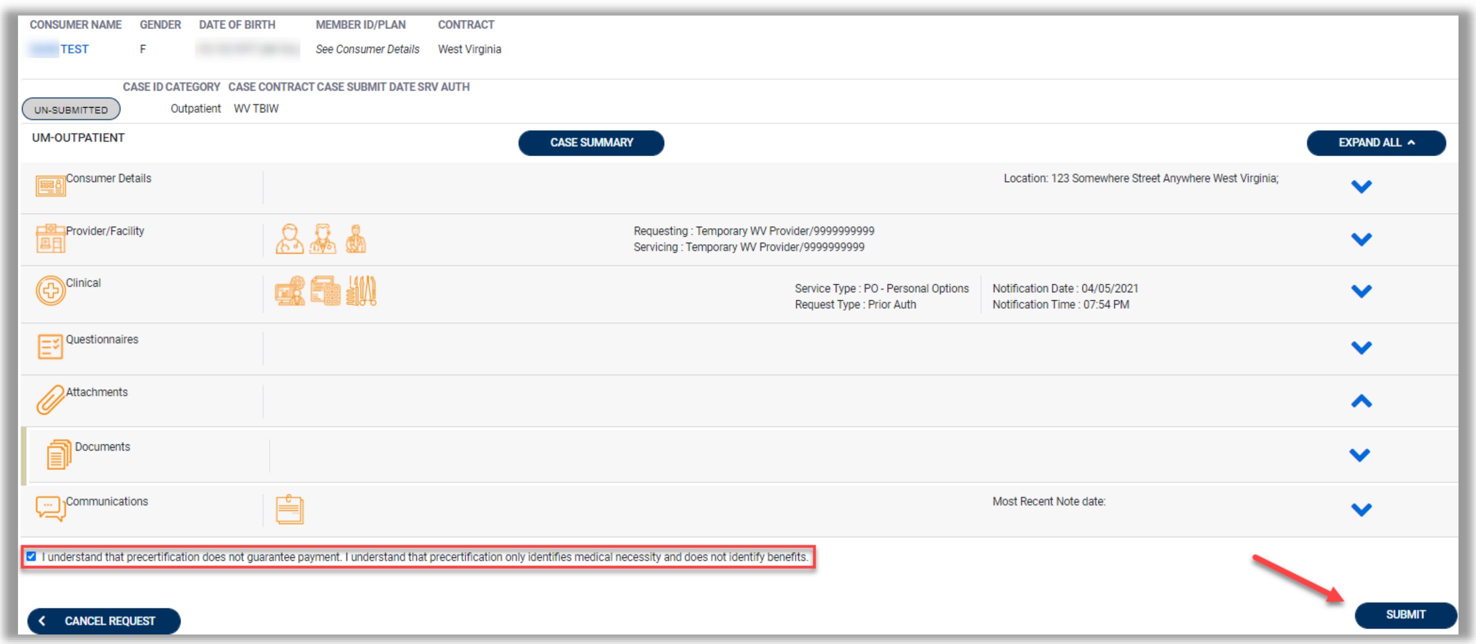
All uploaded documents will be visible in the Documents section for review.



Once all supporting documentation has been added, expand Communications, then expand Notes to enter any additional supporting information or notes for Kepro to review. To add a note, click **ADD NOTE**, then enter documentation and click **SAVE**.

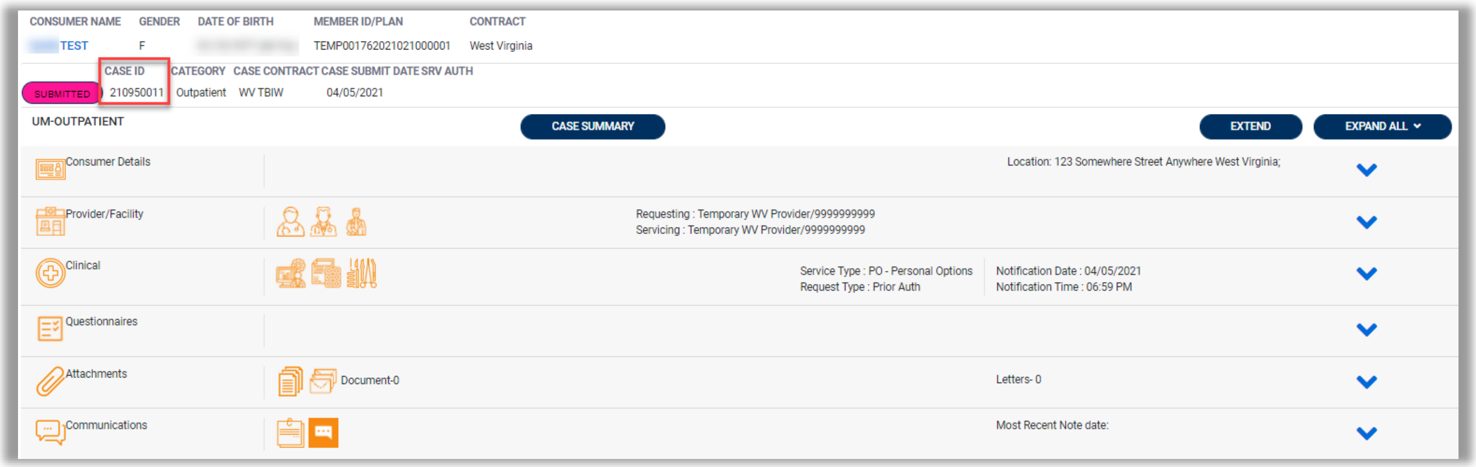


After all information is entered and uploaded, read and check the box of the disclaimer at the bottom of the page. Then click **SUBMIT**.

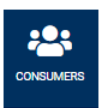


The case will be assigned a Case ID and the status will change from Un-Submitted to **Submitted**.

A Case ID will be generated which is a unique numerical identifier that can be used for identification purposes and status updates. The Case Page will identify the status along with an overview of the request submitted.

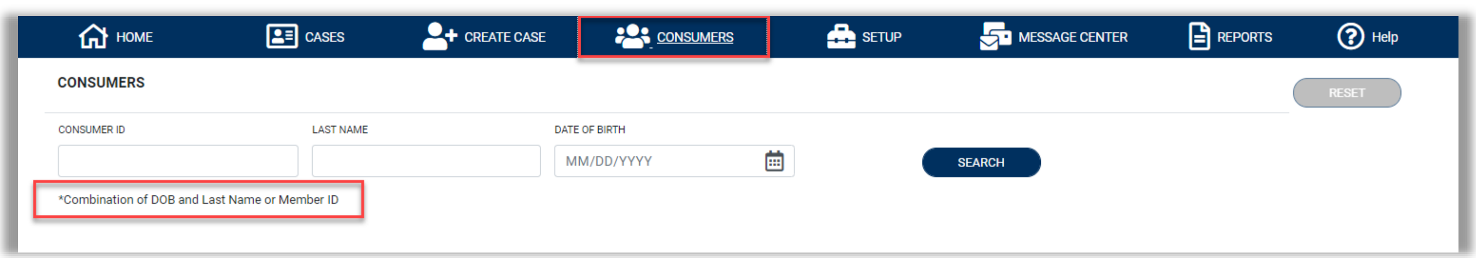


Consumers

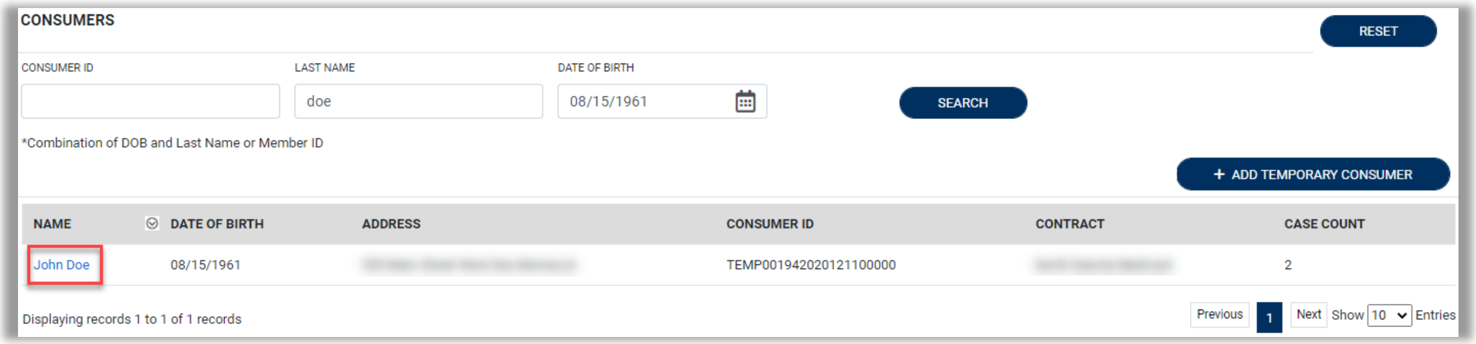


To search by Consumer (Applicant/Member), click Consumer on the navigation pane. The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case.

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.



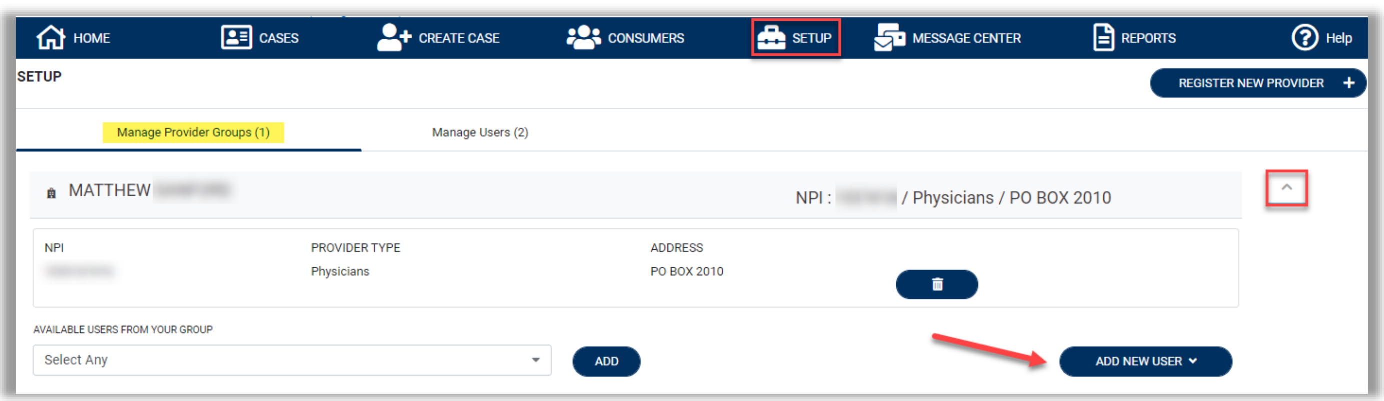
Set Up

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.

