



Atrezzo User Guide Provider Portal

**West Virginia TBIW
UM and Care Team**



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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.**

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.

The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login sections:

- Kepro:** "Use this login button if you have a Kepro domain account." Below this is a dark blue button labeled "LOGIN".
- Customer/Provider:** "Use this login button if you are a customer or provider user." Below this are two dark blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Underneath these buttons is a checkbox labeled "Remember Me".

At the bottom of the login area, there are three lines of text:

- "If you don't already have a Kepro account, you can [register here](#)."
- "If this is your first login with multi-factor authentication, [click here](#) to complete your registration."
- "Having trouble logging in? [Click here](#)."

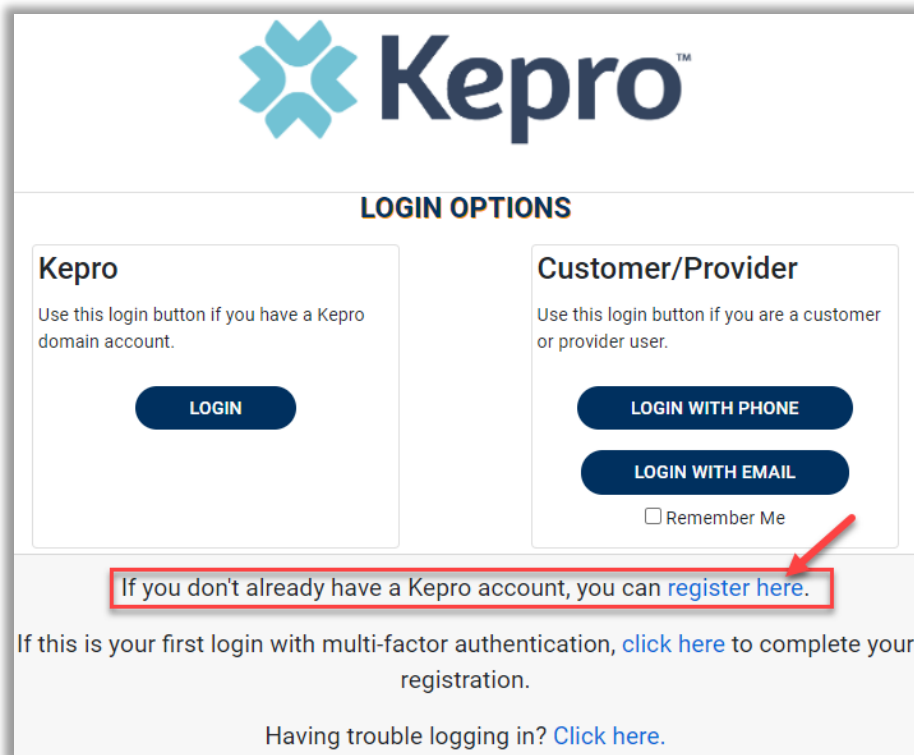


New Provider Registration & MFA Registration

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.

The screenshot shows the 'Create a New Account - Specify Your Organization' page. It features the Kepro logo at the top, followed by the title. Below the title are two input fields: 'NPI' and 'PROVIDER REGISTRATION CODE'. A red callout 'A' points to the NPI field, and a red callout 'B' points to the registration code field. At the bottom of the form are two buttons: 'LOGIN' with a left arrow and 'NEXT' with a right arrow. A red callout 'C' points to the 'NEXT' button. A footer note at the bottom of the form reads: 'Please refer to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information on how to register. You can find this document on your payer-specific Kepro website.'

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

Create a New Account - Enter User Information

Organizational Information

Please enter the required (*) fields

Account Information

USERNAME *

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State ▼

ZIP CODE

EMAIL *

CONFIRM EMAIL *

PHONE

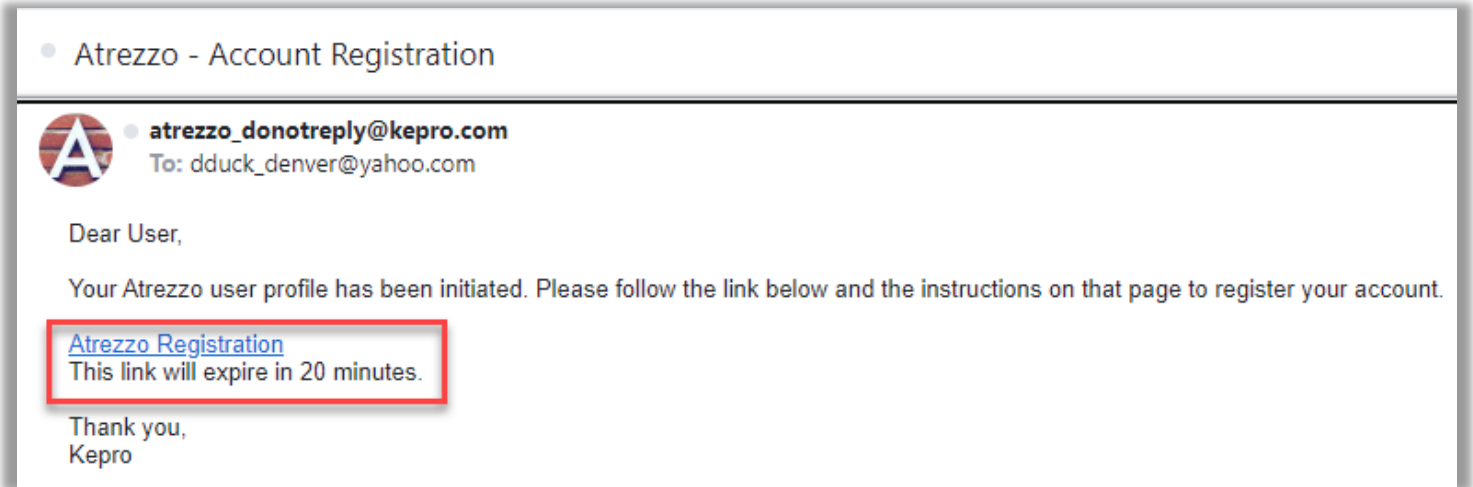
Providers in receipt of Faxed Determination Letters: Official communication of service authorization will be sent to the fax number entered below.

FAX *

< LOGIN G 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.

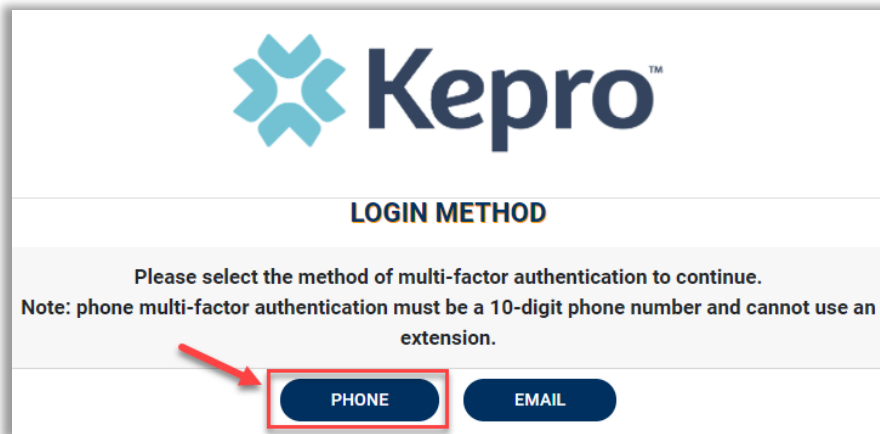


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

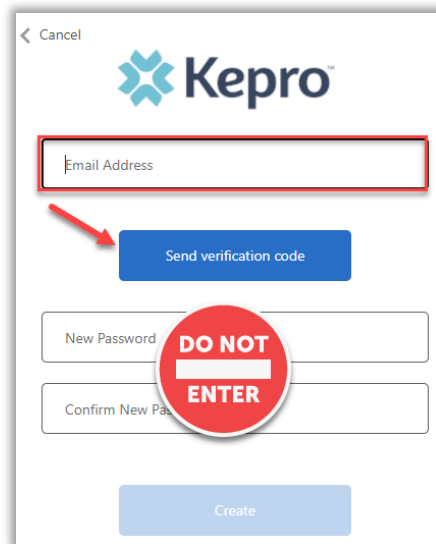
NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

Click the PHONE button



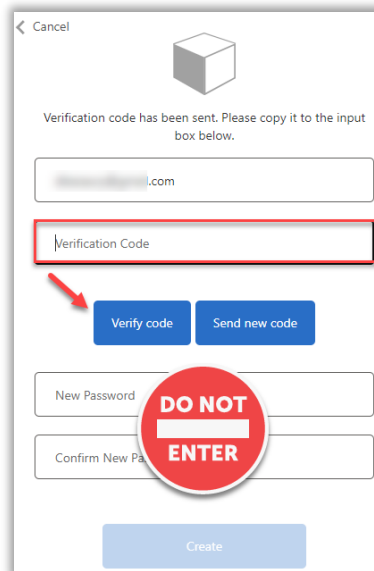
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the Kepro registration interface. At the top, there is a 'Cancel' link and the Kepro logo. Below the logo is an 'Email Address' input field, which is highlighted with a red border. A red arrow points to the 'Send verification code' button. Below this are 'New Password' and 'Confirm New Password' input fields, which are partially obscured by a red circular warning icon that says 'DO NOT ENTER'. At the bottom is a 'Create' button.

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

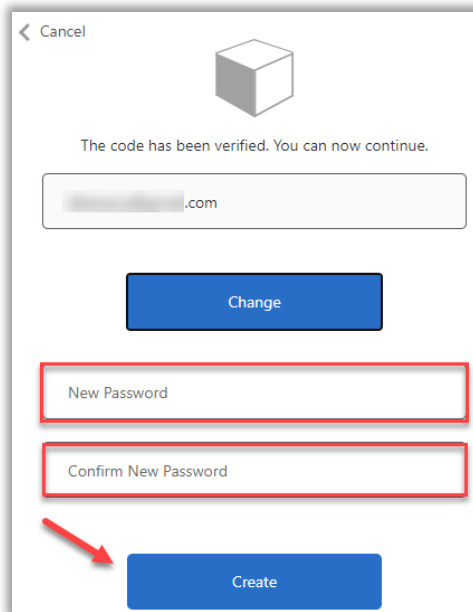
Enter the verification code sent to the email address entered; then click Verify Code.



The screenshot shows the Kepro verification interface. At the top, there is a 'Cancel' link and a cube icon. Below the icon is the text 'Verification code has been sent. Please copy it to the input box below.' Below this is an email address input field (partially obscured by a grey box). Below that is a 'Verification Code' input field, which is highlighted with a red border. A red arrow points to the 'Verify code' button. Below this are 'New Password' and 'Confirm New Password' input fields, which are partially obscured by a red circular warning icon that says 'DO NOT ENTER'. At the bottom is a 'Create' button.

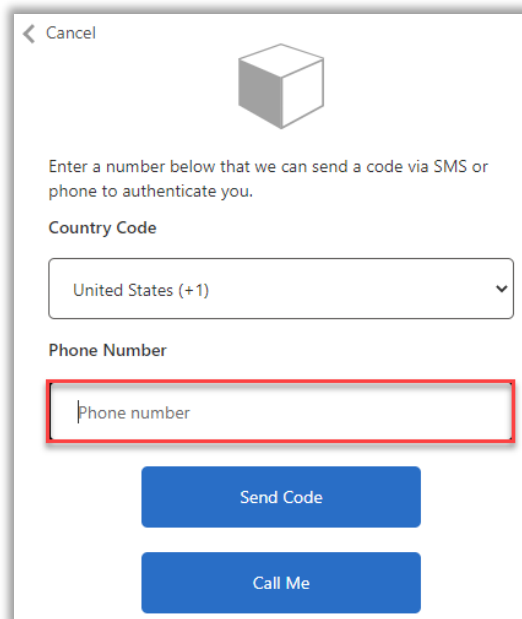
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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



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

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



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

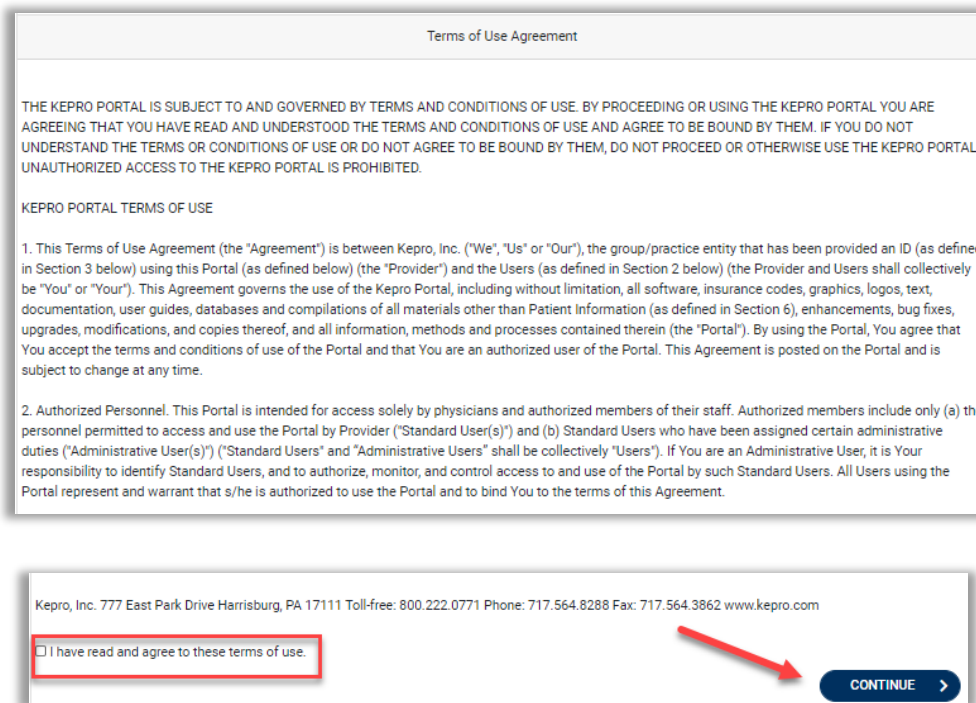
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



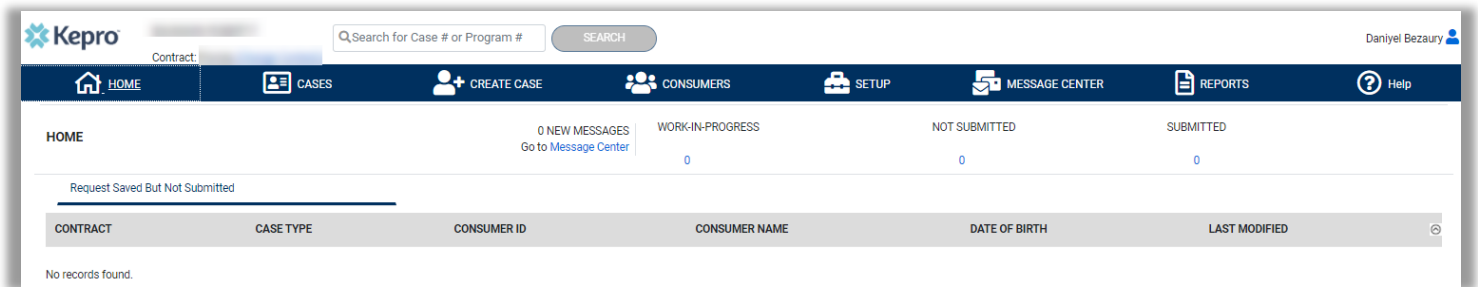
A screenshot of a mobile application screen for SMS authentication. At the top left is a back arrow and the word "Cancel". In the center is a 3D cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field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

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



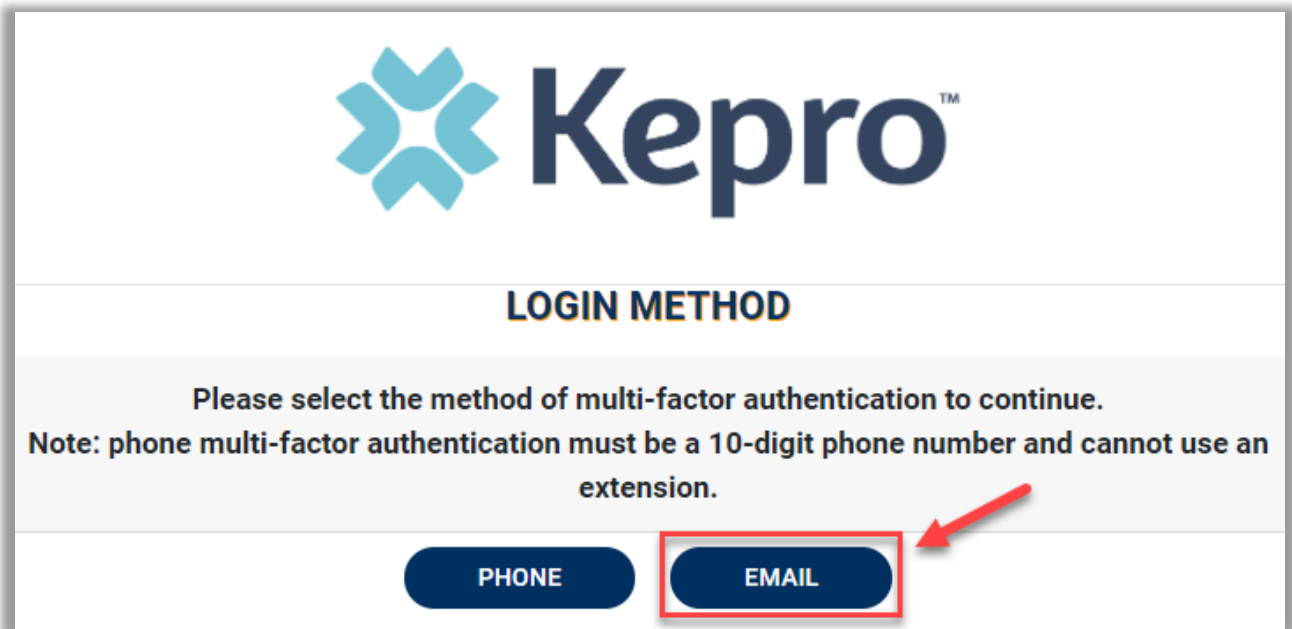
A screenshot of a "Terms of Use Agreement" screen. The title "Terms of Use Agreement" is at the top. The main body contains two paragraphs of text. The first paragraph states: "THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE 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." The second paragraph is titled "KEPRO PORTAL TERMS OF USE" and contains two numbered points. The first point describes the agreement between Kepro, Inc. and the user. The second point describes authorized personnel. At the bottom of the screen, there is a footer with contact information: "Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com". Below the footer is a checkbox labeled "I have read and agree to these terms of use." with a red arrow pointing to a blue "CONTINUE" button with a right-pointing arrow.

The system will automatically authenticate and display the home page.

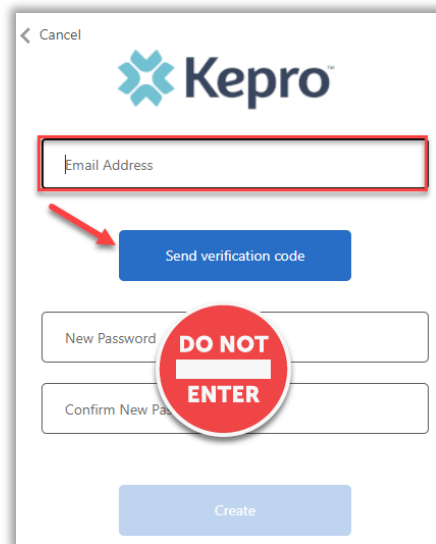


Email Verification

Click the EMAIL button



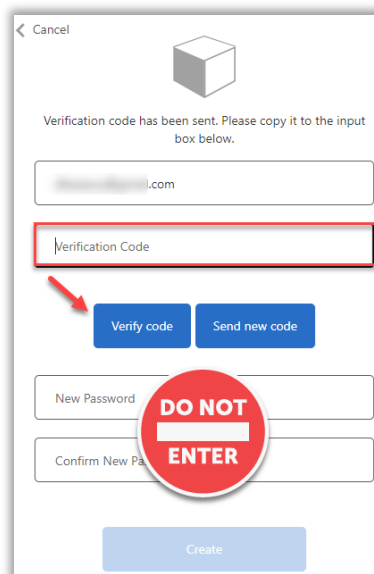
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the Kepro registration interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is an "Email Address" input field, which is highlighted with a red rectangular border. A red arrow points from the bottom right of this field to a blue button labeled "Send verification code". Below the button are two input fields: "New Password" and "Confirm New Pa...", both partially obscured by a red circular warning icon with the text "DO NOT ENTER". At the bottom of the screen is a light blue "Create" button.

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

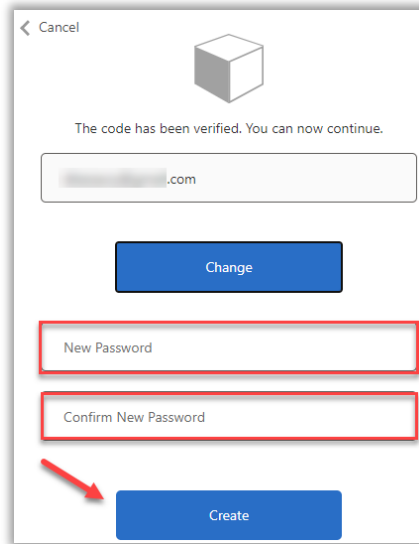
Enter the verification code sent to the email address entered; then click Verify Code.



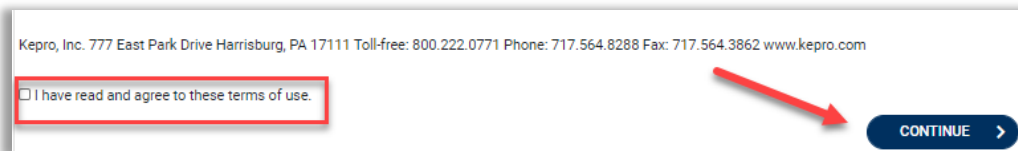
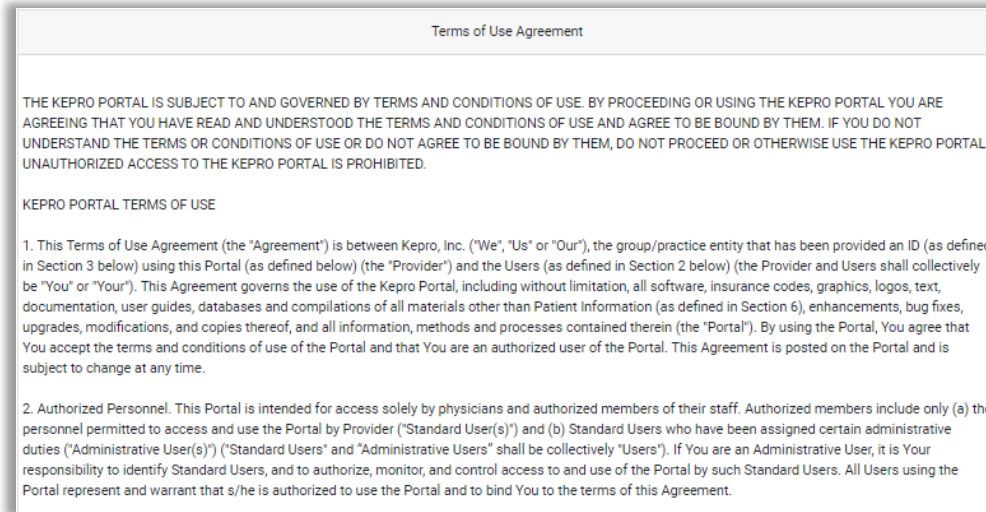
The screenshot shows the Kepro verification interface. At the top left is a back arrow and the word "Cancel". Below it is a 3D cube icon. The text "Verification code has been sent. Please copy it to the input box below." is centered. Below this is an email address input field (partially obscured by a grey box) ending in ".com". Below that is a "Verification Code" input field, highlighted with a red rectangular border. A red arrow points from the bottom left of this field to a blue button labeled "Verify code". To the right of this button is another blue button labeled "Send new code". Below these buttons are two input fields: "New Password" and "Confirm New Pa...", both partially obscured by a red circular warning icon with the text "DO NOT ENTER". At the bottom of the screen is a light blue "Create" button.

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

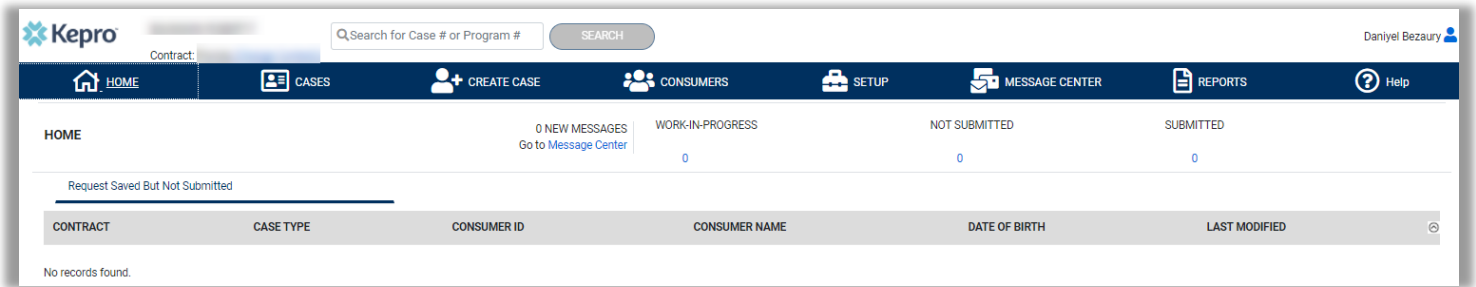
After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.



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



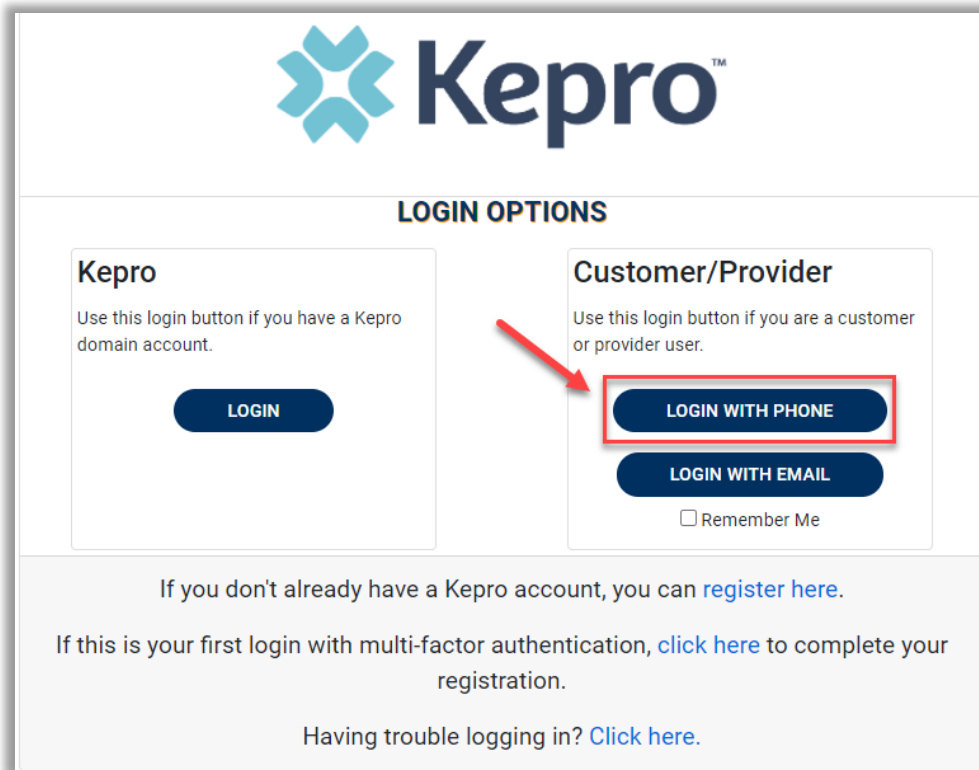
The system will automatically authenticate and display the home page.



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





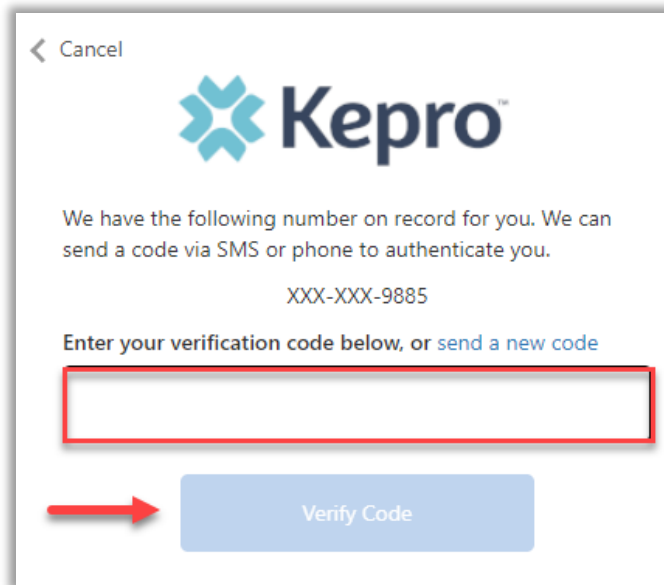
Enter the email address and password created during the registration process. Click **Sign in**.

The image shows a mobile application sign-in screen for Kepro. At the top is the Kepro logo. Below it is the text "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a blurred password represented by dots. Below the password field is a link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in". A red arrow points to the "Sign in" button.

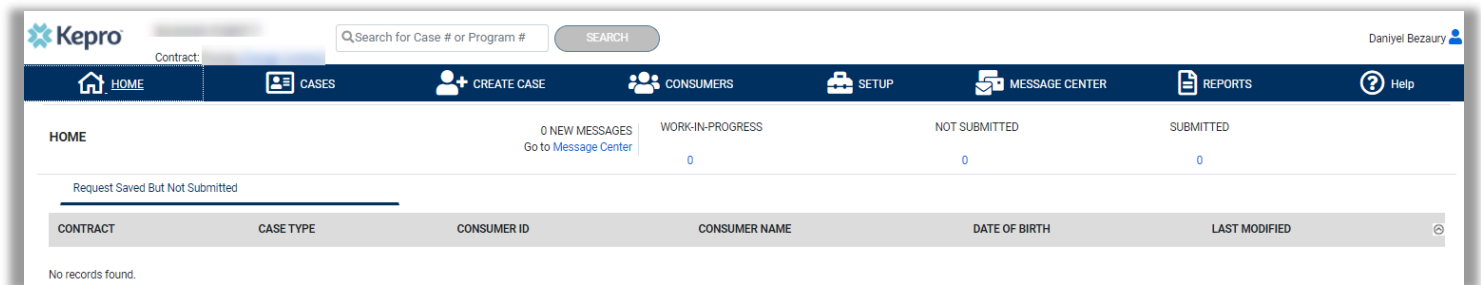
Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.

The image shows a mobile application verification screen for Kepro. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this text is the phone number "XXX-XXX-9885". There are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons.

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



Login will complete and the home screen will display.