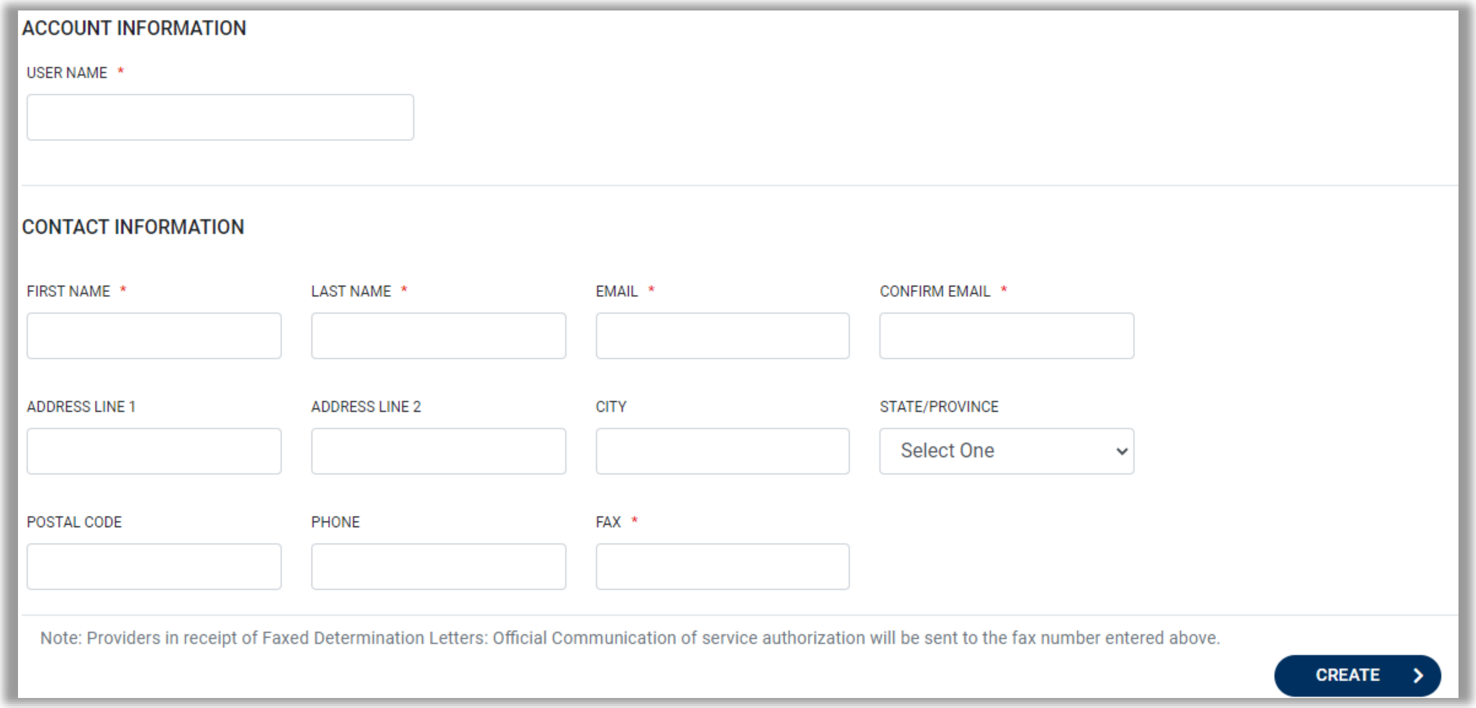
Add New User

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

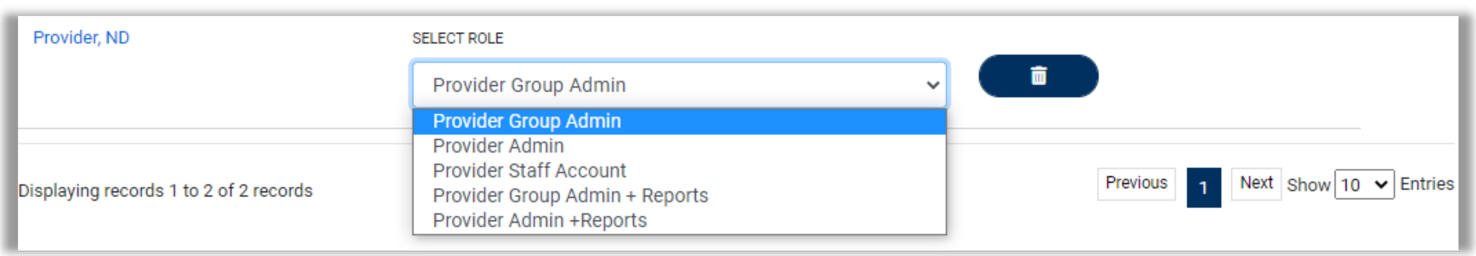
Click Setup in the navigation pane. Always stay within the Manage Provider Groups tab/section to add users. Click the caret in the far right to expand the group section.



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



The user role will default to **Provider Staff Account**. This is the general account user which is appropriate for Case Managers, Resource Consultants, and Personal Attendant Agent staff that would need to have access to the member's case in Atrezzo. 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 assigned provider group.



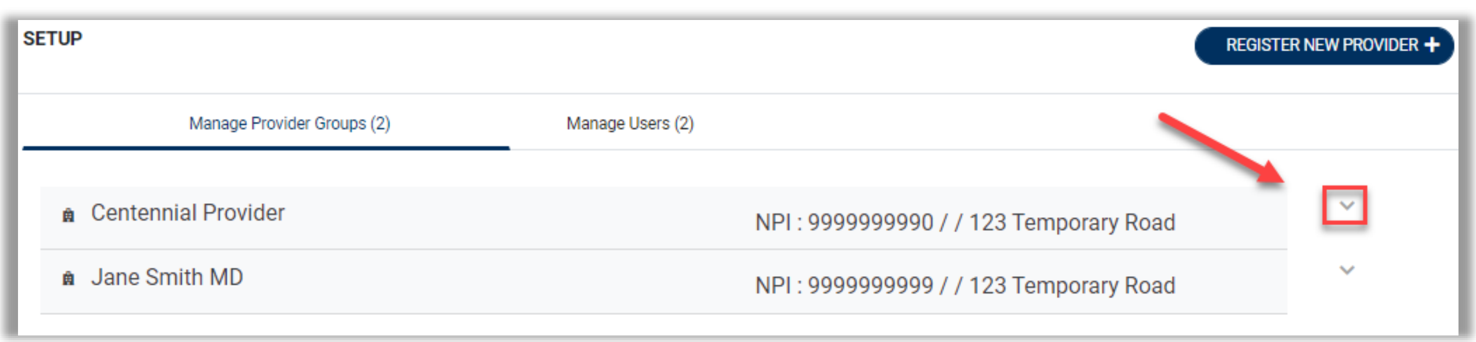
NOTE: The new user will receive an email with a link to complete the MFA registration process. The user must click the link in the email and follow the MFA registration process in order to complete the access request.

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 NPI and Medicaid ID as the Provider Registration Code. Click **FIND PROVIDER**.

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

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](#).

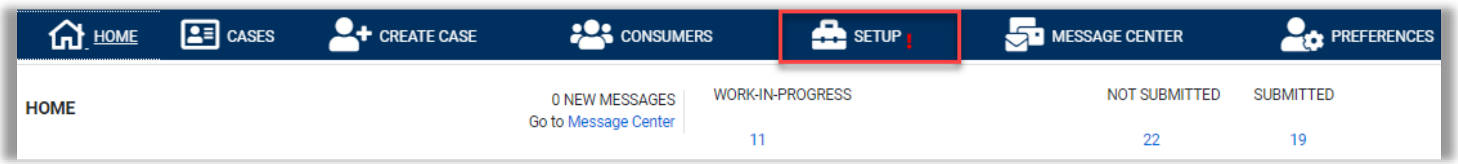


Care Team

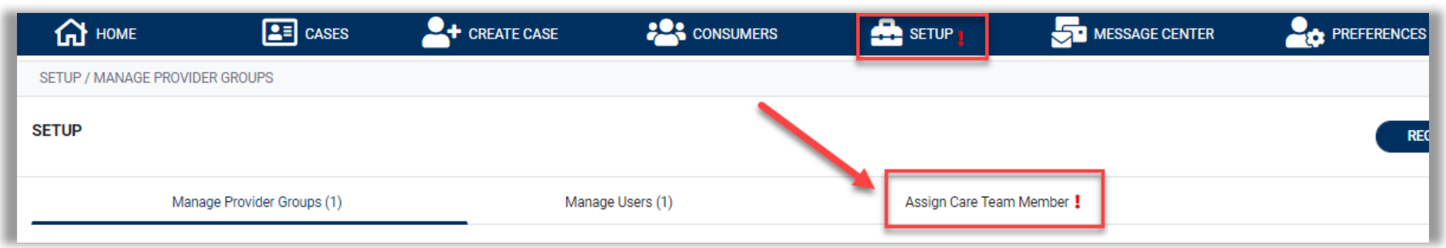
TBI Waiver applicant/member will continue to make selections for their choice of service providers and service delivery model, this process remains the same. Upon receipt of the selection forms, Kepro will send a **Secure email** to the Providers selected. The subject line of the secure email will be **Agency Assignment**.

Selected Providers must communicate to Kepro if they are accepting or rejecting the assignment. If the Provider accepts the referral, Kepro will add the Provider to the applicant/member Care Team.

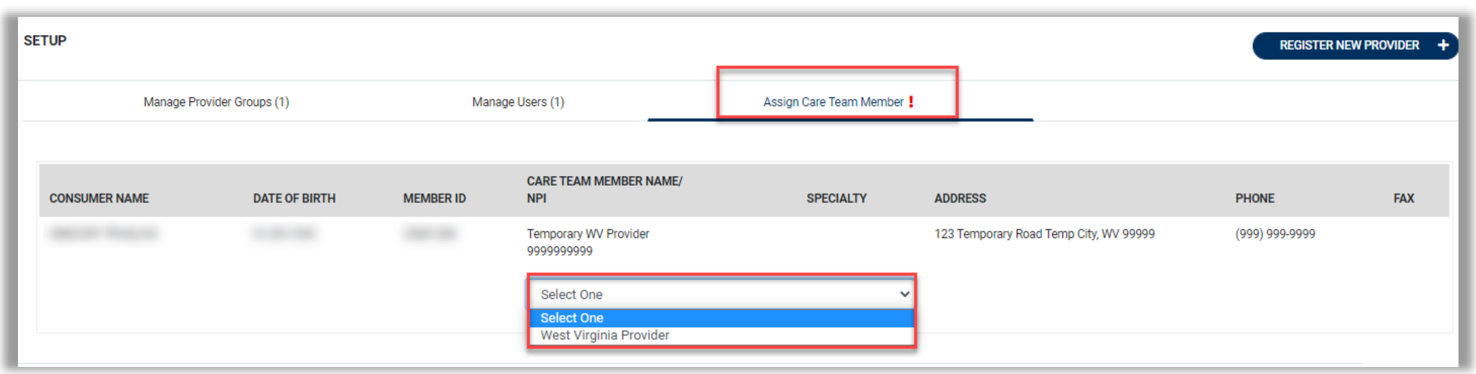
When a new Care Team member needs to be verified and added to the provider account, an indicator will display on the Setup Tab. This process will be completed by the Provider Administrator.



To add a Provider to the Care Team, click Setup, then click Assign Care Team Member Tab.



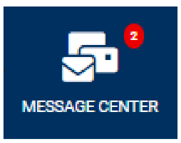
Select the Provider from the drop down to assign to the Member's Care Team. Once assigned, the Care Team provider will have access to view the applicant/member information for a designated period of time.



Message Center

This section will identify the steps to view new and unread messages. To send messages, you must be inside a specified UM Case.

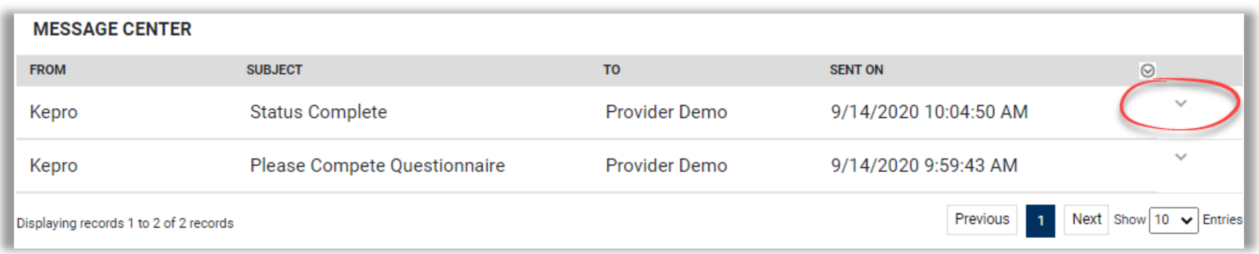
New available messages are displayed in the navigation index menu.



Indicates there are unread and non-responded messages available. Kepro will use this feature to inform the Requesting Provider if the submitted UM Request is pending for additional information.

Indicates all messages are read and/or responded; no messages available to view.

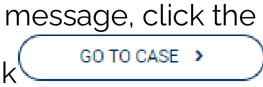
Available messages will display in the Message Center.