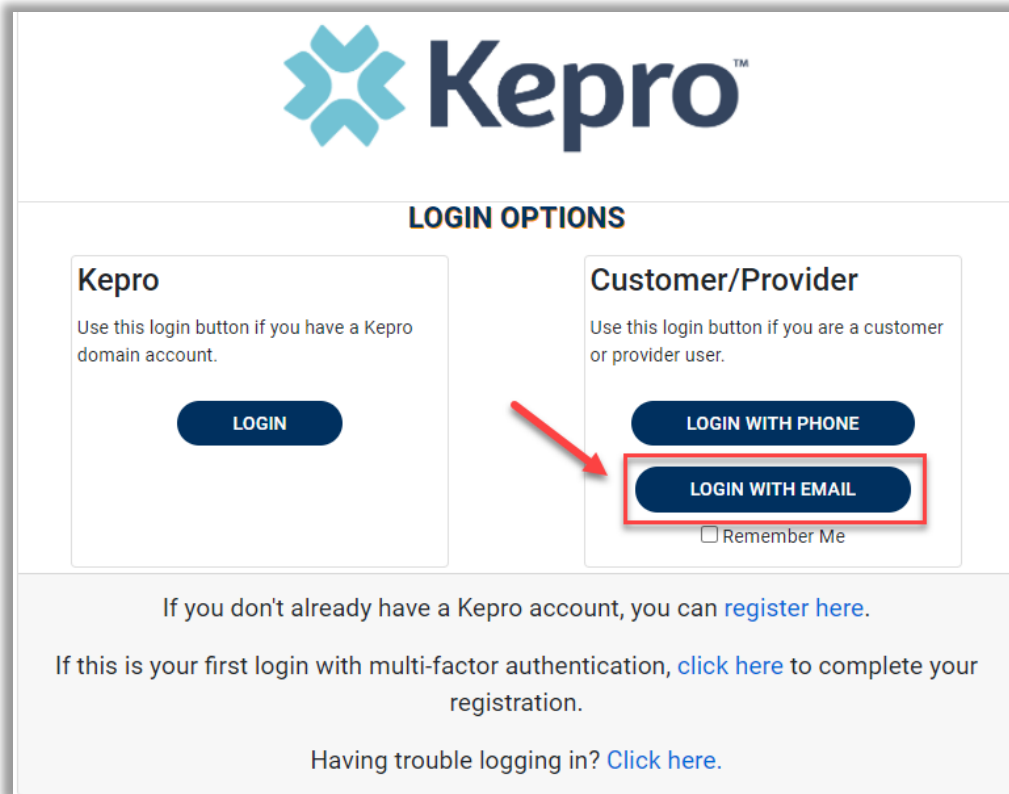




Email Login

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 image shows the Kepro sign-in interface. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: the first contains a blurred email address followed by ".com", and the second contains a blurred password. Below the password field is a link that says "Forgot your password?". At the bottom is a blue button labeled "Sign in". A red arrow points to the "Sign in" button.

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.

The image shows the Kepro verification screen. At the top left is a back arrow and the word "Cancel". Below that is the Kepro logo. The text "Verification is necessary. Please click Send button." is displayed. Underneath is the heading "Email Address" followed by an input field containing a blurred email address and ".com". Below the input field is a blue button labeled "Send verification code", which is highlighted with a red box and a red arrow points to it. At the bottom is a light blue button labeled "Continue".



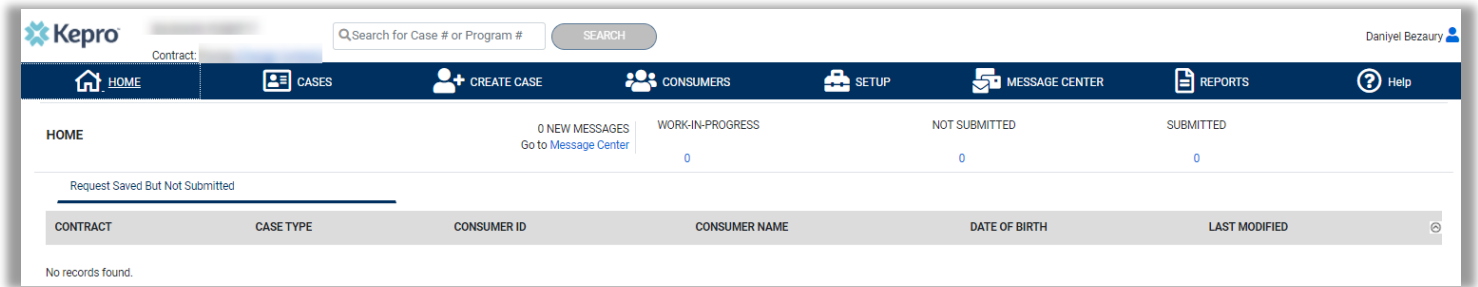
Enter verification code sent to the email address, then click Verify Code.

The screenshot shows a mobile app interface for Kepro. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo, the text reads: "Verification code has been sent to your inbox. Please copy it to the input box below." There are two input fields: "Email Address" with a blurred email address ending in ".com", and "Verification code" with the placeholder text "Verification code". Below the input fields are two blue buttons: "Verify code" and "Send new code". A red arrow points to the "Verify code" button. At the bottom center is a light blue "Continue" button.

A message will appear confirming verification, click Continue.

The screenshot shows the same mobile app interface after successful verification. The "Verify code" button is now disabled. A red box highlights the message: "E-mail address verified. You can now continue." Below this message is the "Email Address" input field with the same blurred address. At the bottom center is a blue "Continue" button. A red arrow points to the "Continue" button.

Login will complete and the home screen will display.

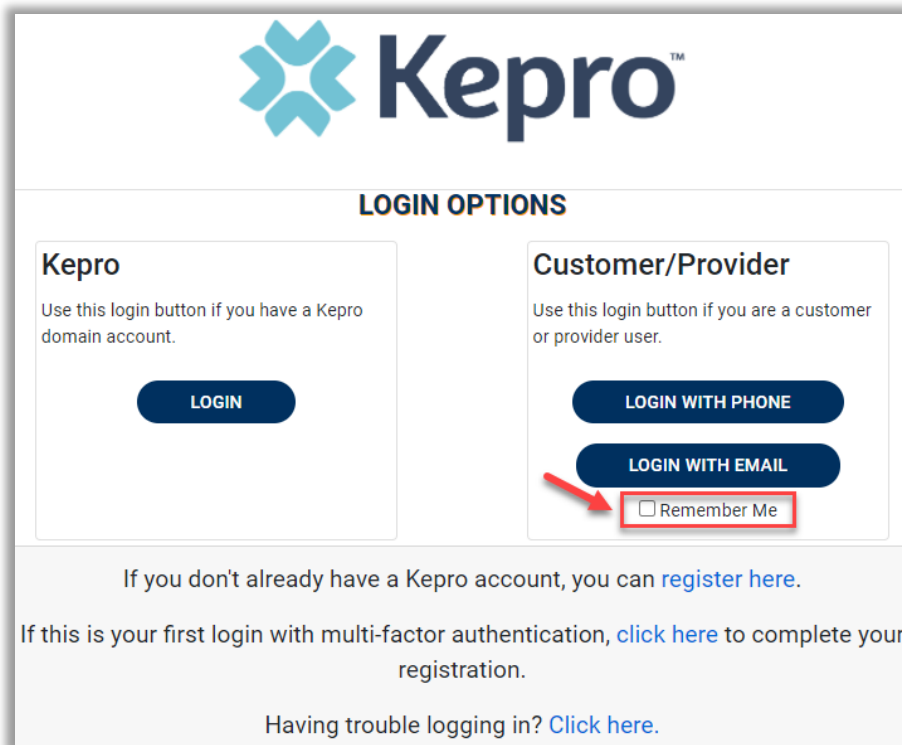


Remember Me Functionality

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.

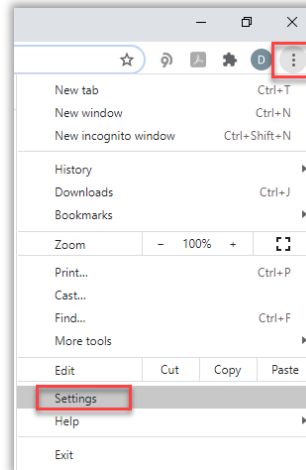
Chrome Configuration

Google Chrome is the preferred browser for Atrezzo.

To set “continue where you left off” in Google Chrome,

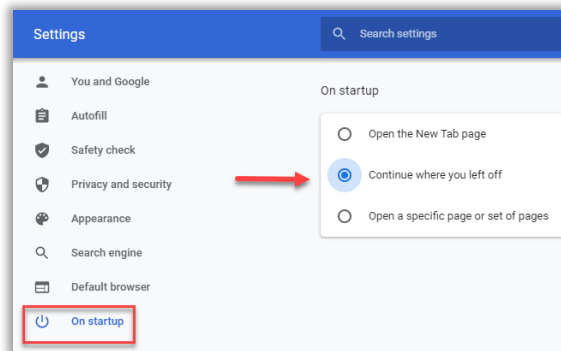
Click the three (3) menu dots in the upper right corner of the browser

Then click Settings.



Click On startup in the left menu










Then click the selection for “Continue where you left off”.



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.

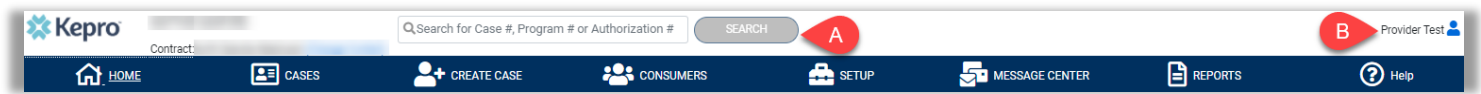
Utilize the below legend for a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the icon hyperlink.


 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.

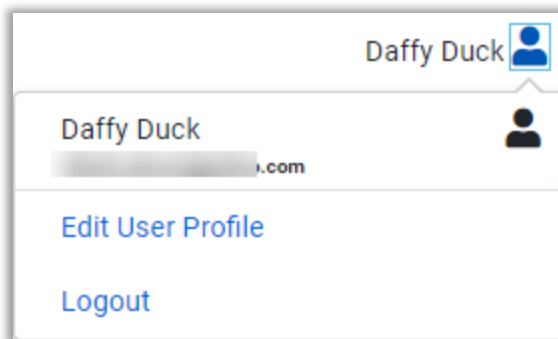
General System Features

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.



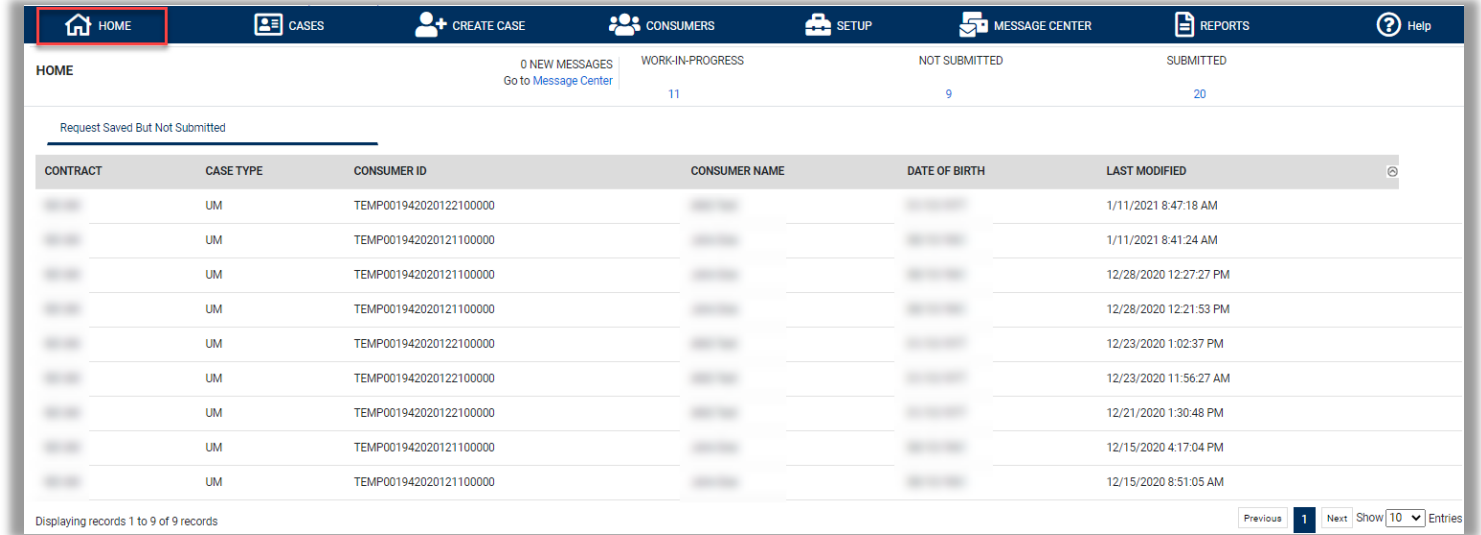
- A. To search a Case #, Program #, or Authorization #, enter specified information in this box and click Search (see [Searching by Case ID](#) for step by step instructions).
- B. This section will identify the user logged in. Click on the  icon in the upper right corner to open menu options where you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



Home Screen View

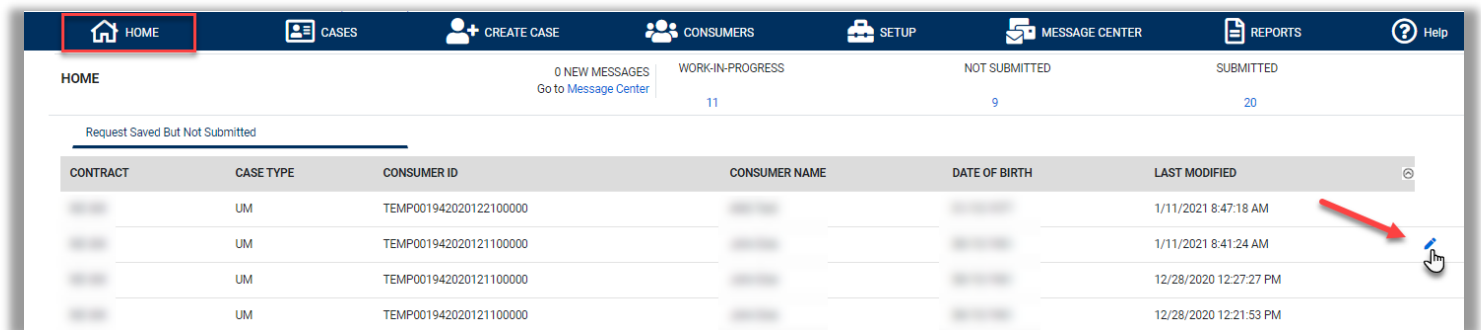


Once successfully logged in, the user will be taken to the Atrezzo Home Screen which will default to display available "Request Saved But Not Submitted". This will provide a list of Consumers with cases that have been started, but are incomplete and have not been submitted to Kepro.



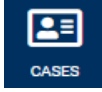
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
████	UM	TEMP001942020122100000	████	████	1/11/2021 8:47:18 AM
████	UM	TEMP001942020121100000	████	████	1/11/2021 8:41:24 AM
████	UM	TEMP001942020121100000	████	████	12/28/2020 12:27:27 PM
████	UM	TEMP001942020121100000	████	████	12/28/2020 12:21:53 PM
████	UM	TEMP001942020122100000	████	████	12/23/2020 1:02:37 PM
████	UM	TEMP001942020122100000	████	████	12/23/2020 11:56:27 AM
████	UM	TEMP001942020122100000	████	████	12/21/2020 1:30:48 PM
████	UM	TEMP001942020121100000	████	████	12/15/2020 4:17:04 PM
████	UM	TEMP001942020121100000	████	████	12/15/2020 8:51:05 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).



CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
████	UM	TEMP001942020122100000	████	████	1/11/2021 8:47:18 AM
████	UM	TEMP001942020121100000	████	████	1/11/2021 8:41:24 AM
████	UM	TEMP001942020121100000	████	████	12/28/2020 12:27:27 PM
████	UM	TEMP001942020121100000	████	████	12/28/2020 12:21:53 PM

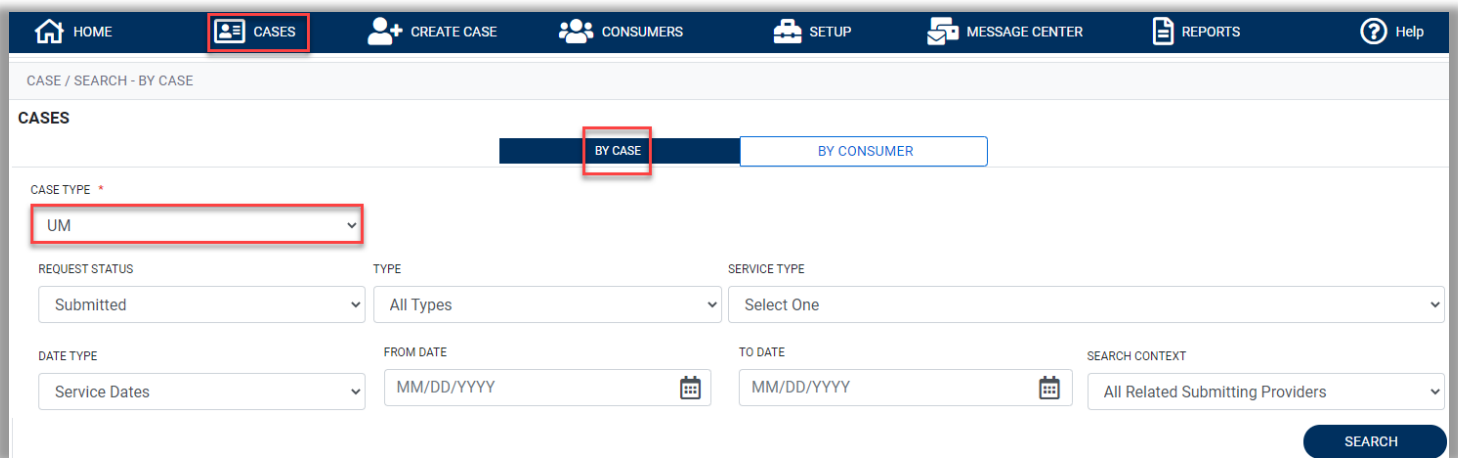
Cases



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

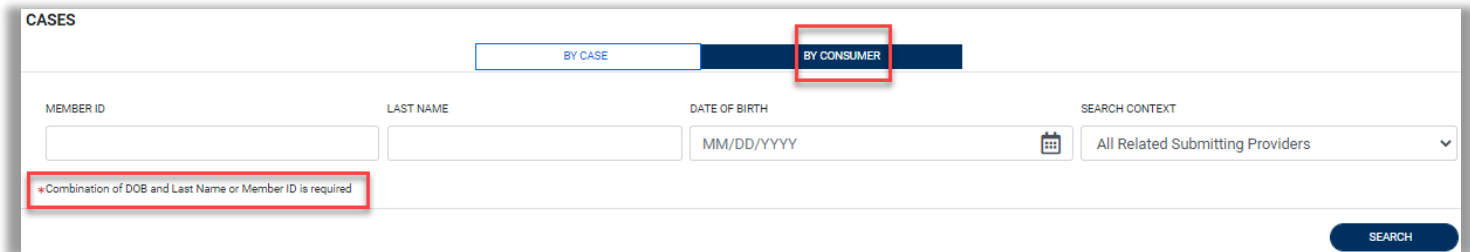
To search By Case, select Case Type UM from the drop down. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.

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



The screenshot shows the 'CASES' search interface. The top navigation bar includes 'HOME', 'CASES', 'CREATE CASE', 'CONSUMERS', 'SETUP', 'MESSAGE CENTER', 'REPORTS', and 'Help'. The main header is 'CASE / SEARCH - BY CASE'. Below this, there are two tabs: 'BY CASE' (selected) and 'BY CONSUMER'. The 'CASE TYPE' dropdown is set to 'UM'. Other search parameters include 'REQUEST STATUS' (Submitted), 'TYPE' (All Types), 'SERVICE TYPE' (Select One), 'DATE TYPE' (Service Dates), 'FROM DATE' (MM/DD/YYYY), 'TO DATE' (MM/DD/YYYY), and 'SEARCH CONTEXT' (All Related Submitting Providers). A 'SEARCH' button is located at the bottom right.

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



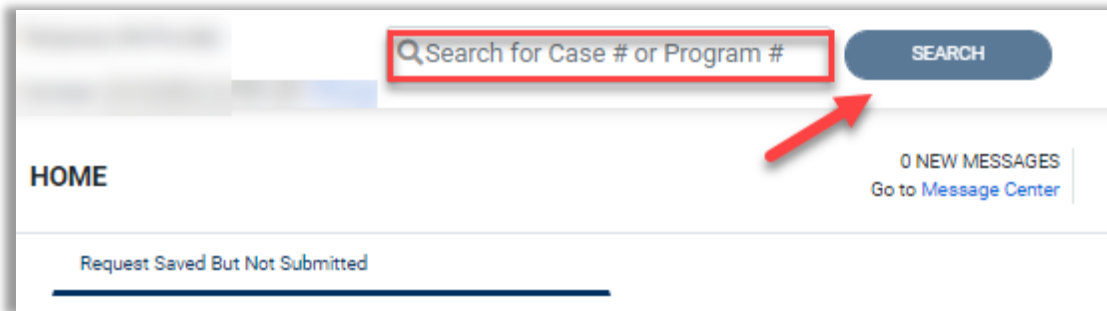
The screenshot shows the 'CASES' search interface. The top navigation bar is the same as in the previous screenshot. The main header is 'CASES'. Below this, there are two tabs: 'BY CASE' and 'BY CONSUMER' (selected). The search parameters include 'MEMBER ID', 'LAST NAME', 'DATE OF BIRTH' (MM/DD/YYYY), and 'SEARCH CONTEXT' (All Related Submitting Providers). A red box highlights the text: '*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.

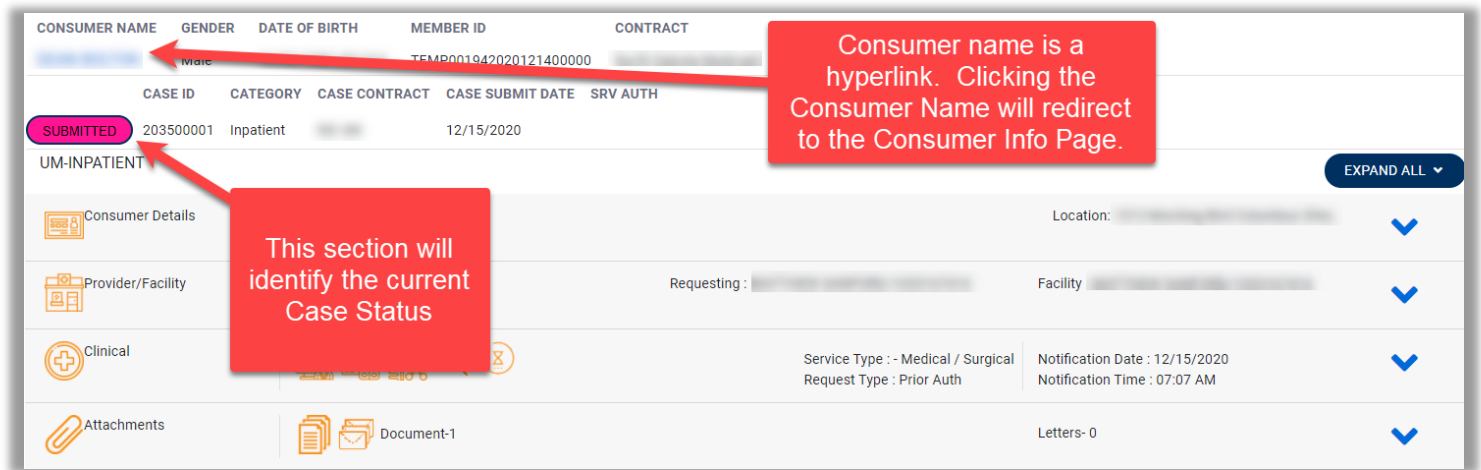
CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM	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.



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

This section will identify the current Case Status

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
Wade			TEMP001942020121400000	

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 203500001	Inpatient		12/15/2020	

UM-INPATIENT

Consumer Details Location: [Redacted] EXPAND ALL

Provider/Facility Requesting: [Redacted] Facility: [Redacted]

Clinical Service Type: - Medical / Surgical Request Type: Prior Auth Notification Date: 12/15/2020 Notification Time: 07:07 AM

Attachments Document-1 Letters- 0

UM Case Status

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

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).

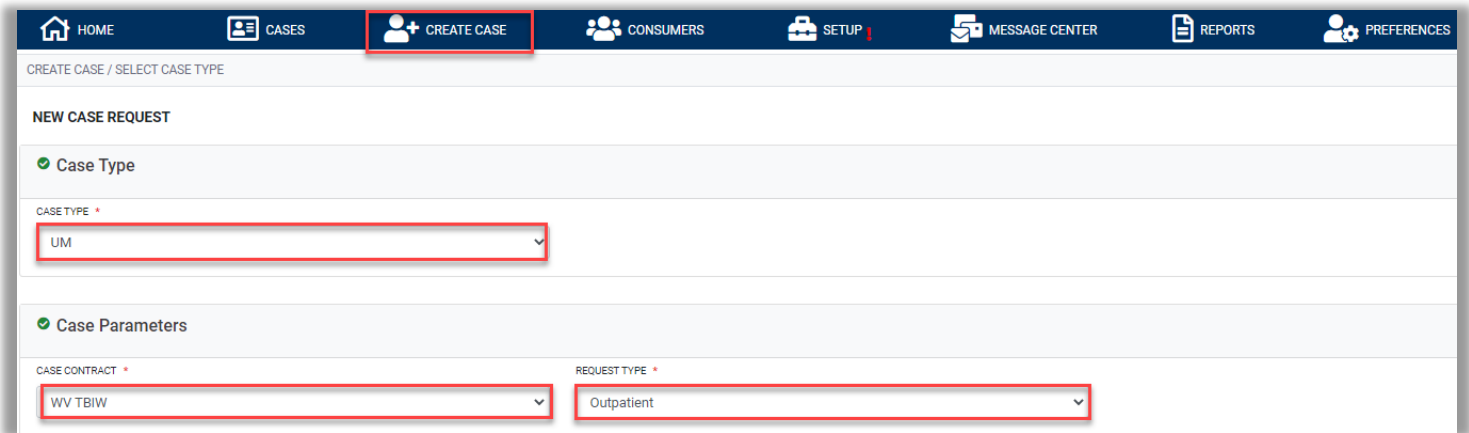
Create Case



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**.



CREATE CASE / SELECT CASE TYPE

NEW CASE REQUEST

Case Type

CASE TYPE *

UM

Case Parameters

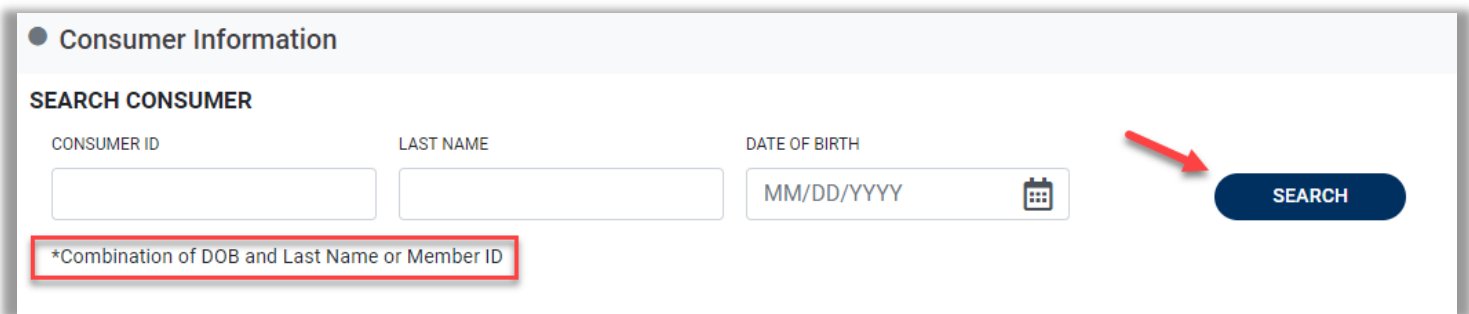
CASE CONTRACT *

WV TBIW

REQUEST TYPE *

Outpatient

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



Consumer Information

SEARCH CONSUMER

CONSUMER ID

LAST NAME

DATE OF BIRTH

MM/DD/YYYY

SEARCH

*Combination of DOB and Last Name or Member ID

Click the radio button to select the member.

Consumer Information

SEARCH CONSUMER

CONSUMER ID: LAST NAME: DATE OF BIRTH:

SELECT MEMBER	NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
<input checked="" type="radio"/>	Dani Test	01/15/1977	TEMP001762021021000001	West Virginia	4

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

NEW CASE REQUEST

- ✓ Case Type UM
- ✓ Case Parameters
- ✓ Consumer Information ANG Test

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

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	Outpatient			
<div style="background-color: red; color: white; padding: 5px; text-align: center;"> Note the case is Un-Submitted and there is not a Case ID assigned. This will be updated once the request is submitted. </div>				
Consumer Details		Location: 123 Somewhere Street Anywhere North Dakota;		
Provider/Facility		Requesting : MATTHEW SANFORD/1033167416 Servicing : MATTHEW SANFORD/1033167416		
Clinical		Service Type : Request Type : Notification Date : 12/21/2020 Notification Time : 01:26 PM		
Attachments		Document-0 Letters- 0		
Communications		Most Recent Interaction date: Most Recent Note date:		

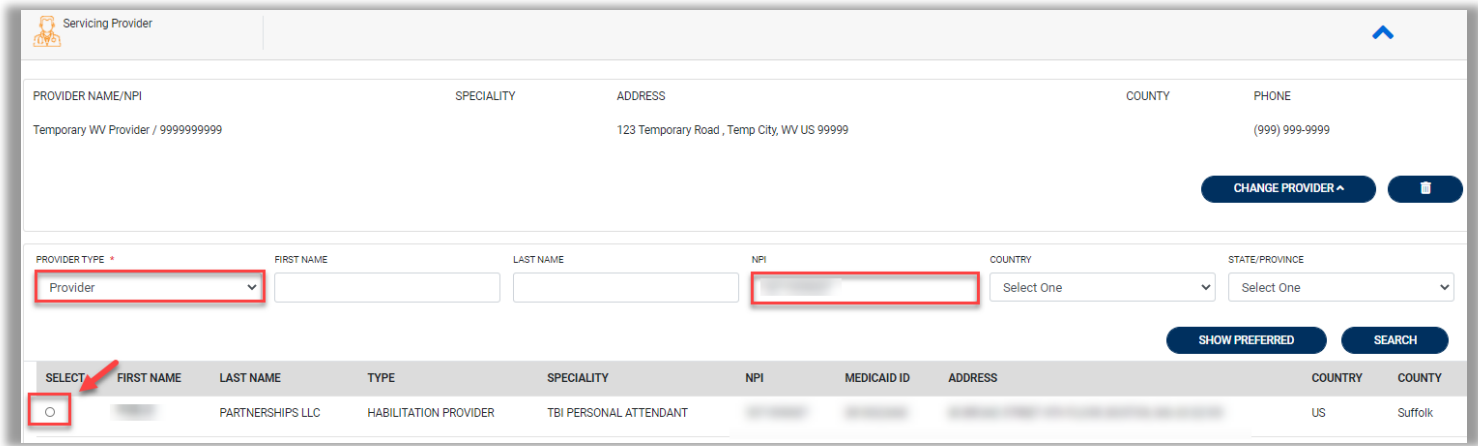
Expand Consumer Detail. Under Member ID/Plan select **Medicaid Benefit Plan** or **Medicaid Benefit Plan-SSI**. These are the only correct options to select for this section.

LOCATION	MEMBER ID/PLAN
West Virginia	00500268255/Medicaid Benefit Plan - SSI

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.

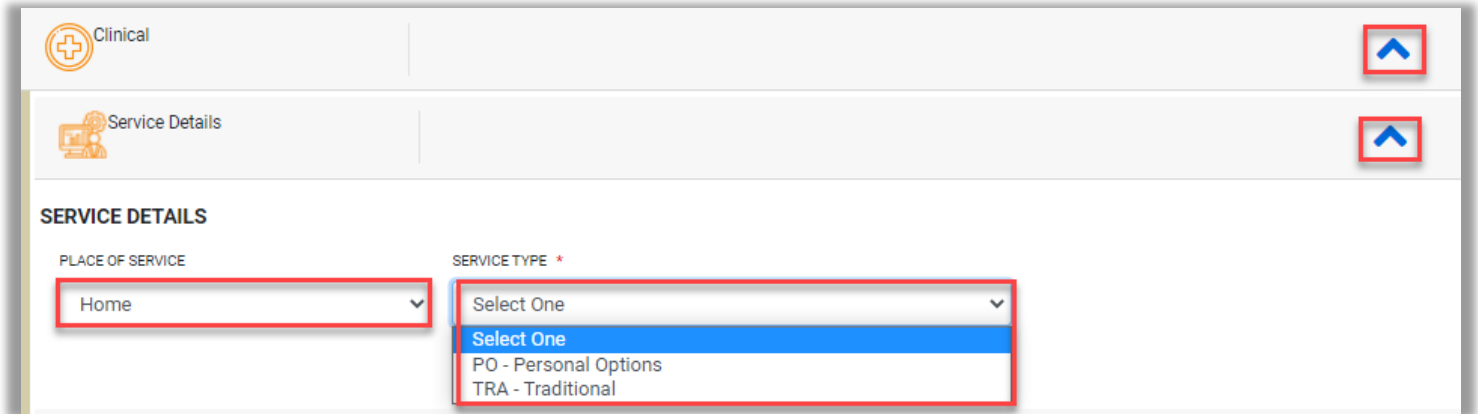
PROVIDER NAME/NPI	SPECIALITY	ADDRESS	COUNTY	PHONE
Temporary WV Provider / 9999999999		123 Temporary Road , Temp City, WV US 99999		(999) 999-9999
<div style="display: flex; justify-content: flex-end; gap: 10px;"> CHANGE PROVIDER ^ 🗑️ </div>				

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.



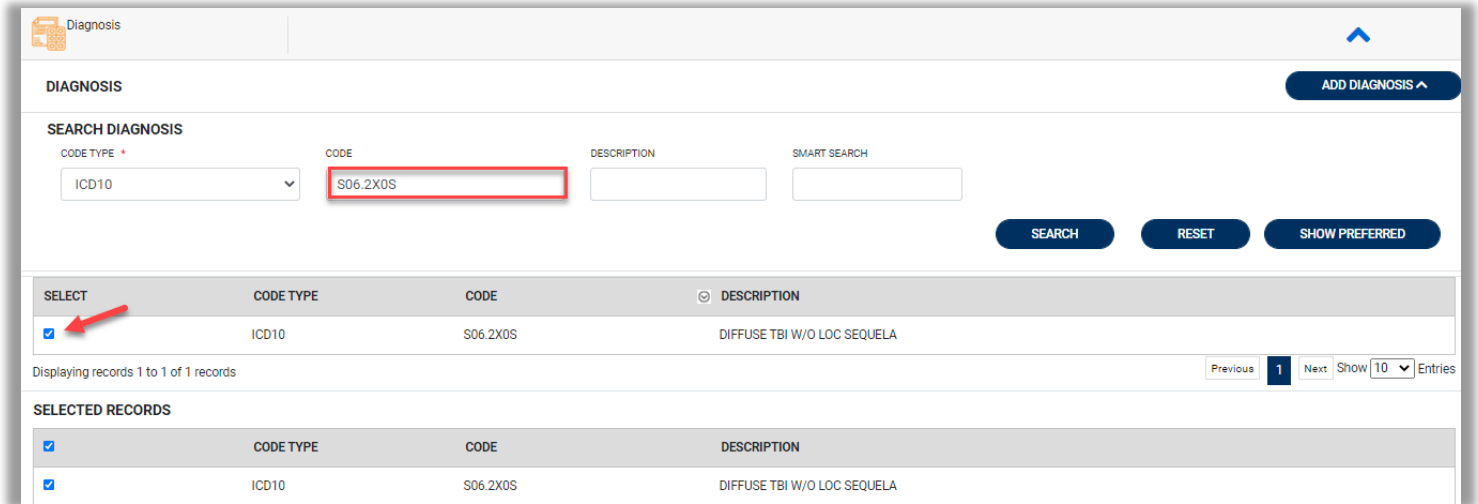
Expand the Clinical section, then expand Service Details to enter required information.

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.

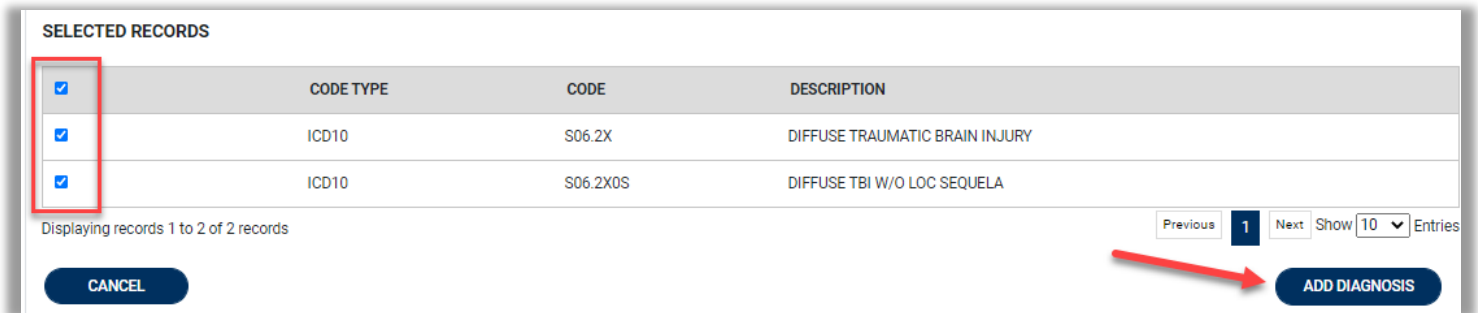


SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S06.2X0S	DIFFUSE TBI W/O LOC SEQUELA

Displaying records 1 to 1 of 1 records

SELECTED RECORDS	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S06.2X0S	DIFFUSE TBI W/O LOC SEQUELA

Once all diagnosis codes are entered, select .

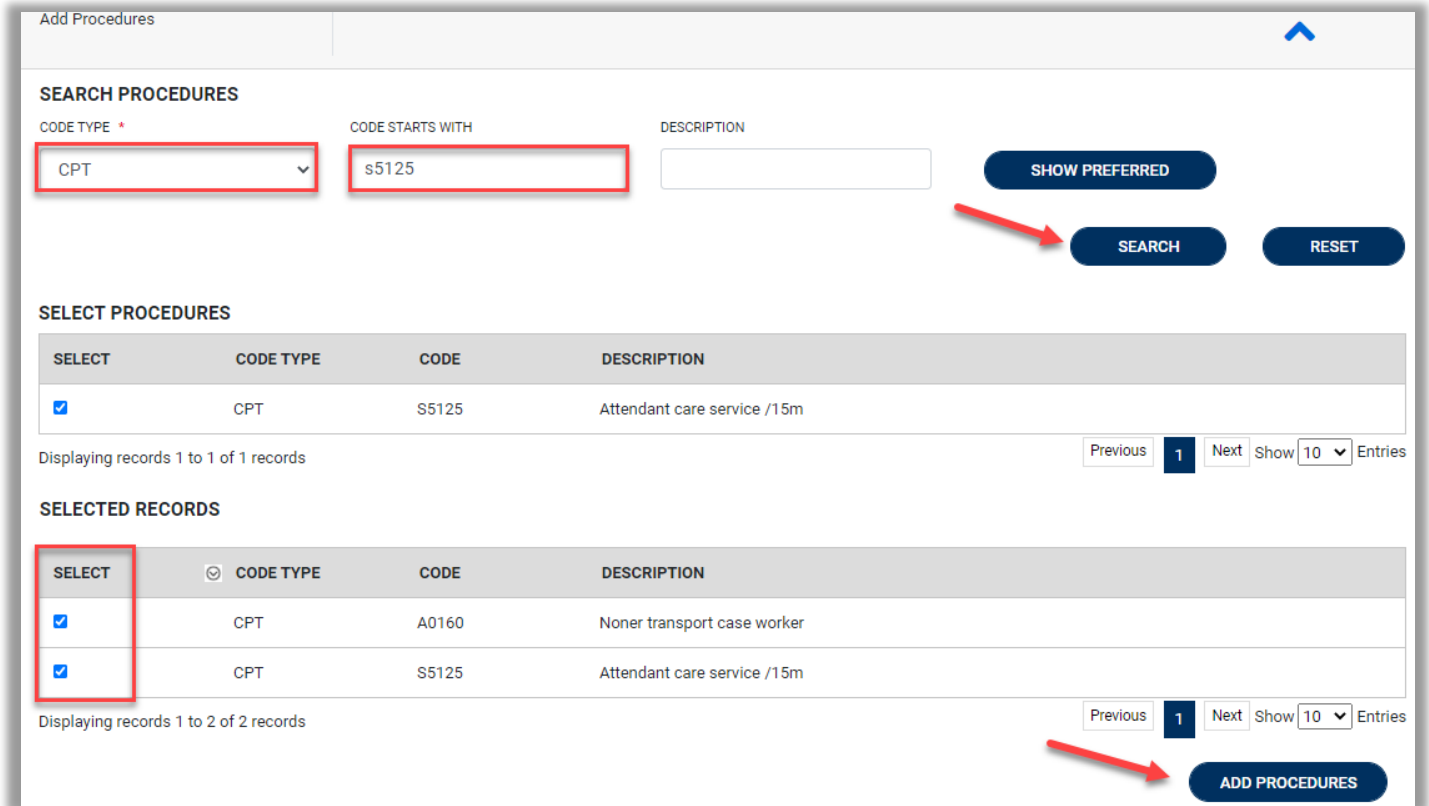


SELECTED RECORDS	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	ICD10	S06.2X	DIFFUSE TRAUMATIC BRAIN INJURY
<input checked="" type="checkbox"/>	ICD10	S06.2X0S	DIFFUSE TBI W/O LOC SEQUELA

Displaying records 1 to 2 of 2 records

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.



The screenshot shows the 'Add Procedures' interface. It is divided into two main sections: 'SEARCH PROCEDURES' and 'SELECTED RECORDS'.

SEARCH PROCEDURES: This section contains search filters: 'CODE TYPE' (set to 'CPT'), 'CODE STARTS WITH' (set to 's5125'), and 'DESCRIPTION'. There are three buttons: 'SHOW PREFERRED', 'SEARCH', and 'RESET'. A red arrow points to the 'SEARCH' button.

SELECT PROCEDURES: This section displays a table with one record:

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	S5125	Attendant care service /15m

Below the table, it says 'Displaying records 1 to 1 of 1 records' and includes navigation controls: 'Previous', '1', 'Next', 'Show 10', and 'Entries'.

SELECTED RECORDS: This section displays a table with two records:

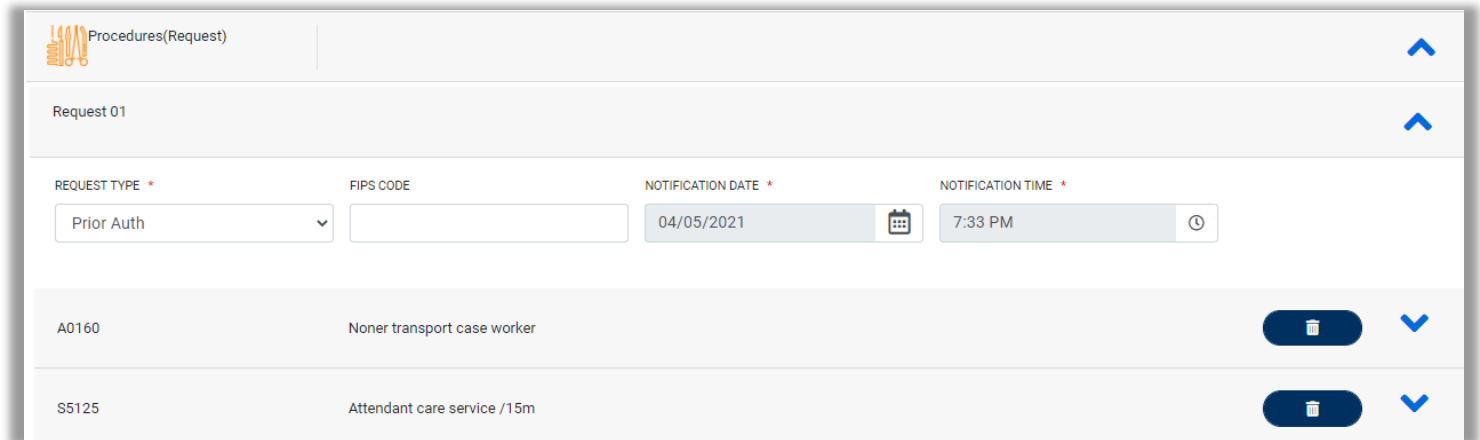
SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	A0160	Noner transport case worker
<input checked="" type="checkbox"/>	CPT	S5125	Attendant care service /15m

Below the table, it says 'Displaying records 1 to 2 of 2 records' and includes navigation controls: 'Previous', '1', 'Next', 'Show 10', and 'Entries'. A red arrow points to the 'ADD PROCEDURES' button.

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.



Procedures(Request)

Request 01

REQUEST TYPE *
Prior Auth

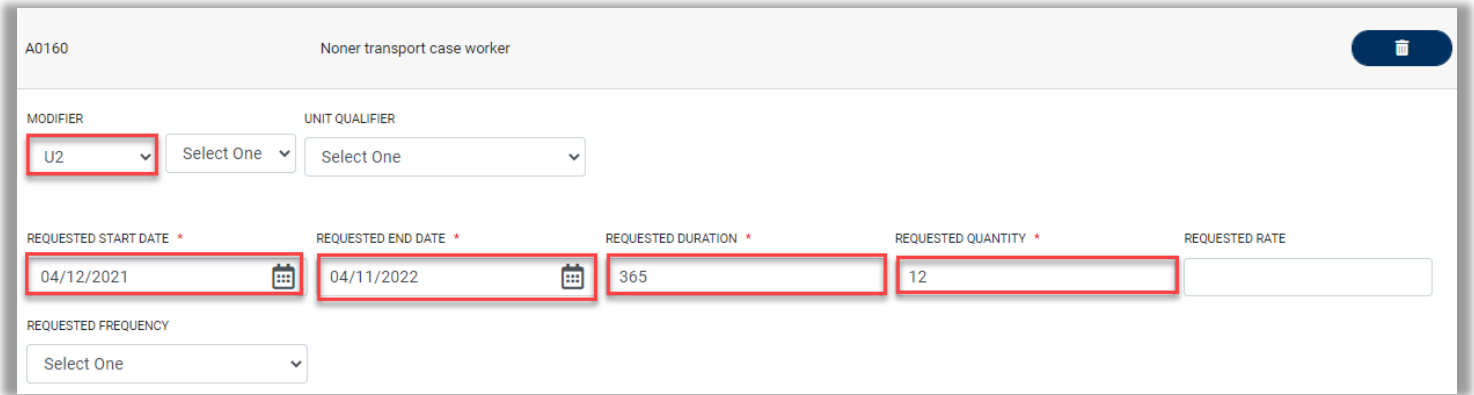
FIPS CODE

NOTIFICATION DATE *
04/05/2021

NOTIFICATION TIME *
7:33 PM

A0160	Noner transport case worker		
S5125	Attendant care service /15m		

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.



A0160 Noner transport case worker

MODIFIER: U2 (selected), UNIT QUALIFIER: Select One

REQUESTED START DATE: 04/12/2021, REQUESTED END DATE: 04/11/2022, REQUESTED DURATION: 365, REQUESTED QUANTITY: 12, REQUESTED RATE: [empty]

REQUESTED FREQUENCY: Select One

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](#).