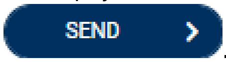
MESSAGE CENTER

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

. 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 

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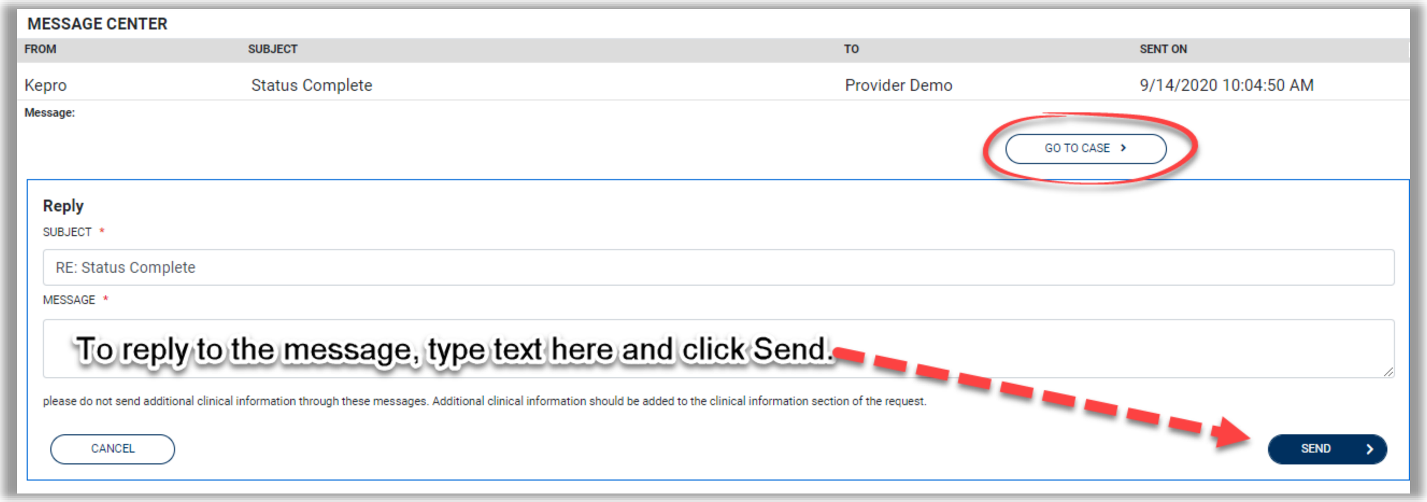
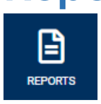
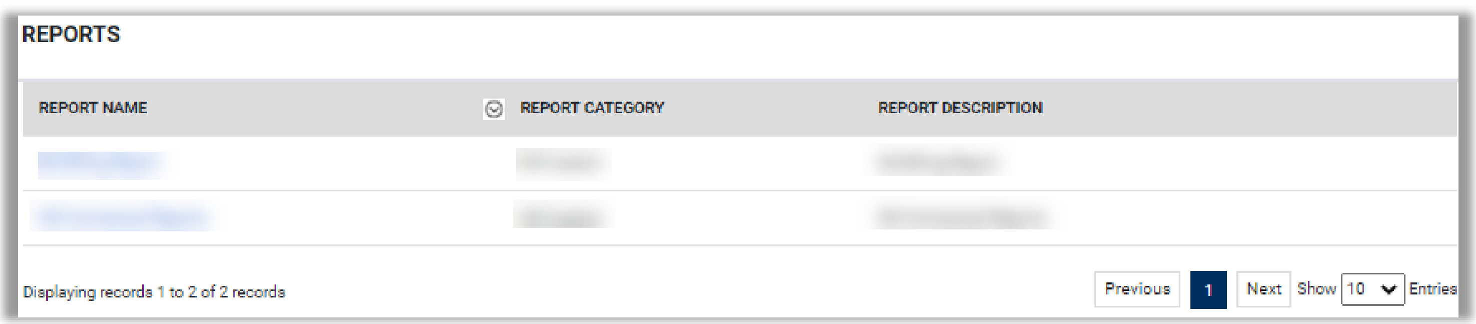


Reports



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.

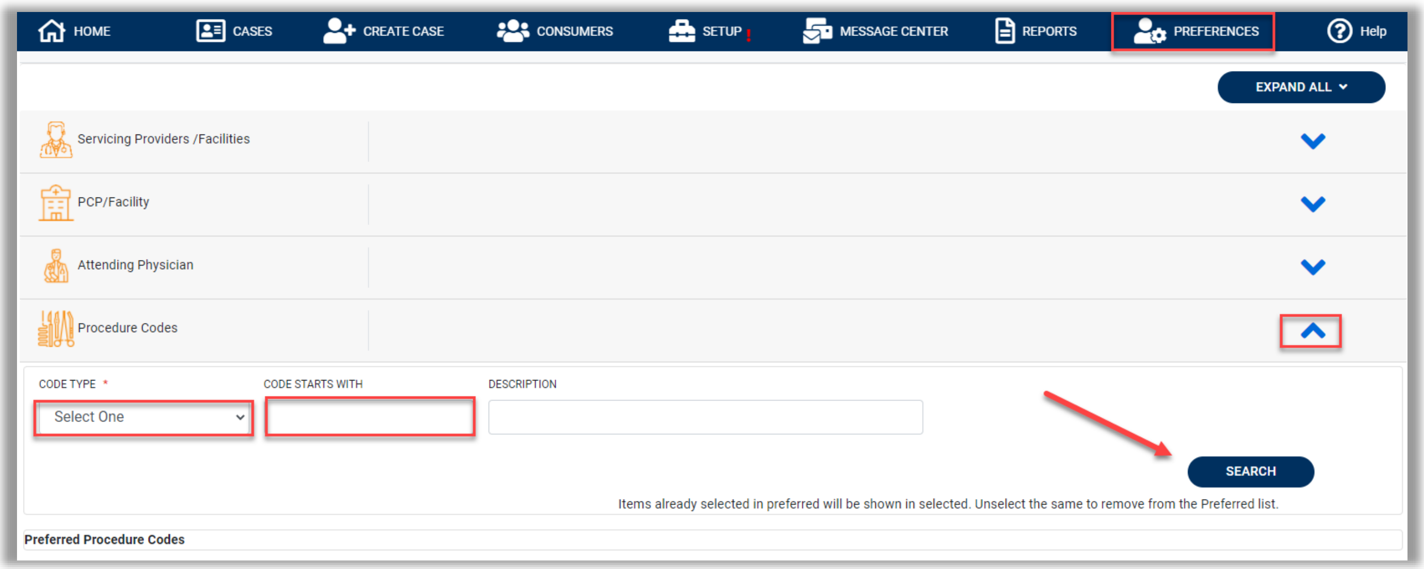


Preferences

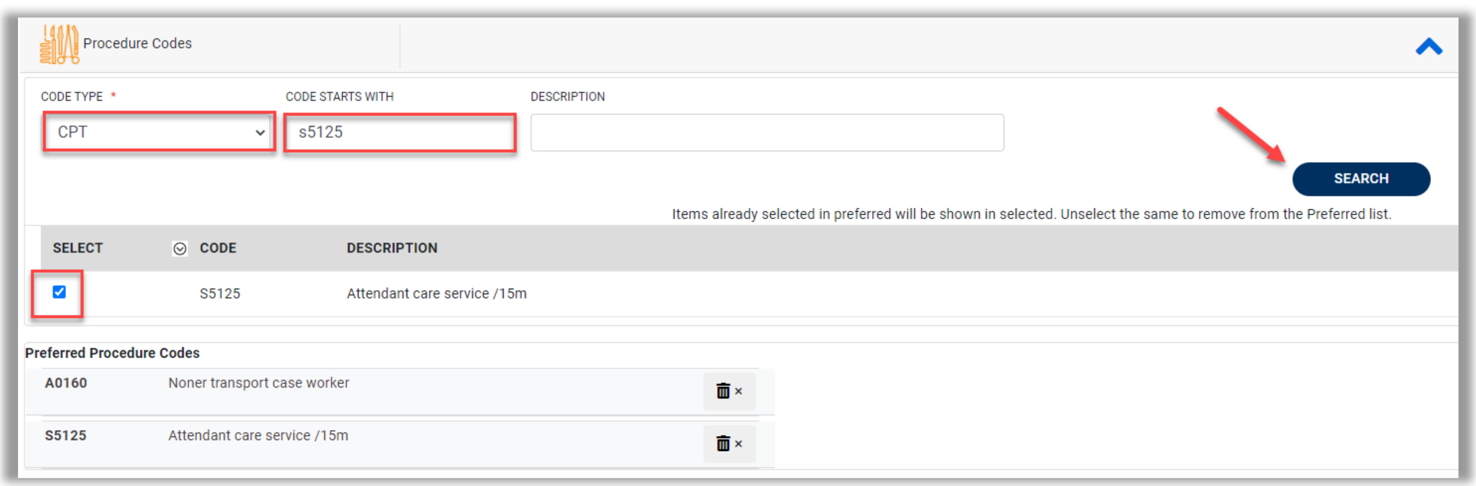
PREFERENCES

To simplify the process of creating a new UM Request, you can create a favorites list for the most commonly used diagnosis codes and procedure codes.

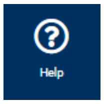
Click Preferences from the navigation pane, expand procedure codes, then enter your preferred or most commonly used procedure code.



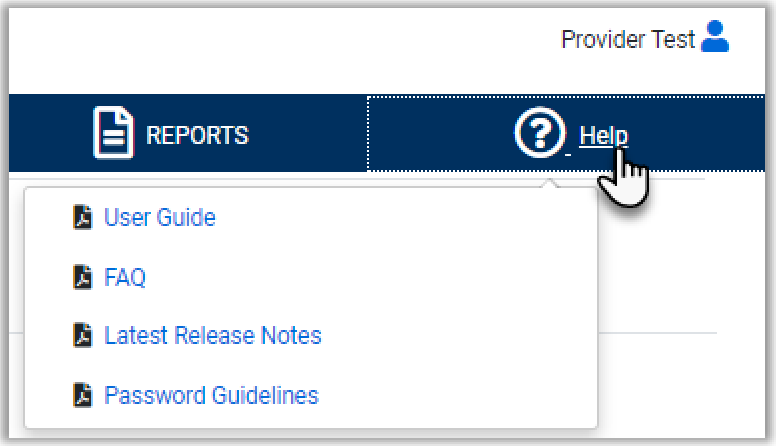
After all preferred codes are entered, you can follow the same process for the diagnosis section if desired.



Help Guide

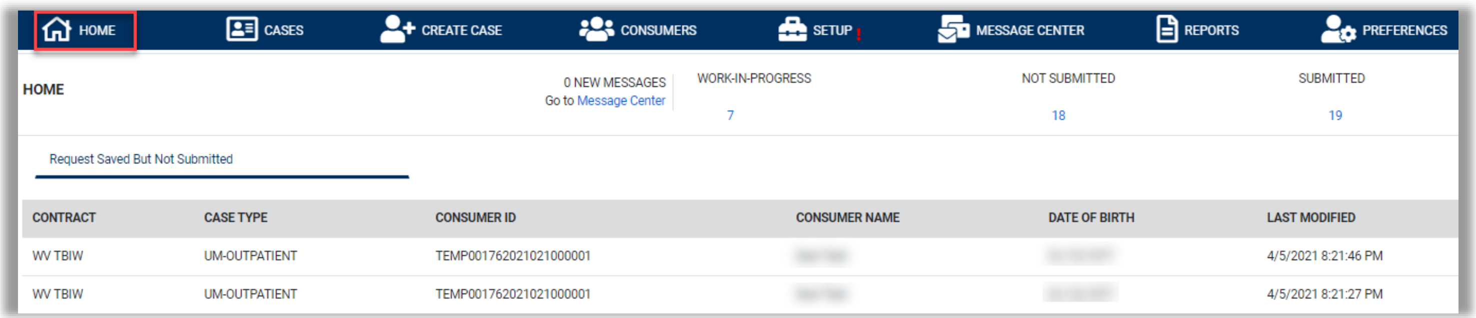


Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, and Password Guidelines. These items are updated regularly and may change over time.