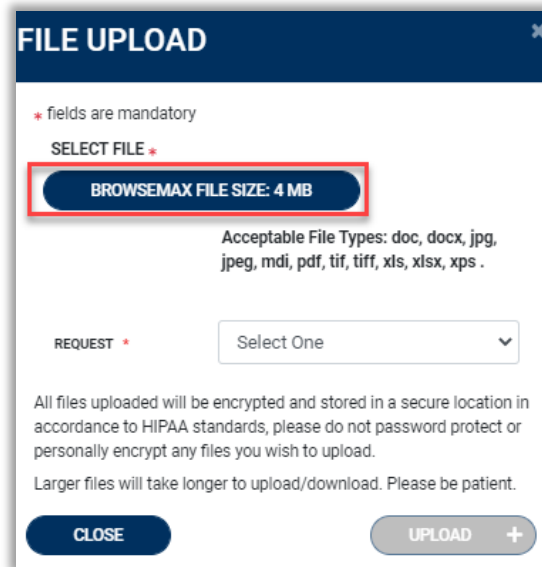
Attachments [Expand]

Documents [Expand]

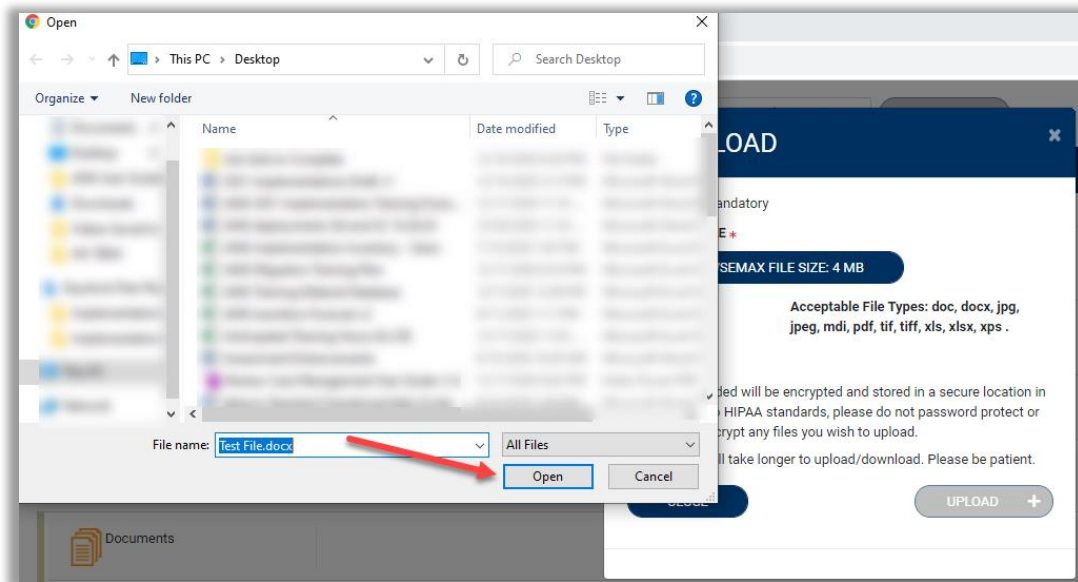
DOCUMENTS

[CLICK HERE TO UPLOAD FILE](#) +

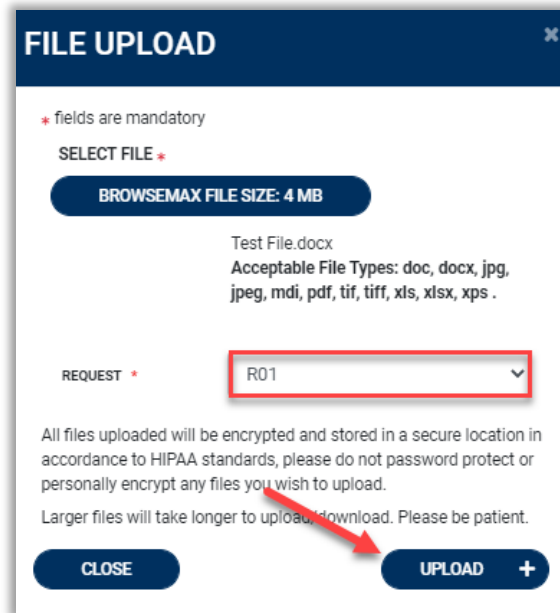
A pop up will display, click Browse to search for the supporting documentation.



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**.



FILE UPLOAD [X]

* fields are mandatory

SELECT FILE *

BROWSEMAX FILE SIZE: 4 MB

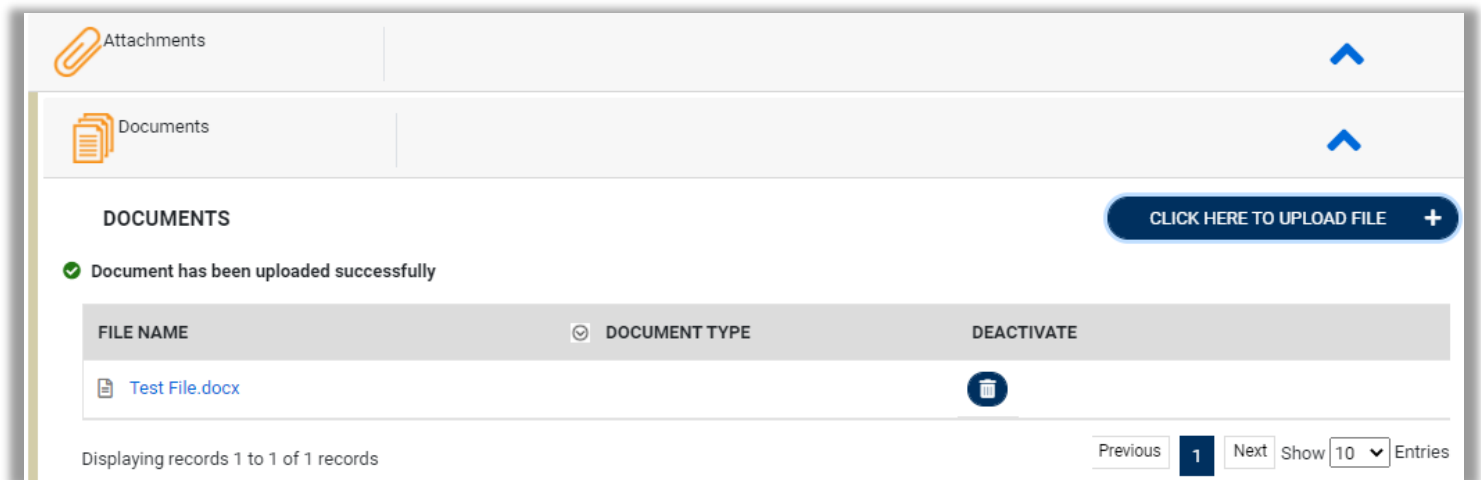
Test File.docx
Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

REQUEST *

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

CLOSE **UPLOAD** +

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





Attachments

Documents

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

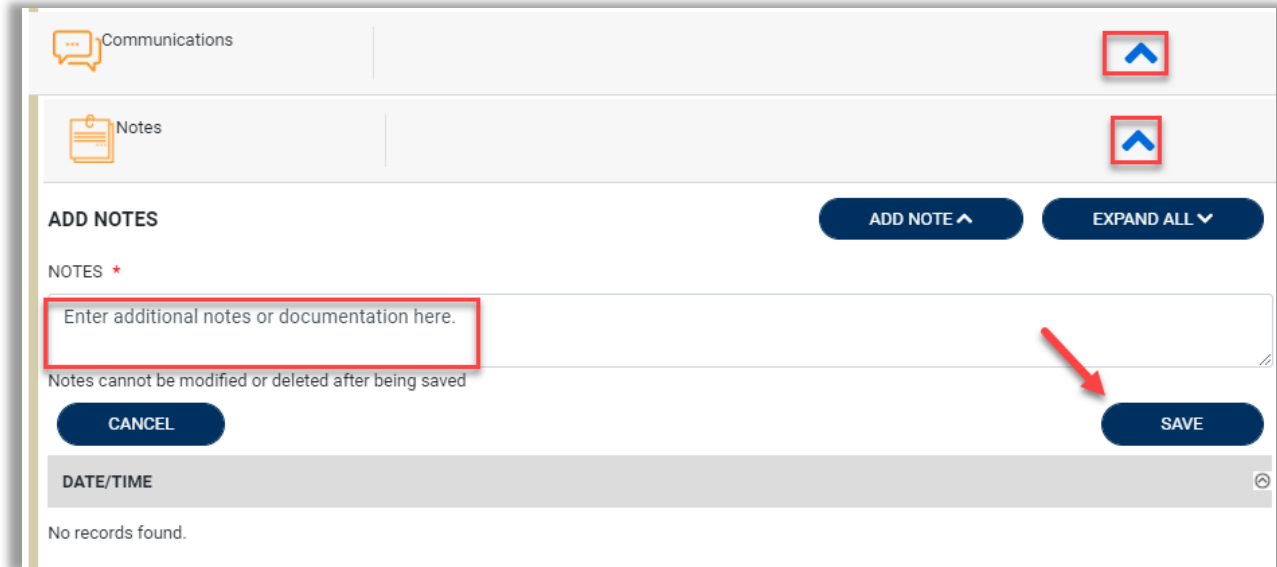
✔ Document has been uploaded successfully

FILE NAME	DOCUMENT TYPE	DEACTIVATE
 Test File.docx		

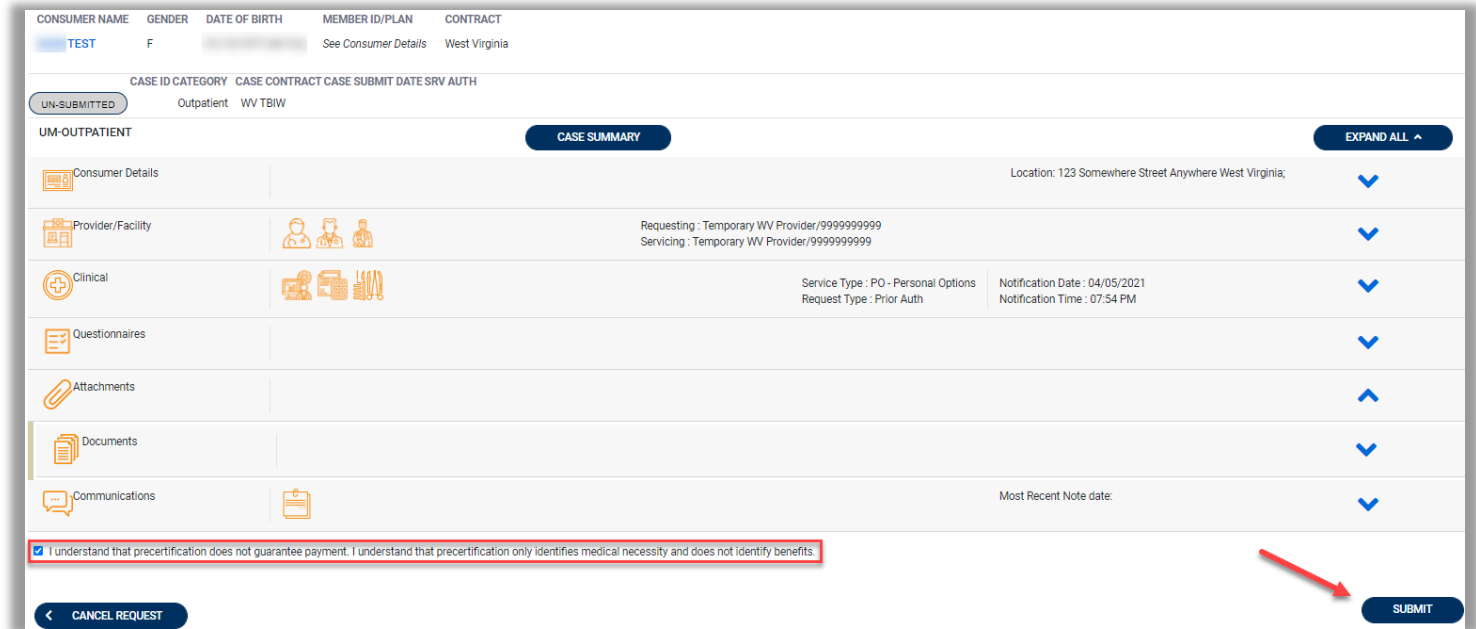
Displaying records 1 to 1 of 1 records

Previous **1** Next Show 10 Entries

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**.

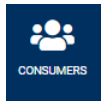
A Case ID will be generated which is a unique numerical identifier that can be used for identification purposes and status updates. The Case Page will identify the status along with an overview of the request submitted.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID/PLAN	CONTRACT
TEST	F		TEMP001762021021000001	West Virginia
SUBMITTED	CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE SRV AUTH
	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 Document-0
Letters- 0
- Communications Most Recent Note date:

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.

HOME CASES CREATE CASE **CONSUMERS** SETUP MESSAGE CENTER REPORTS Help

CONSUMERS RESET

CONSUMER ID LAST NAME DATE OF BIRTH

MM/DD/YYYY

*Combination of DOB and Last Name or Member ID

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

CONSUMERS RESET

CONSUMER ID LAST NAME DATE OF BIRTH SEARCH

*Combination of DOB and Last Name or Member ID

[+ ADD TEMPORARY CONSUMER](#)

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

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

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.

HOME CASES CREATE CASE CONSUMERS **SETUP** MESSAGE CENTER REPORTS Help

SETUP REGISTER NEW PROVIDER +

Manage Provider Groups (1) Manage Users (2)

MATTHEW [REDACTED] NPI : [REDACTED] / Physicians / PO BOX 2010 ^

NPI	PROVIDER TYPE	ADDRESS
[REDACTED]	Physicians	PO BOX 2010

[ADD](#)

AVAILABLE USERS FROM YOUR GROUP

Select Any [ADD NEW USER](#)

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

ACCOUNT INFORMATION

USER NAME *

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 <input type="button" value="v"/>
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 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 Manage Provider Groups, select the Role the user should have. All accesses with Admin listed will have the ability to add and manage user roles for the assigned provider group.

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

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

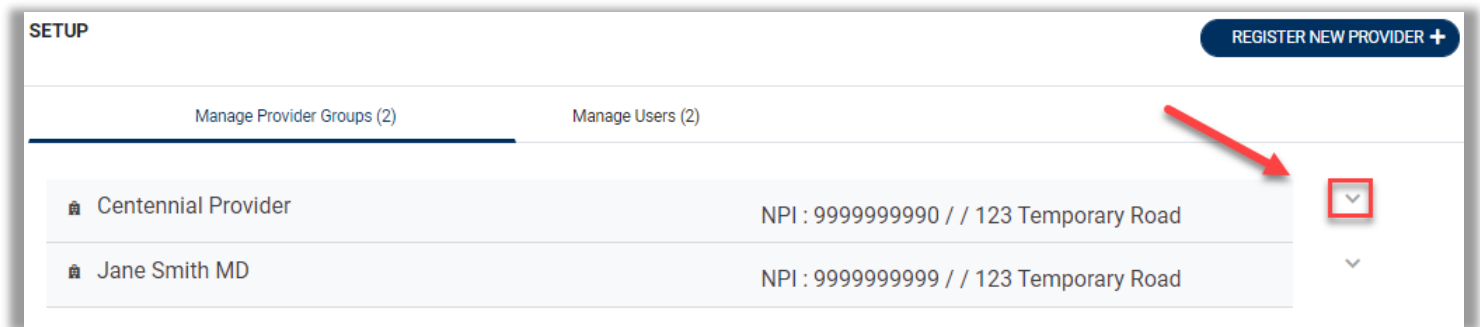
Provider Group Administrators can manage multiple facilities under the same login credentials. After the original account has been created, click **REGISTER NEW PROVIDER**. Enter the NPI and Medicaid ID as the Provider Registration Code. Click **FIND PROVIDER**.

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



The screenshot shows the 'Register a New Provider' form in the Kepro system. It includes the Kepro logo at the top, followed by the title 'Register a New Provider'. There are two input fields: 'PROVIDER NPI: *' with the value '9999999991' and 'PROVIDER REGISTRATION CODE: *' with the value '23458266'. Below these fields is a list of providers with a checkbox next to the first one: 'Pueblo Provider -- 123 Temporary Road null - Pueblo CO'. A red arrow points to this checkbox. To the right of the list are two buttons: a blue 'FIND PROVIDER' button and a grey 'SELECT >' button. A red arrow points to the 'SELECT >' button.

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



The screenshot shows the 'SETUP' page with a 'REGISTER NEW PROVIDER +' button in the top right. Below the button are two tabs: 'Manage Provider Groups (2)' and 'Manage Users (2)'. The 'Manage Provider Groups (2)' tab is active. It displays a table with two rows of provider information. A red arrow points to a dropdown arrow icon on the right side of the table.