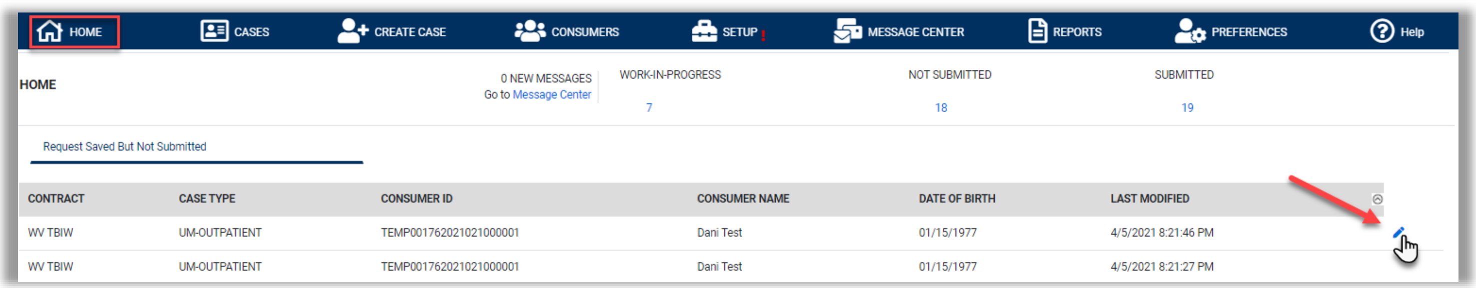


How to Complete a 'Saved But Not Submitted' Request

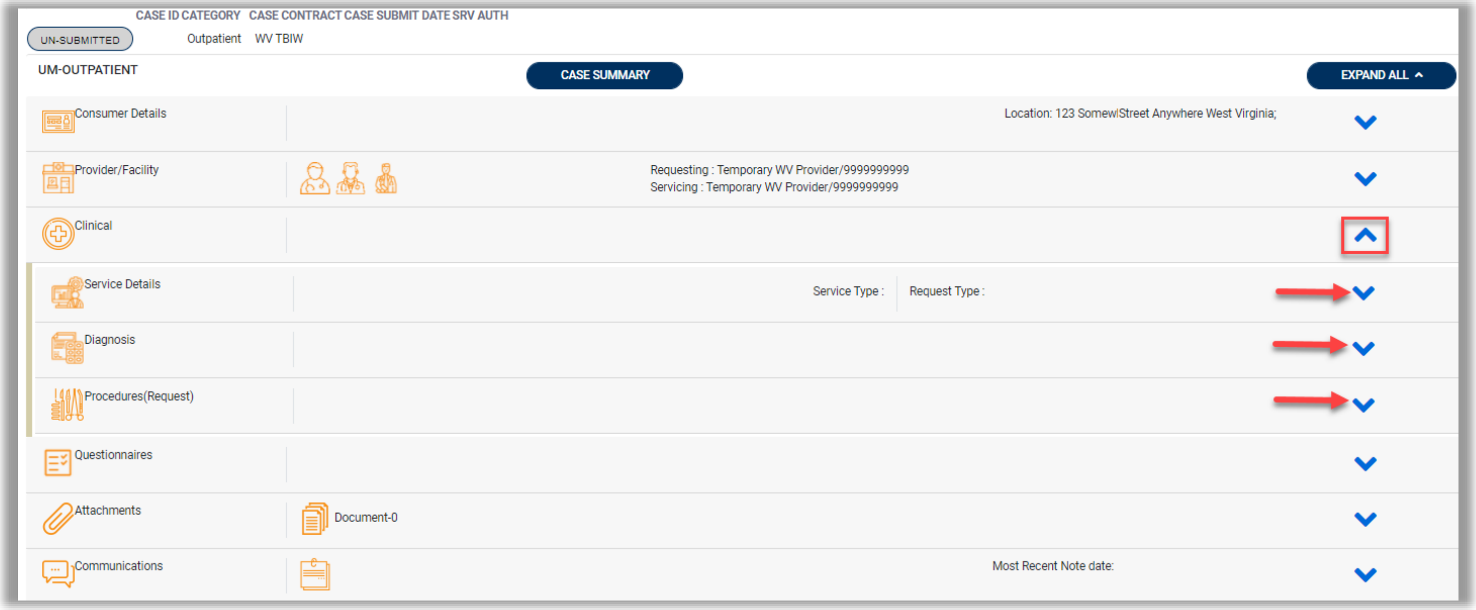
After logging in, the Home page will display any "Saved But Not Submitted Requests". These are requests that have been started but are incomplete. These are viewable to the submitting provider but have not been sent to Kepro for review.



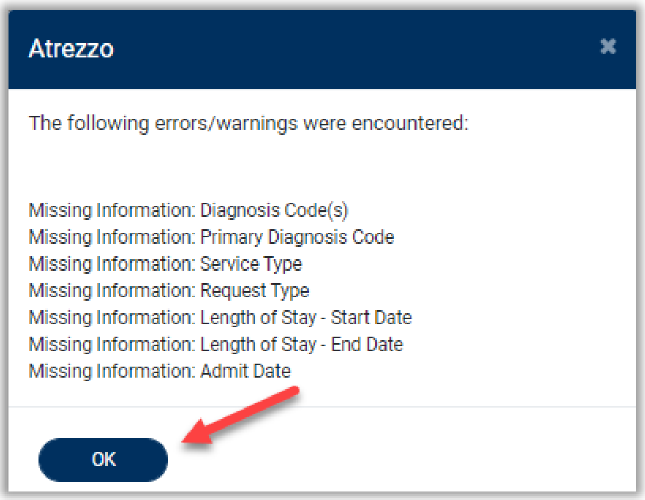
To complete the saved request, hover over the request line and click the edit icon.



The case creation page will display. To continue adding required information, expand clinical and review Service Details, Diagnosis, and Procedure sections to identify information necessary to submit request.



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".

How to View Status of a Submitted Request

Once a request has been submitted, there are different methods 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.

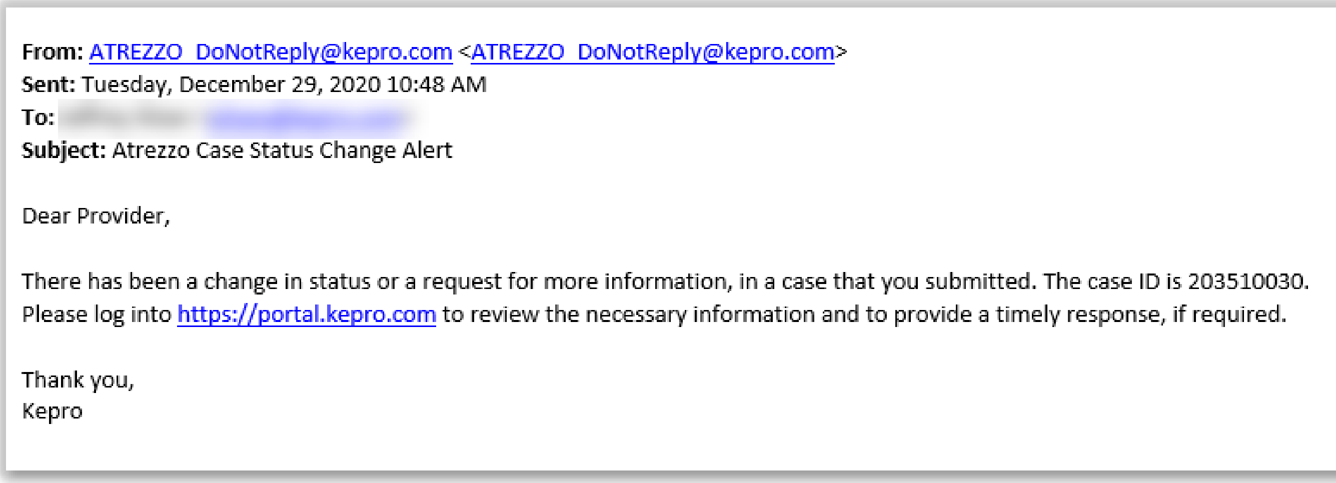
The UM program status options are color coded for quick and easy identification.

UN-SUBMITTED	This identifies a case that has been started but has not been completed or officially submitted. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted or Insufficient Information if any required information is incomplete or missing.
SUBMITTED	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.
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 (ie. Approved, denied, partial approval, etc).

Email Notification

When a change has been made to a submitted UM 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.



From: ATREZZO_DoNotReply@kepro.com <ATREZZO_DoNotReply@kepro.com>
Sent: Tuesday, December 29, 2020 10:48 AM
To:
Subject: Atrezzo Case Status Change Alert

Dear Provider,

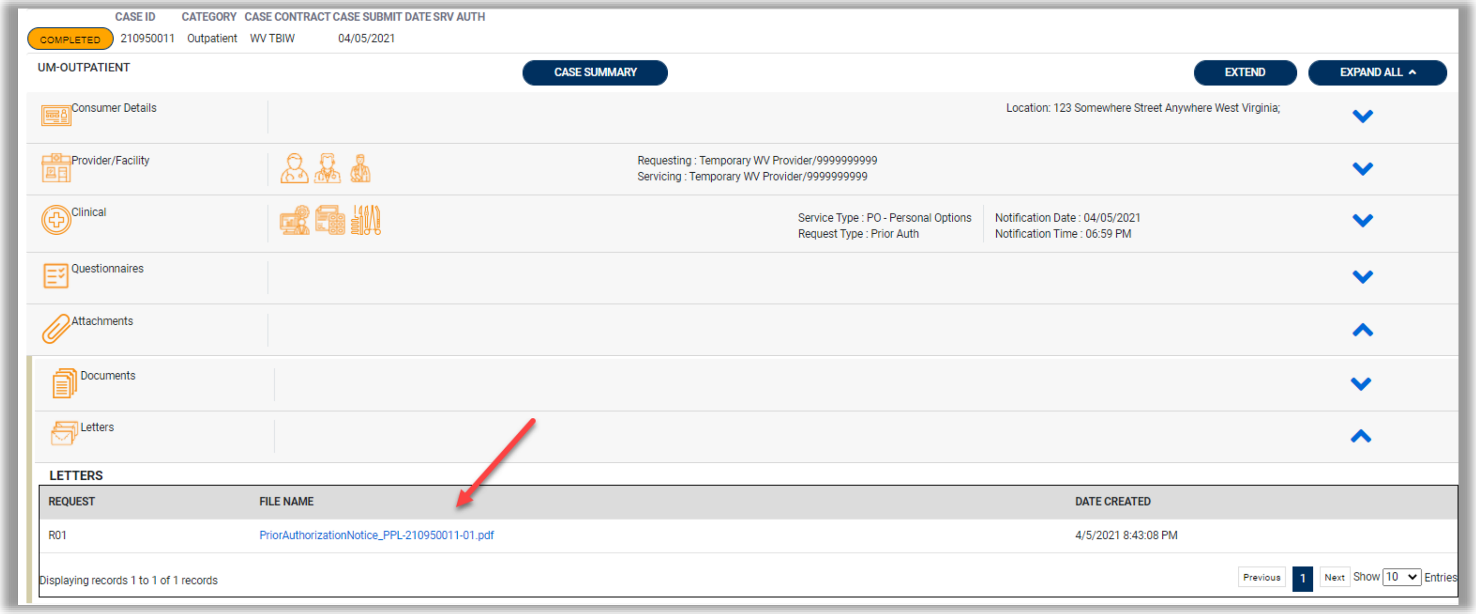
There has been a change in status or a request for more information, in a case that you submitted. The case ID is 203510030. Please log into https://portal.kepro.com to review the necessary information and to provide a timely response, if required.

Thank you,
Kepro

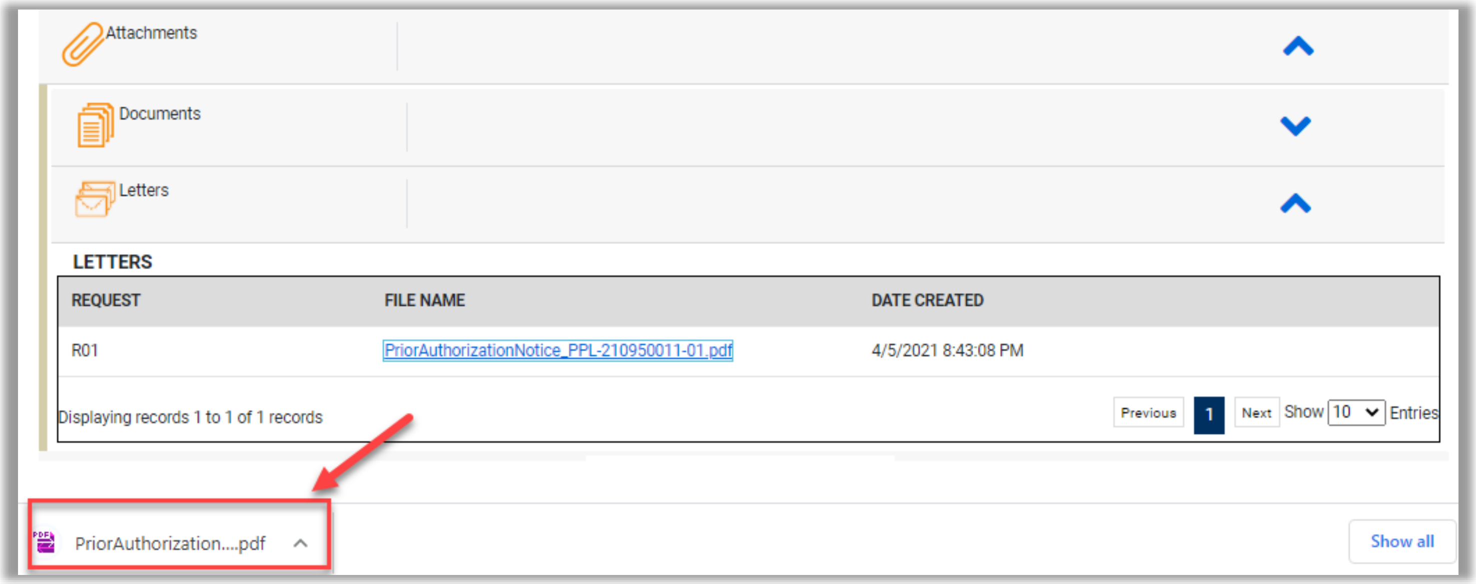
How to View a Determination Letter

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.

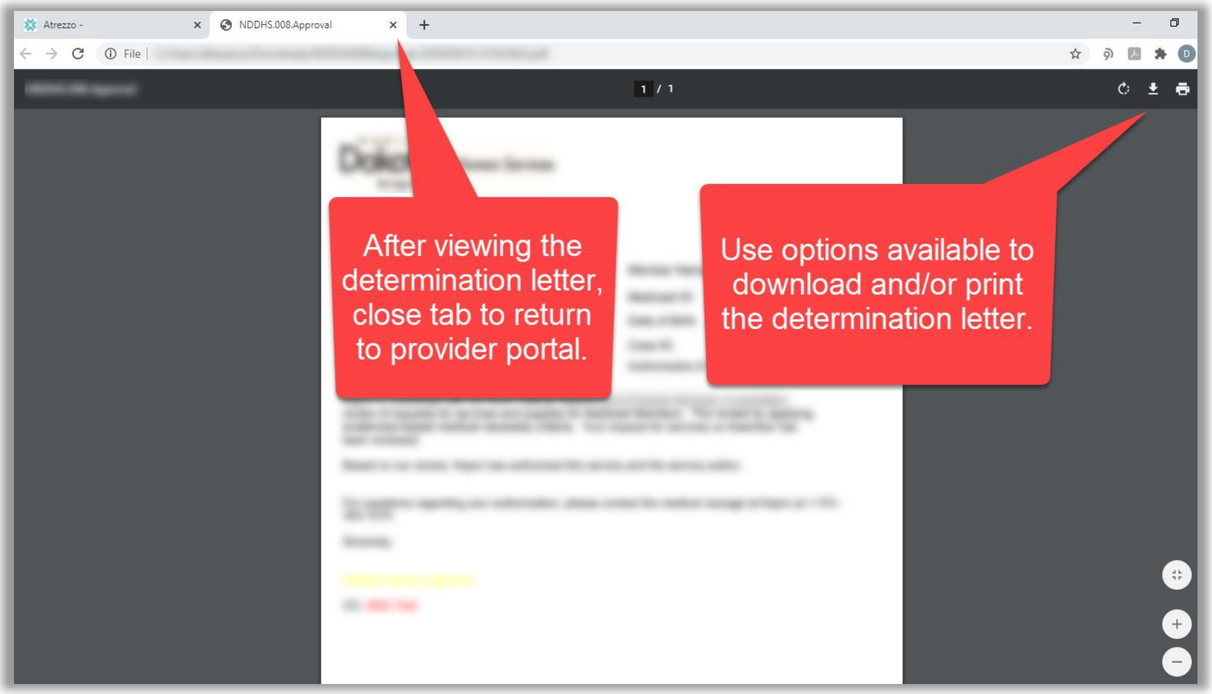
Once the case displays, expand Attachments, then expand Letters. The available determination letters will be hyperlinks.


CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AUTH
COMPLETED 210950011 Outpatient WV TBIW 04/05/2021
UM-OUTPATIENT
CASE SUMMARY
EXTEND
EXPAND ALL
Consumer Details
Location: 123 Somewhere Street Anywhere West Virginia;
Provider/Facility
Requesting : Temporary WV Provider/9999999999
Servicing : Temporary WV Provider/9999999999
Clinical
Service Type : PO - Personal Options
Request Type : Prior Auth
Notification Date : 04/05/2021
Notification Time : 06:59 PM
Questionnaires
Attachments
Documents
Letters
LETTERS
REQUEST
FILE NAME
DATE CREATED
R01
PriorAuthorizationNotice_PPL-210950011-01.pdf
4/5/2021 8:43:08 PM
Displaying records 1 to 1 of 1 records
Previous
1
Next
Show 10 Entries

To view the determination letter, click the file name hyperlink. The file will open outside of the Provider Portal for viewing, downloading/saving, and/or printing if needed. In most instances, the file will be visible in the bottom banner, you will need to click the file to view the document.



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.


Atrezzo -
NDDHS.008.Approval
File
1 / 1
After viewing the determination letter, close tab to return to provider portal.
Use options available to download and/or print the determination letter.

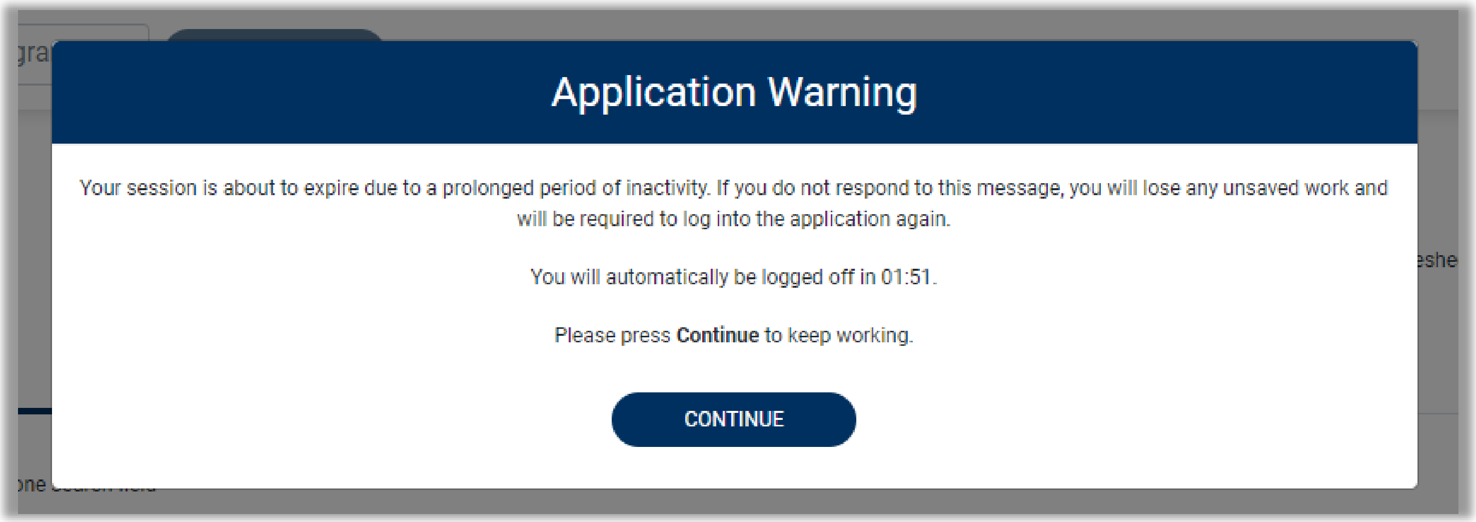
Troubleshooting Tips and Tricks

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.

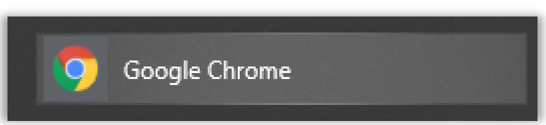


To continue working, select **Continue**.

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

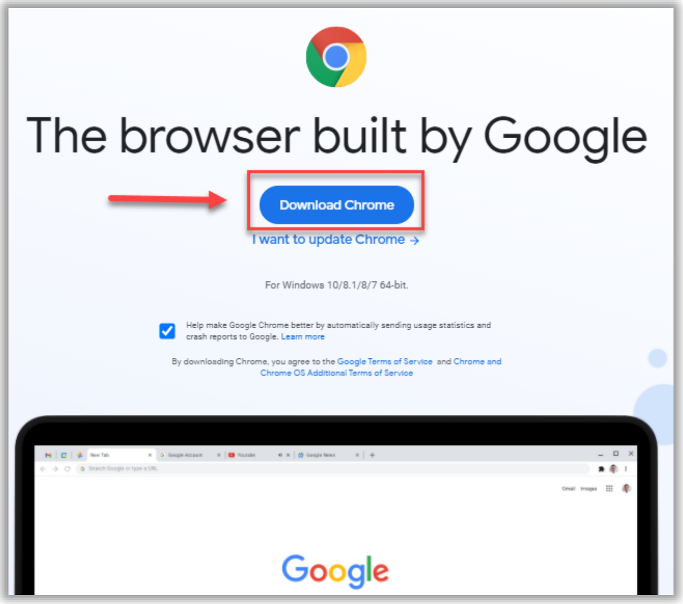
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.