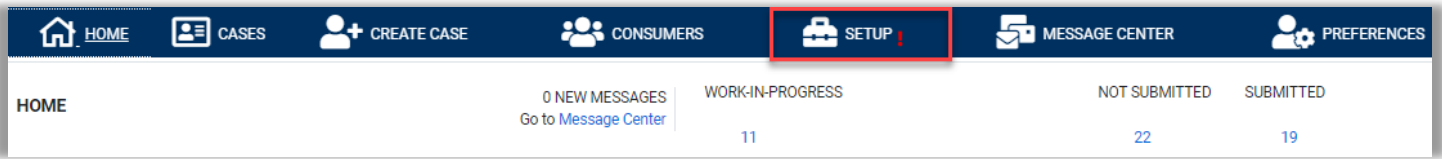
Provider Name	NPI	Address	Dropdown
Centennial Provider	NPI : 9999999990	// 123 Temporary Road	▼
Jane Smith MD	NPI : 9999999999	// 123 Temporary Road	▼

Care Team

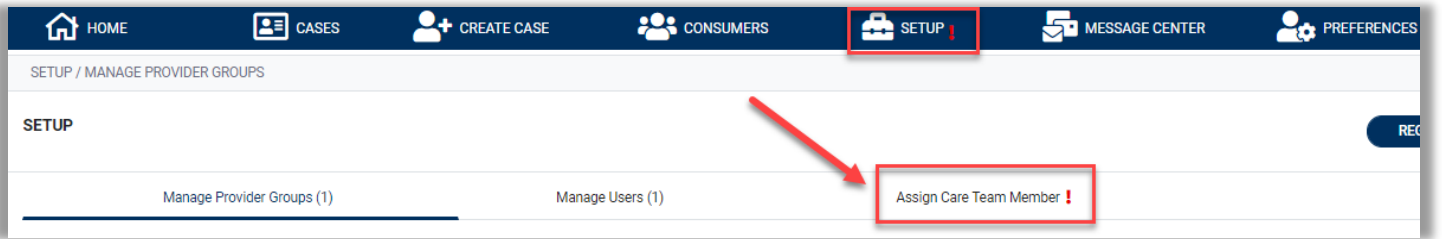
TBI Waiver applicant/member will continue to make selections for their choice of service providers and service delivery model, this process remains the same. Upon receipt of the selection forms, Kepro will send a **Secure email** to the Providers selected. The subject line of the secure email will be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

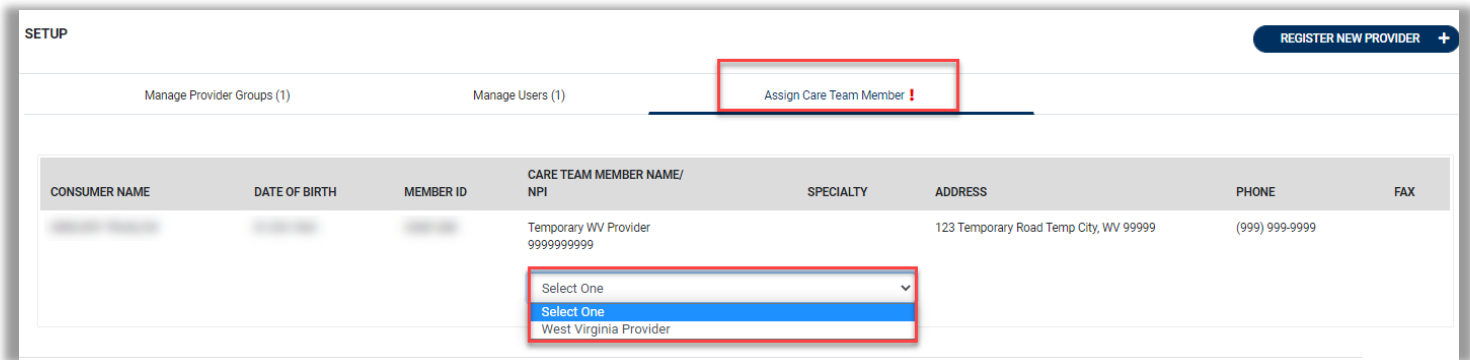
When a new Care Team member needs to be verified and added to the provider account, an indicator will display on the Setup Tab. This process will be completed by the Provider Administrator.



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 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
[Link]	[Category]	[Description]
[Link]	[Category]	[Description]

Displaying records 1 to 2 of 2 records

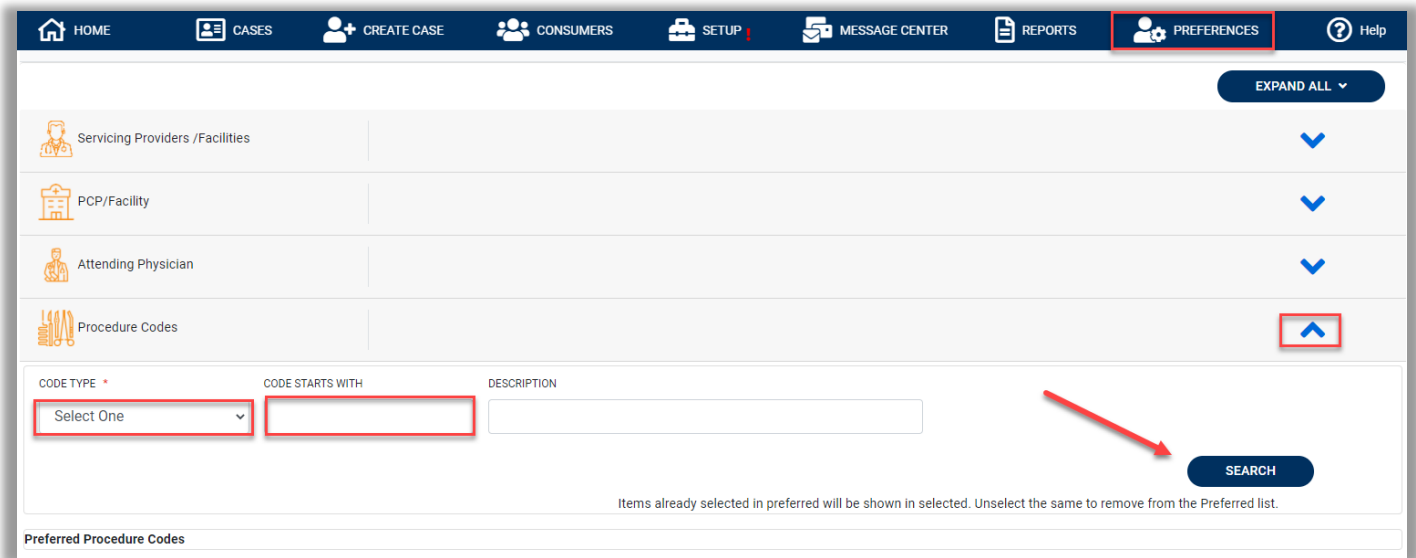
Previous
1
Next
Show
10
Entries

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.



HOME CASES CREATE CASE CONSUMERS SETUP MESSAGE CENTER REPORTS PREFERENCES Help

EXPAND ALL

Service Providers /Facilities

PCP/Facility

Attending Physician

Procedure Codes

CODE TYPE * CODE STARTS WITH DESCRIPTION

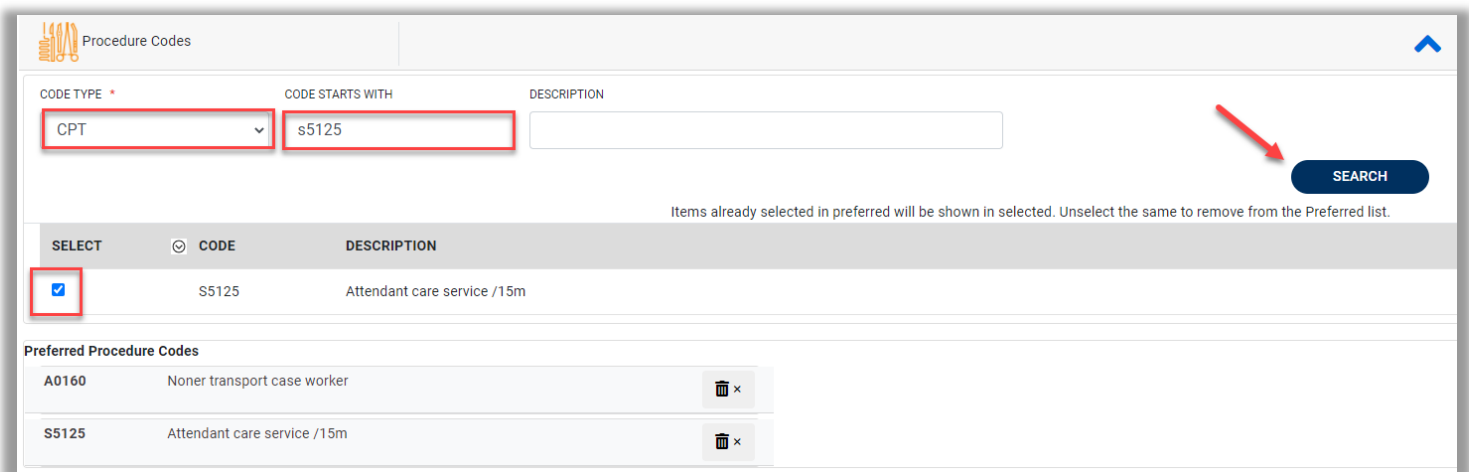
Select One

SEARCH

Items already selected in preferred will be shown in selected. Unselect the same to remove from the Preferred list.

Preferred Procedure Codes

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



Procedure Codes

CODE TYPE * CODE STARTS WITH DESCRIPTION



CPT s5125

SEARCH

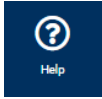
Items already selected in preferred will be shown in selected. Unselect the same to remove from the Preferred list.

SELECT	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	S5125	Attendant care service /15m

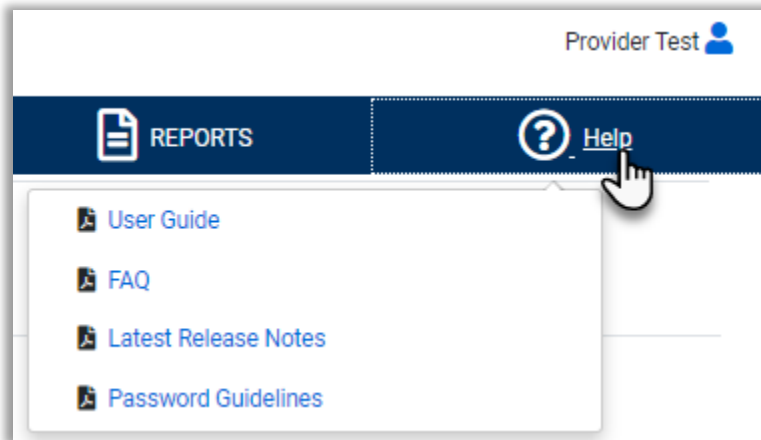
Preferred Procedure Codes

A0160	Noner transport case worker	 x
S5125	Attendant care service /15m	 x

Help Guide

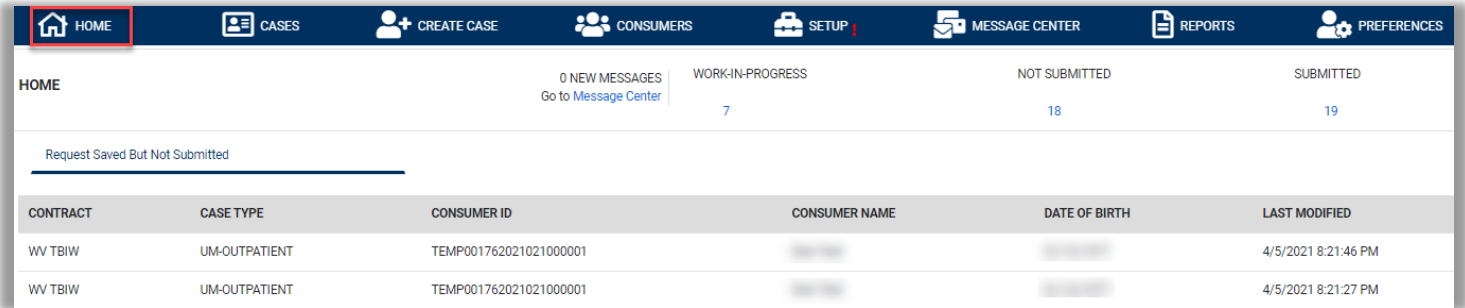


Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, and Password Guidelines. These items are updated regularly and may change over time.



How to Complete a 'Saved But Not Submitted' Request

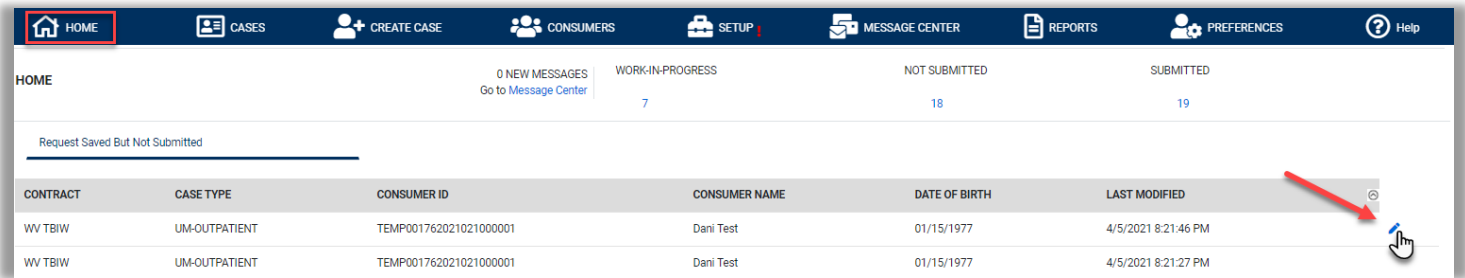
After logging in, the Home page will display any "Saved But Not Submitted Requests". These are requests that have been started but are incomplete. These are viewable to the submitting provider but have not been sent to Kepro for review.



The screenshot shows the Kepro Home page with a navigation bar at the top containing: HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER, REPORTS, and PREFERENCES. Below the navigation bar, there are statistics for '0 NEW MESSAGES', 'WORK-IN-PROGRESS' (7), 'NOT SUBMITTED' (18), and 'SUBMITTED' (19). A section titled 'Request Saved But Not Submitted' contains a table with the following data:

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
WV TBIW	UM-OUTPATIENT	TEMP001762021021000001	[REDACTED]	[REDACTED]	4/5/2021 8:21:46 PM
WV TBIW	UM-OUTPATIENT	TEMP001762021021000001	[REDACTED]	[REDACTED]	4/5/2021 8:21:27 PM

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



This screenshot is similar to the previous one but highlights the 'edit' icon (a pencil) on the right side of the table row for the first request. A red arrow points to this icon, and a hand cursor is visible over it.

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
WV TBIW	UM-OUTPATIENT	TEMP001762021021000001	Dani Test	01/15/1977	4/5/2021 8:21:46 PM
WV TBIW	UM-OUTPATIENT	TEMP001762021021000001	Dani Test	01/15/1977	4/5/2021 8:21:27 PM

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.

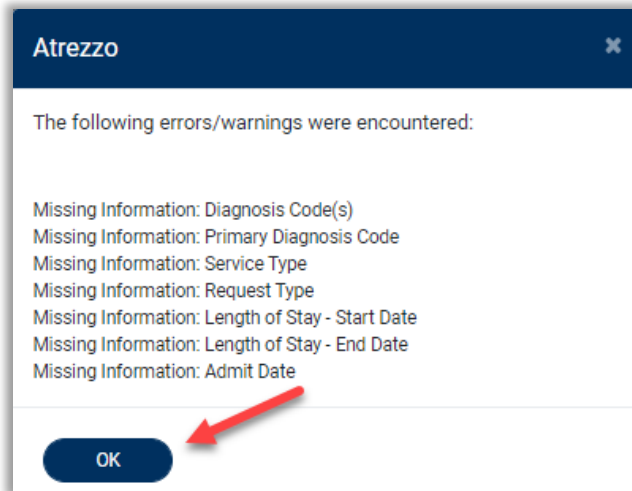
CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AUTH

UN-SUBMITTED Outpatient WV TBIW

UM-OUTPATIENT CASE SUMMARY EXPAND ALL ^

Consumer Details		Location: 123 SomewhStreet Anywhere West Virginia;	▼
Provider/Facility		Requesting : Temporary WV Provider/9999999999 Servicing : Temporary WV Provider/9999999999	▼
Clinical			▲
Service Details		Service Type : Request Type :	▶ ▼
Diagnosis			▶ ▼
Procedures(Request)			▶ ▼
Questionnaires			▼
Attachments	Document-0		▼
Communications		Most Recent Note date:	▼

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.

Consumer Details	Location: 123 Somewhere Street Anywhere Colorado;		▼
Provider/Facility	Requesting : Jane Smith MD/9999999999	Facility : Jane Smith MD/9999999999	▼
Clinical	! ----->		▲
Service Details	Service Type :	Request Type :	▼
Diagnosis	! ----->		▼
Procedures	Code : LOS Duration :	Start Date : End Date :	▼

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.