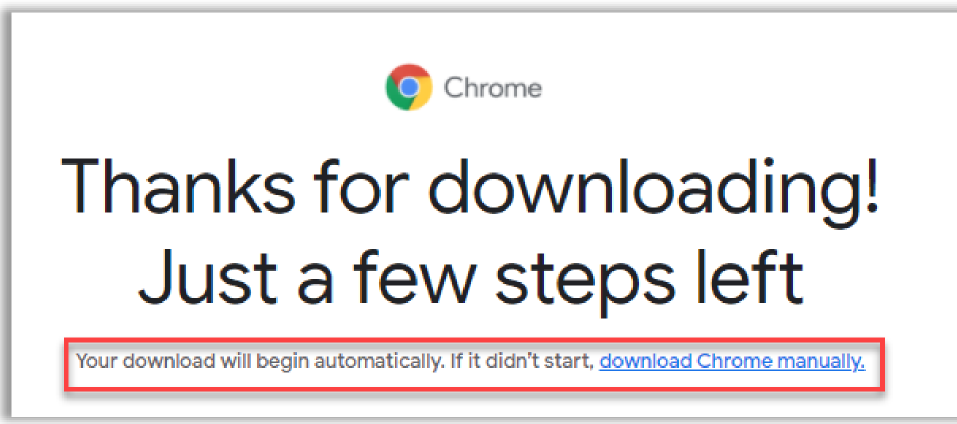


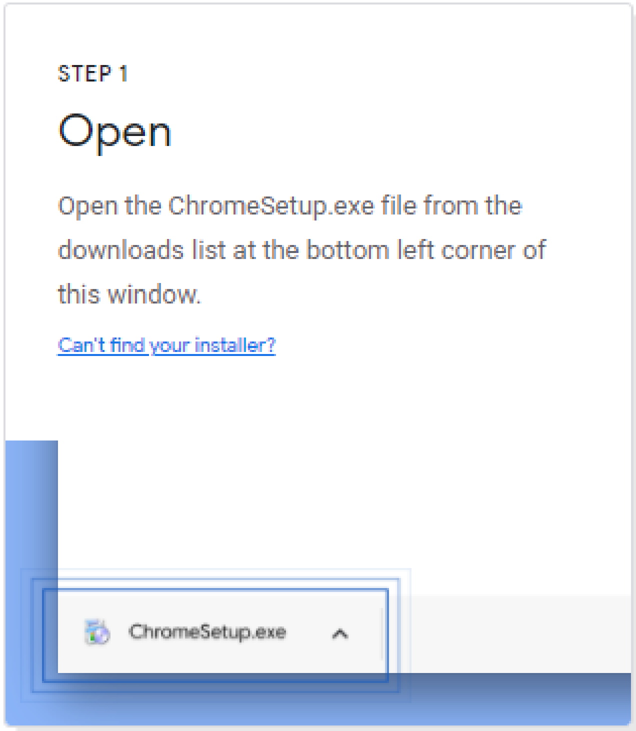
How to Add Google Chrome to Computer

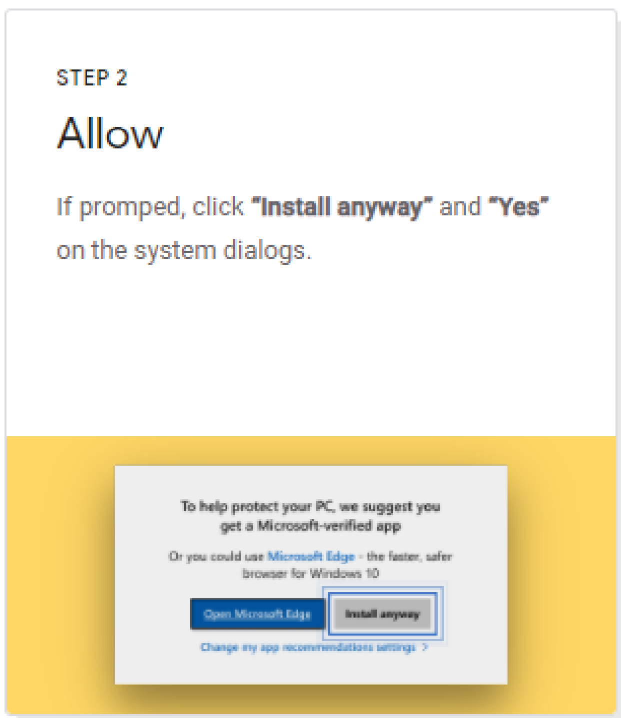
Google Chrome is the preferred internet browser for Atrezzo. A user can do a search for "Google Chrome Download" or click [Download]() to access the available link.

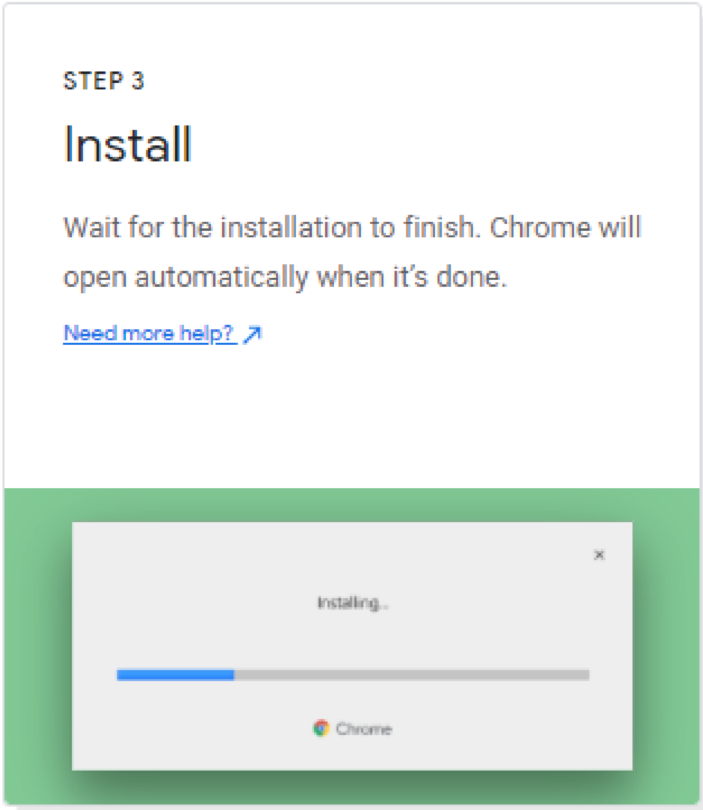
On the Google Chrome Download page, click Download Chrome, then follow the prompts.






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

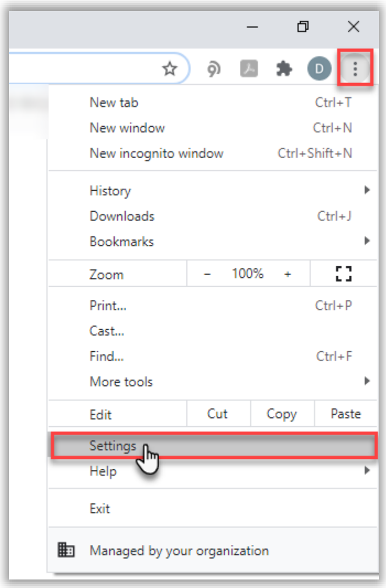

STEP 2
Allow
If prompted, click "Install anyway" and "Yes" on the system dialogs.
To help protect your PC, we suggest you get a Microsoft-verified app
Or you could use Microsoft Edge - the faster, safer browser for Windows 10
Open Microsoft Edge
Install anyway
Change my app recommendations settings >



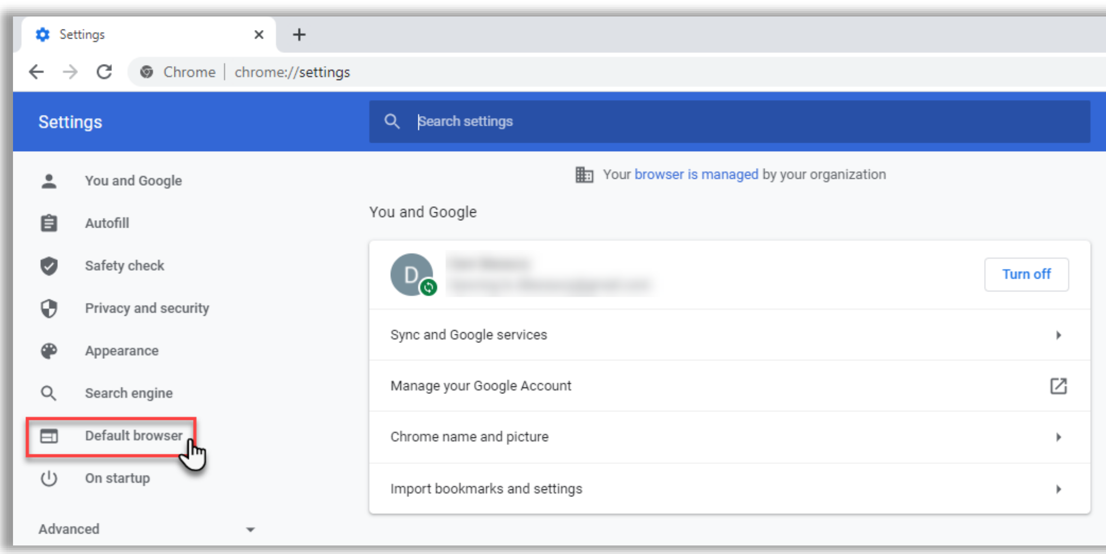
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

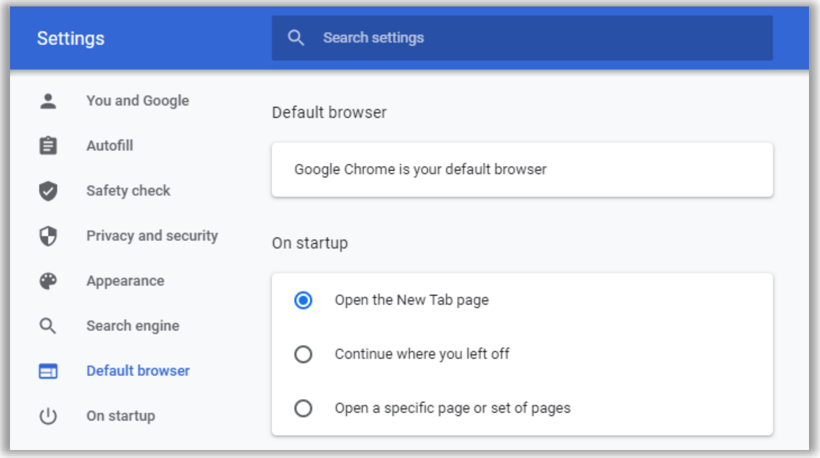
To set as the default browser, click the in the three dots in the upper right-hand corner, the select Settings from the drop down.



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

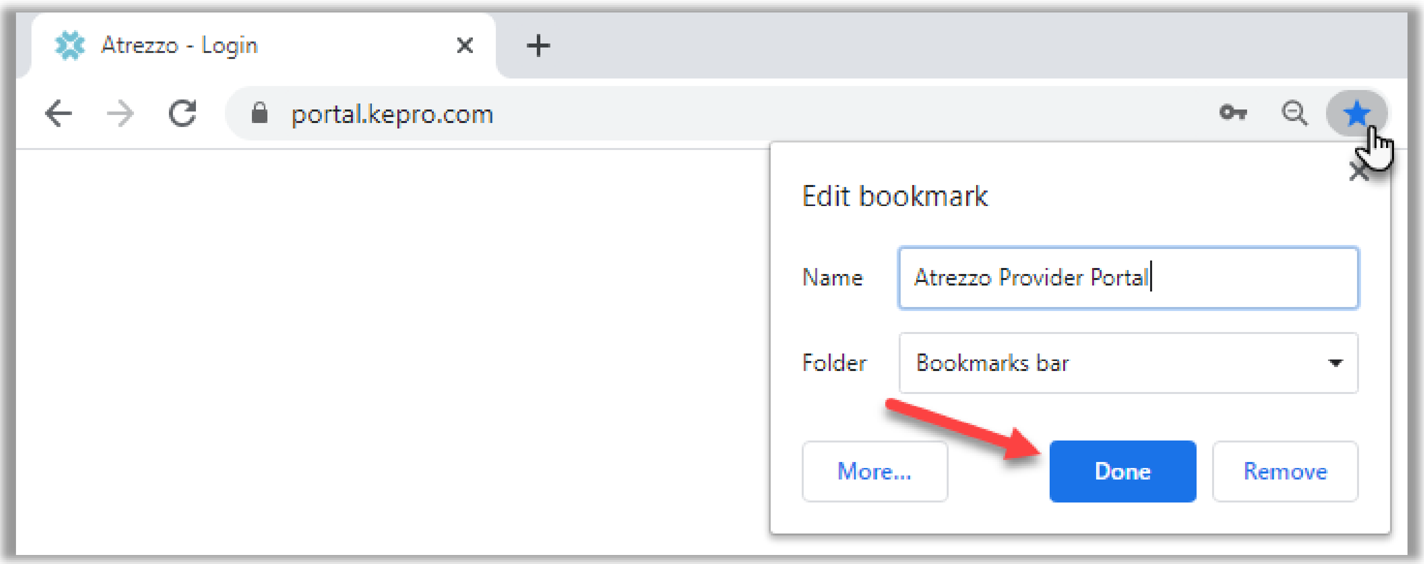


Select Make Default under Default browser.



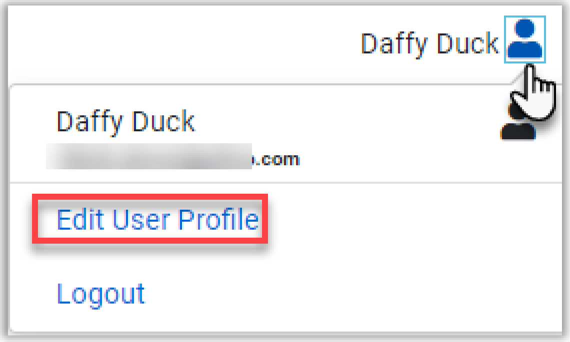
How to Set Atrezzo Bookmark in Chrome

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.

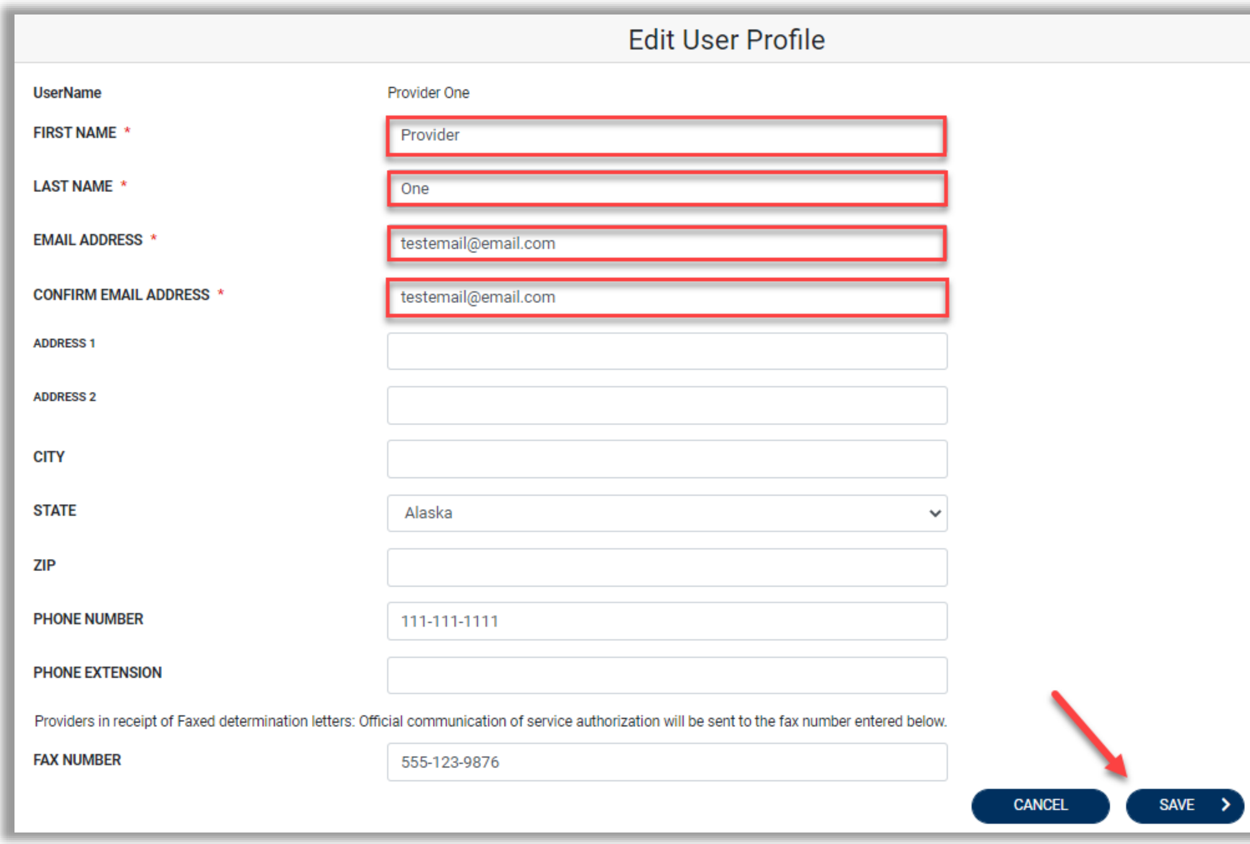


Updating User Profile

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.

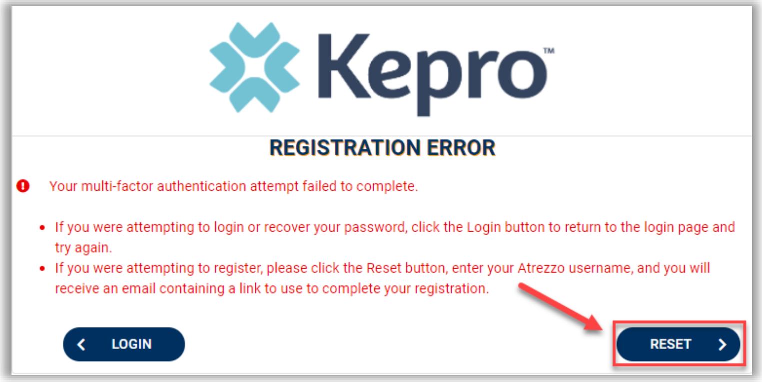


Once the profile screen displays, update information and include all required fields, then click **SAVE**.



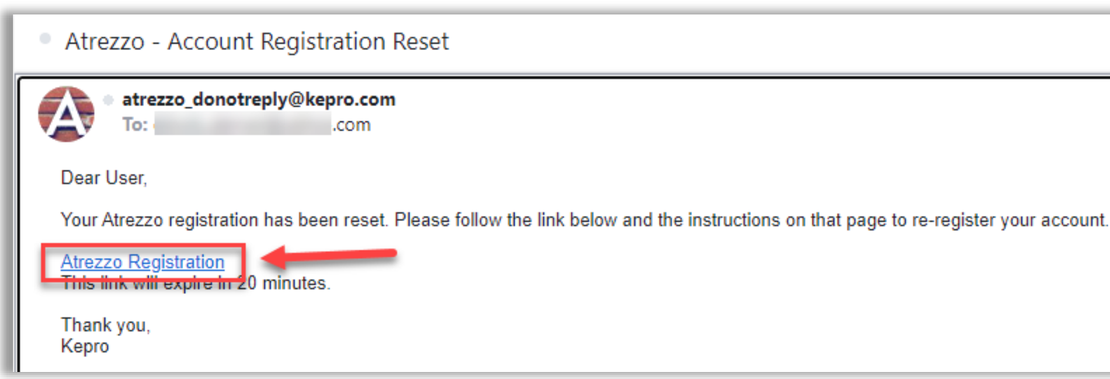
MFA Registration Error Message

If a Registration Error message is received while attempting to register, click Reset.



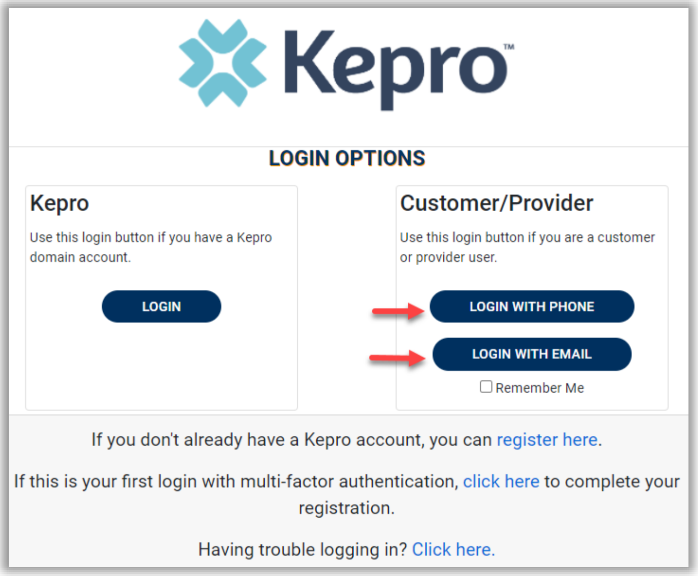
Enter username and click Submit. An email will be sent to the registered email address to complete the registration process.

Click the link in the email, this will complete the registration process.

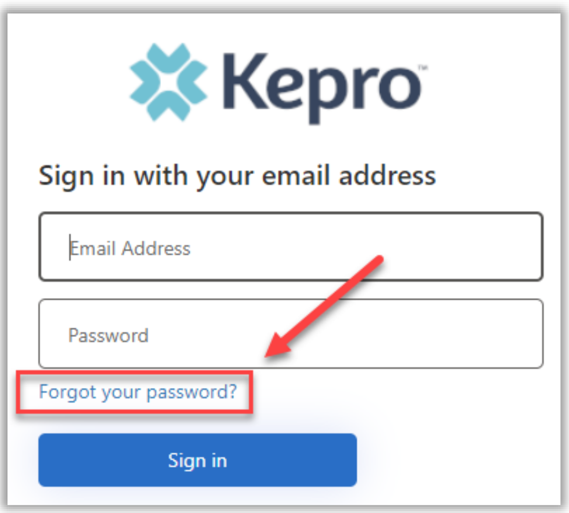


Forgot or Reset Password

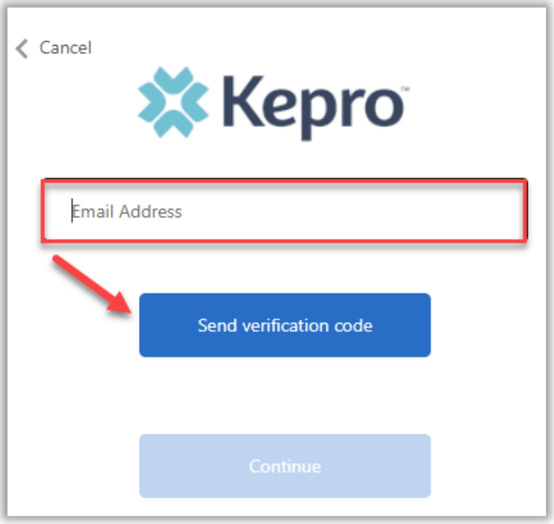
Click your usual login method. Login with Phone or Login with Email under the Customer/Provider heading on the right-hand side of the login page.



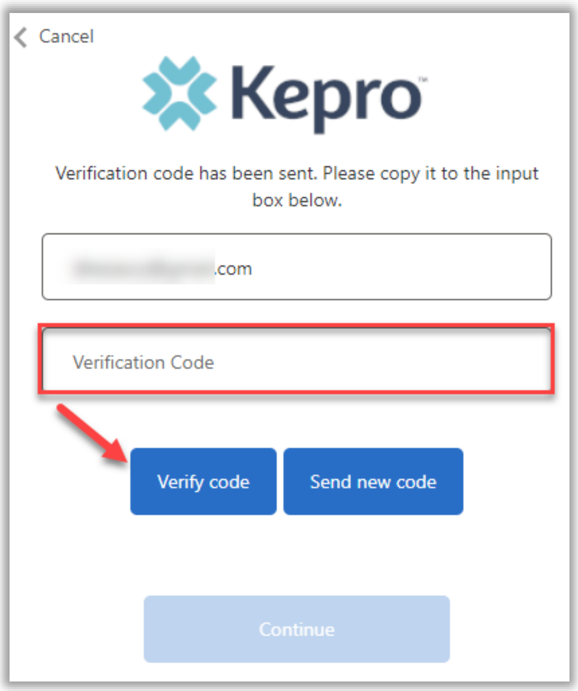
On the next page, select the "Forgot your password?" link.



Enter email address and click the "Send verification code" button.



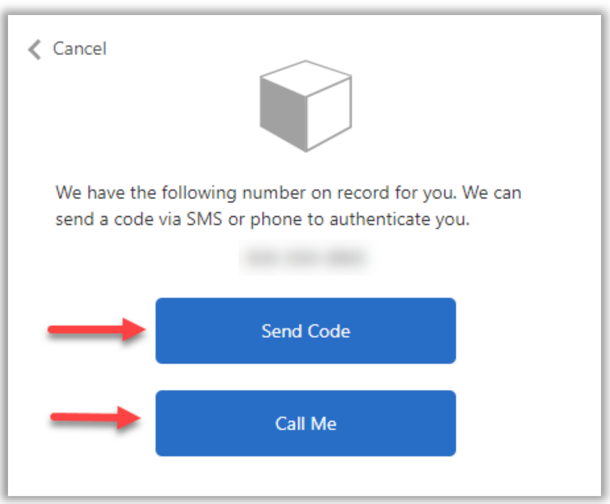
Enter the 6-digit code received via email and click the "Verify code" button.



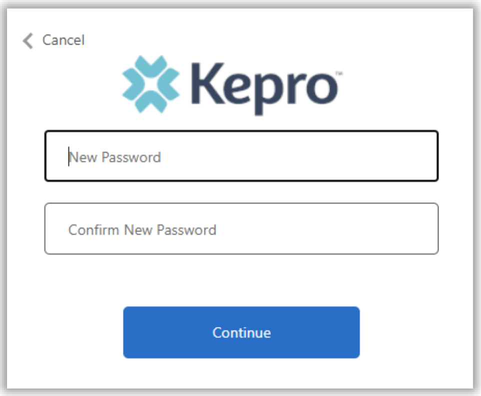
Click the "Continue" button.

NOTE: This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

Phone users will be prompted to select Send Code for an SMS text or Call Me for voice verification. If Call Me is selected, you will be prompted to press # on the keypad for verification. If Send Code is selected, you will receive a 6-digit code via SMS text.



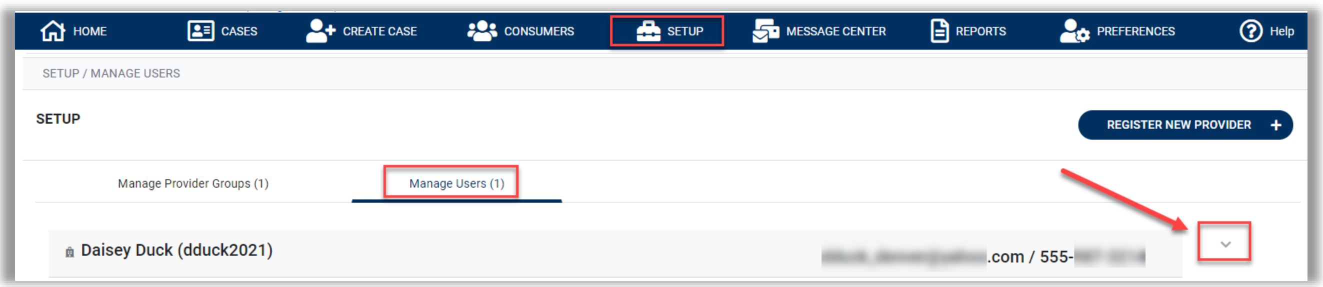
Once verification is complete, enter a new password and confirm the password. Click the "Continue" button. The home page will display once the reset password process is completed.



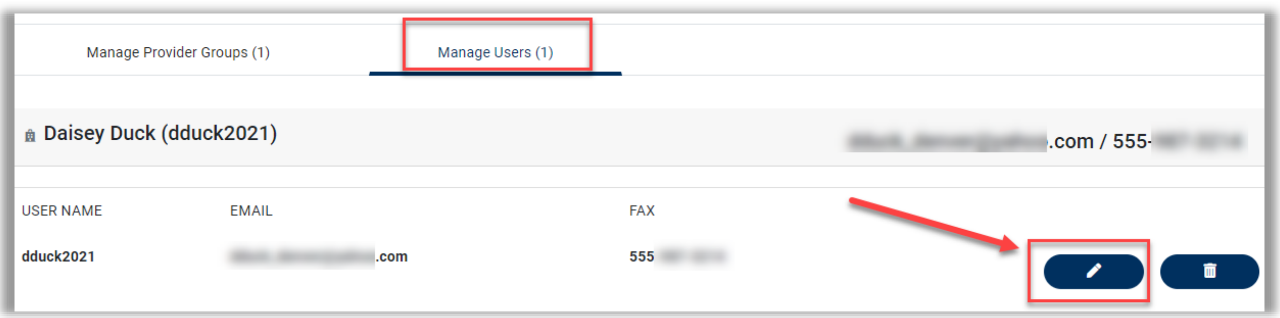
Provider Administrator Reset MFA Registration

As a provider admin, you will have the ability to reset MFA registration for any users you manage.

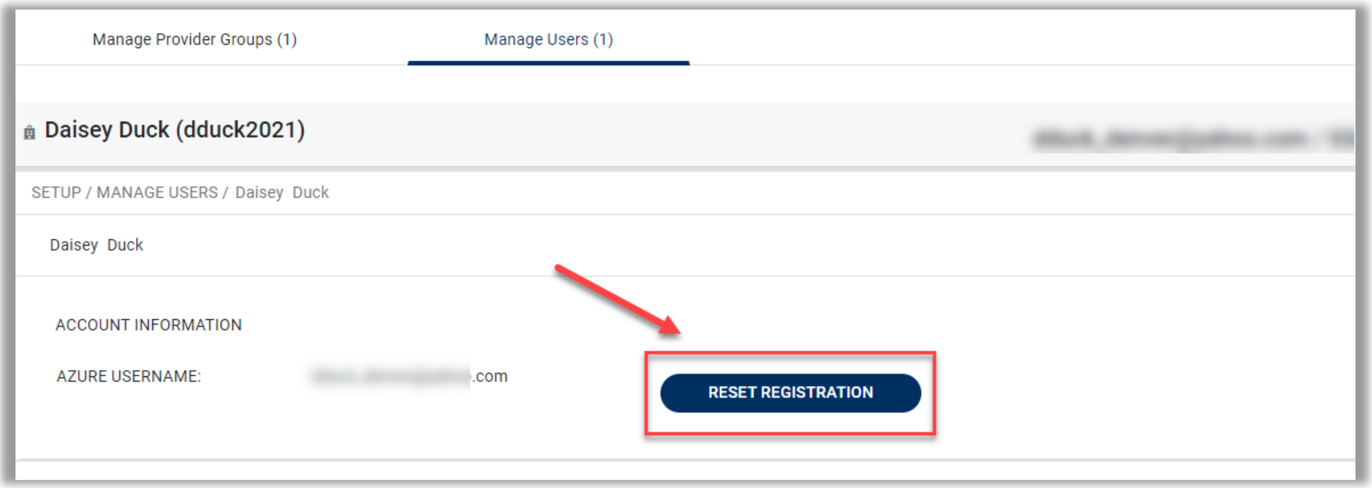
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



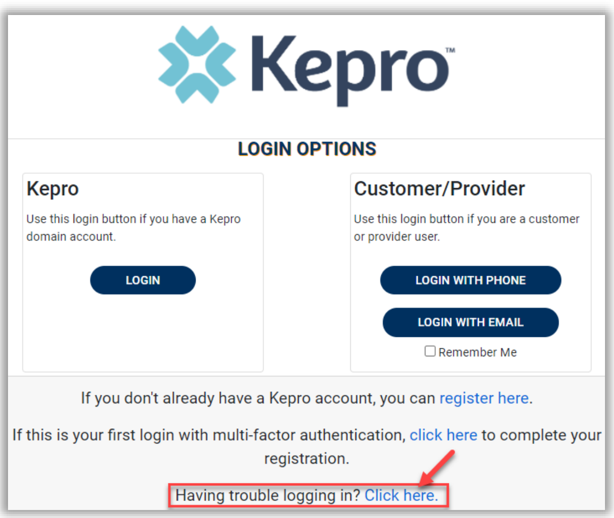
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



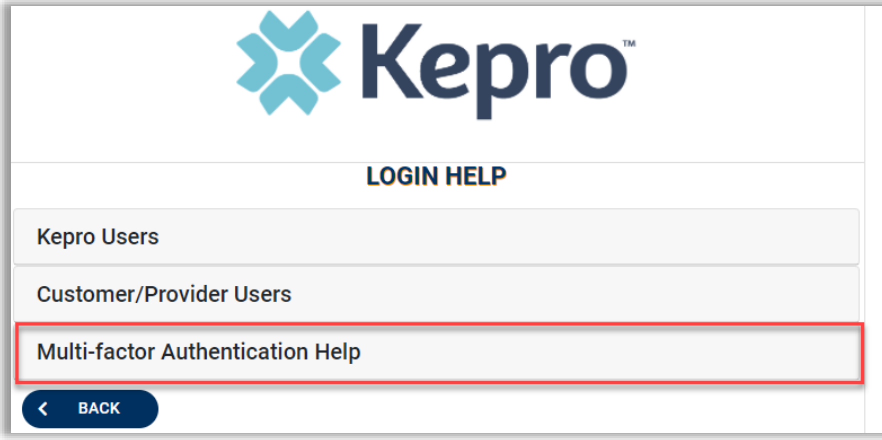
Having Trouble Logging In?

If you began the multi-factor registration process, verified your email, created a password, but did not complete the process, you will need to [Click here] to send a link to the registered email to complete the multi-factor authentication registration process. You will need the email and password you used to initiate the multi-factor authentication registration.

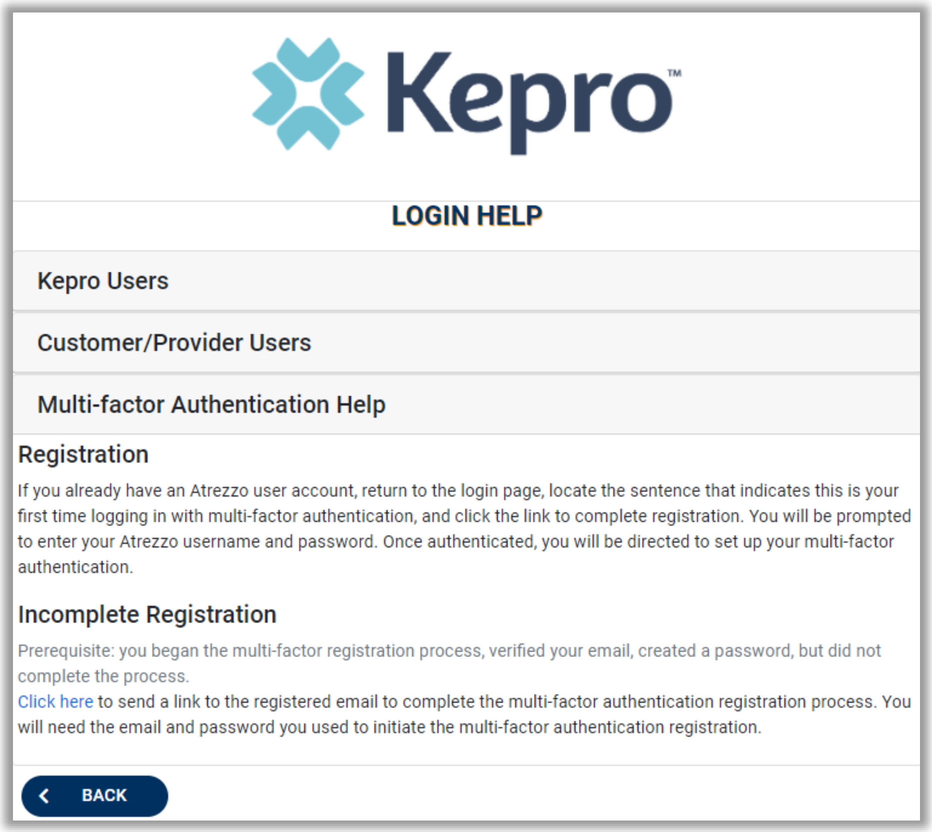
This link is also available in the portal, by clicking the link at the bottom of the page.



Click Multi-Factor Authentication Help



Follow the prompts for the assistance needed.



How to Access Technical Assistance

For technical assistance, please contact the **West Virginia Customer Support at Center at 866.385.8920 or via email WVTBIWaiver@kepro.com.**

For additional training materials, instructional videos, quick reference guides, and job aids to assists you with accessing and utilizing the Provider Portal please visit our website.