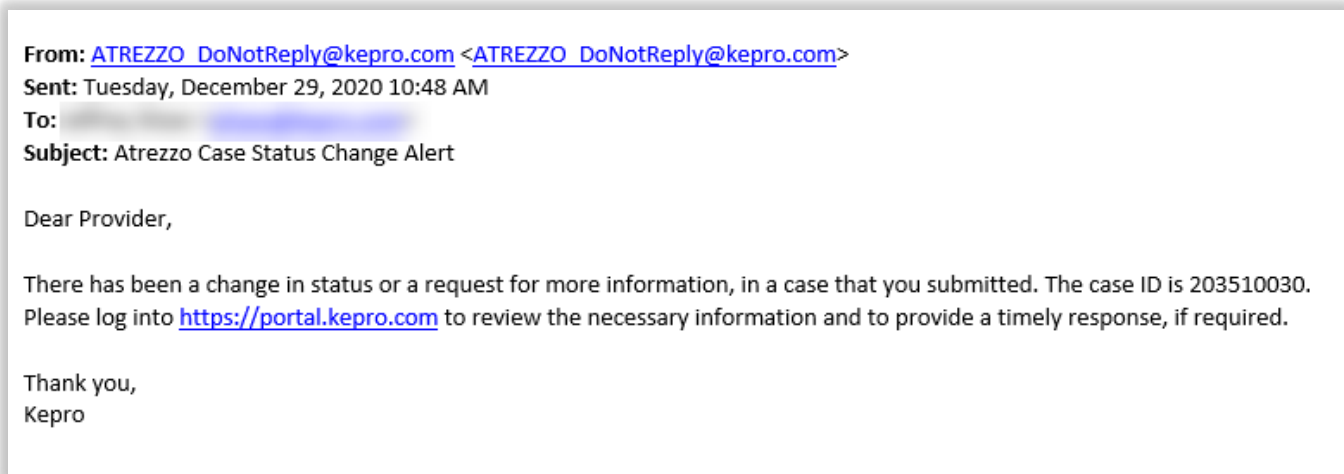
The UM program status options are color coded for quick and easy identification.

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.



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: 210950011 | CATEGORY: Outpatient | CASE CONTRACT: WV TBIW | CASE SUBMIT DATE: 04/05/2021 | SRV AUTH: 04/05/2021

COMPLETED

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

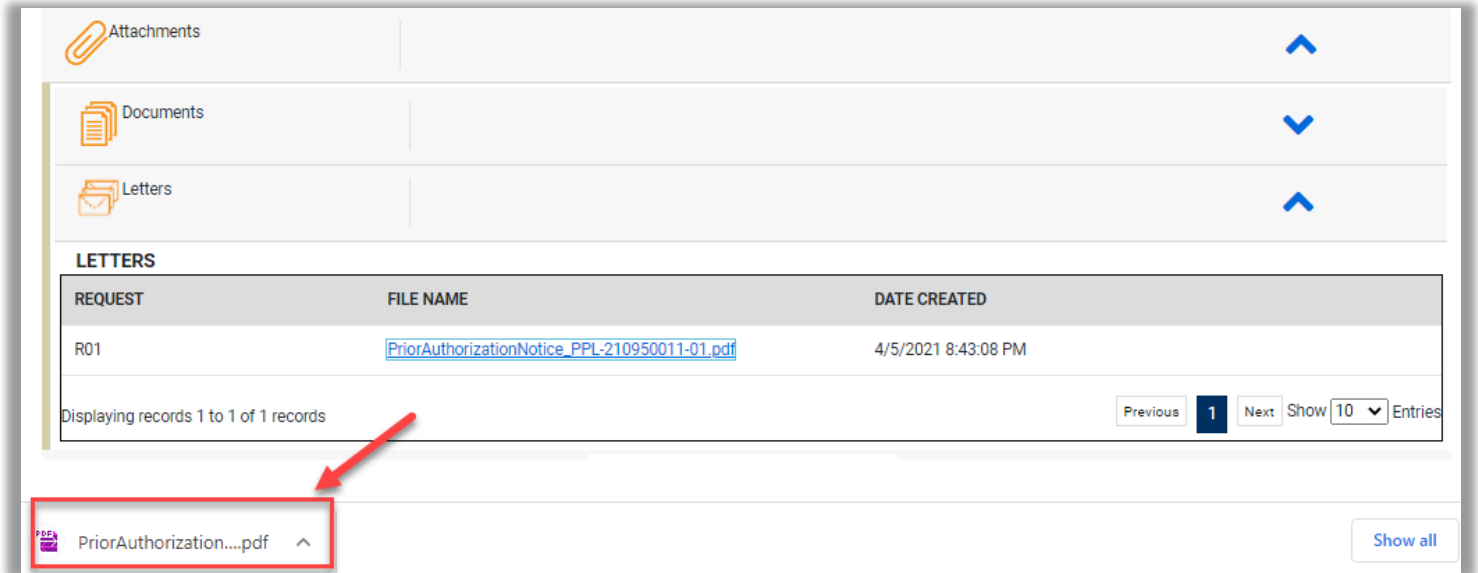
LETTERS

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.

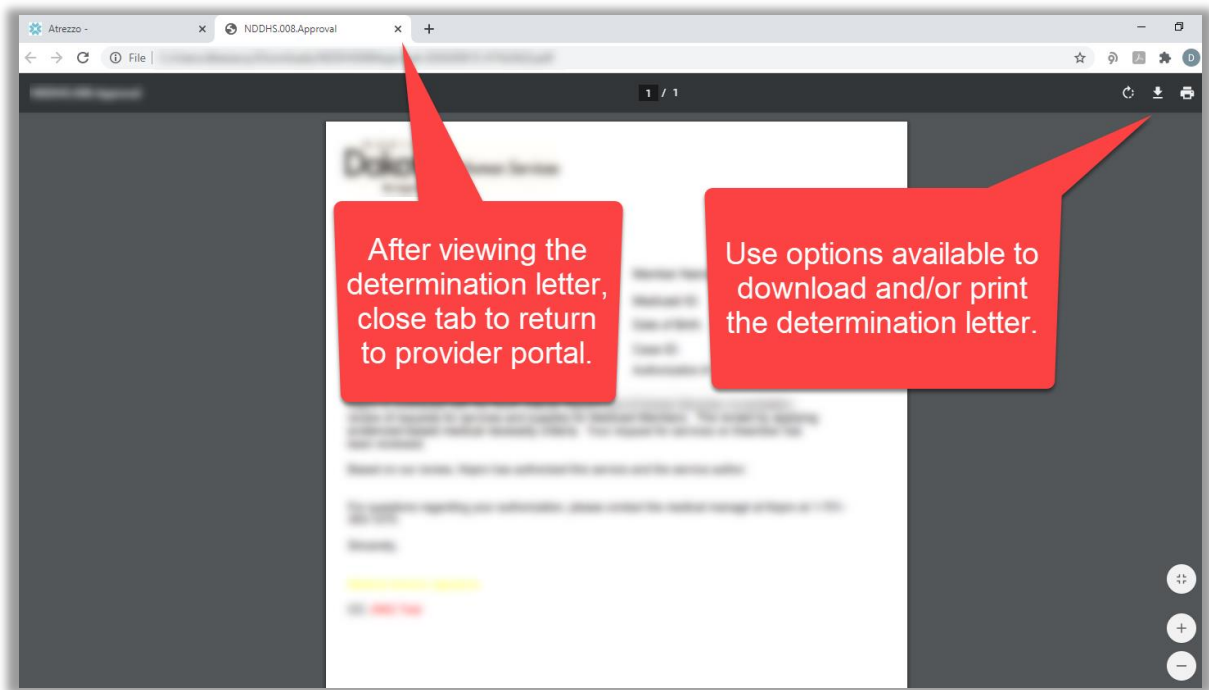


The screenshot shows the 'Attachments' section of the Kepro Provider Portal. It includes a sidebar with 'Attachments', 'Documents', and 'Letters' categories. The main content area is titled 'LETTERS' and contains a table with the following data:

REQUEST	FILE NAME	DATE CREATED
R01	PriorAuthorizationNotice_PPL-210950011-01.pdf	4/5/2021 8:43:08 PM

Below the table, it states 'Displaying records 1 to 1 of 1 records' and includes navigation buttons for 'Previous', '1', 'Next', and a 'Show' dropdown set to '10' entries. At the bottom, a red box highlights a file download link labeled 'PriorAuthorization....pdf' with a red arrow pointing to it from the table's file name. A 'Show all' button is also visible in the bottom right corner.

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



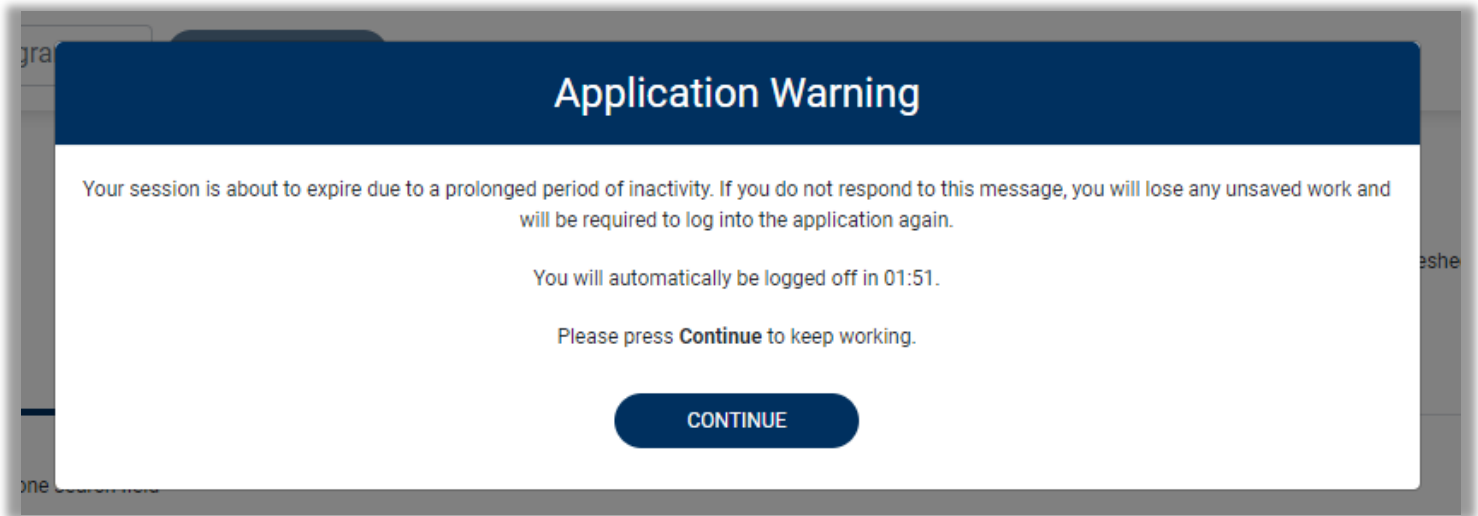
Troubleshooting Tips and Tricks

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

Inactivity Warning

Important Note:

After a period of 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.

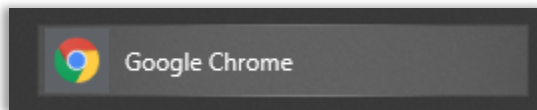


To continue working, select **Continue**.

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

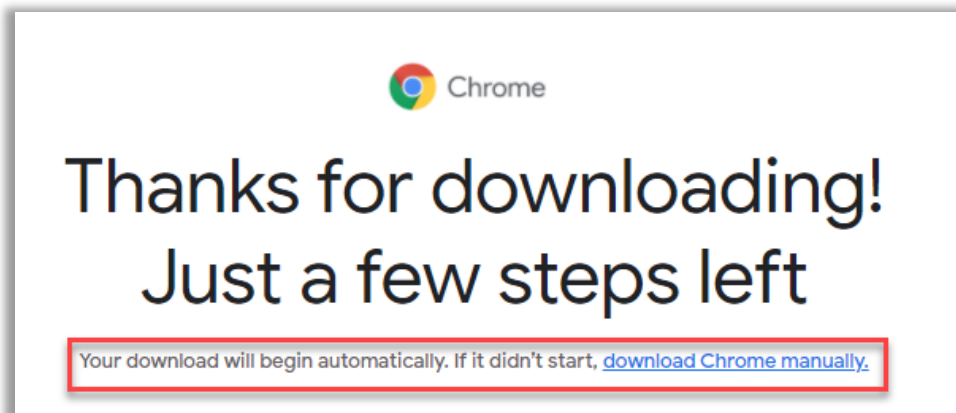
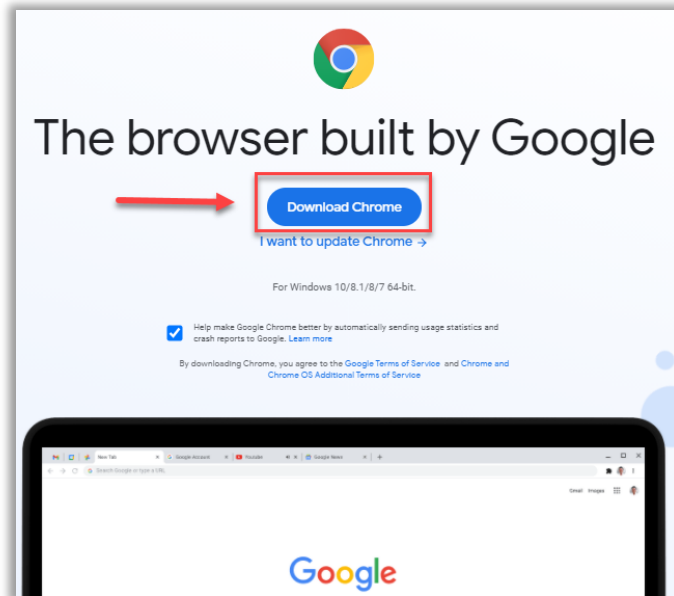
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.



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.

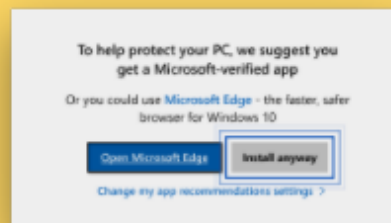
[Can't find your installer?](#)

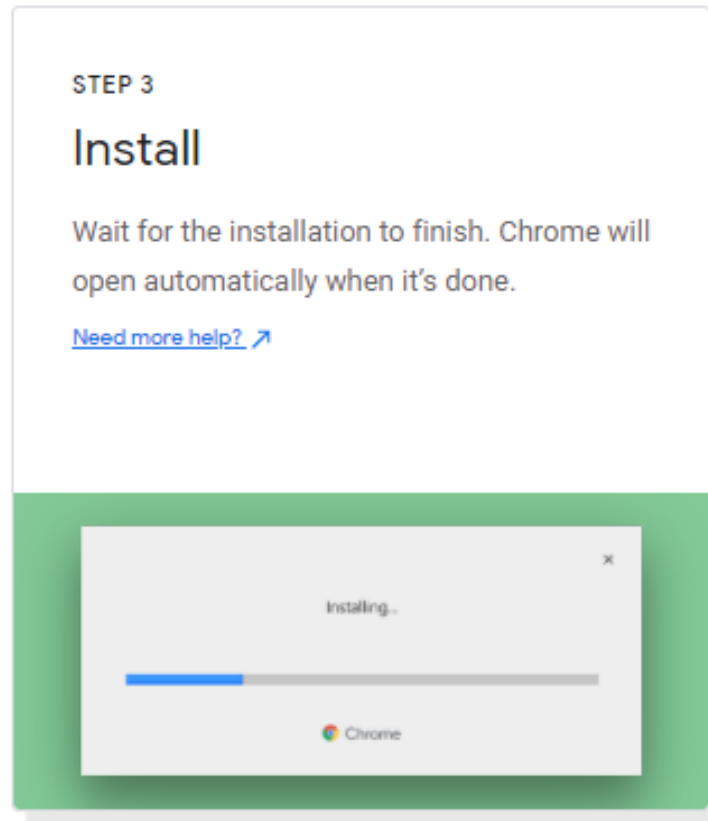


STEP 2

Allow

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

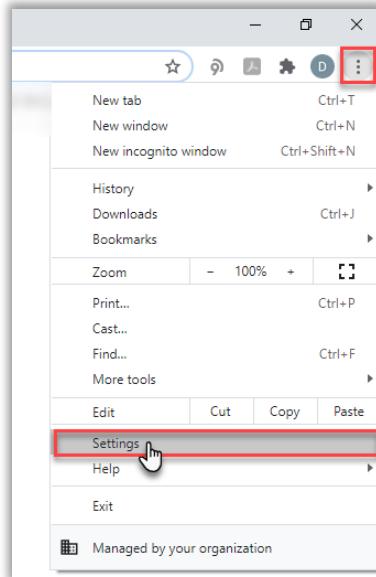




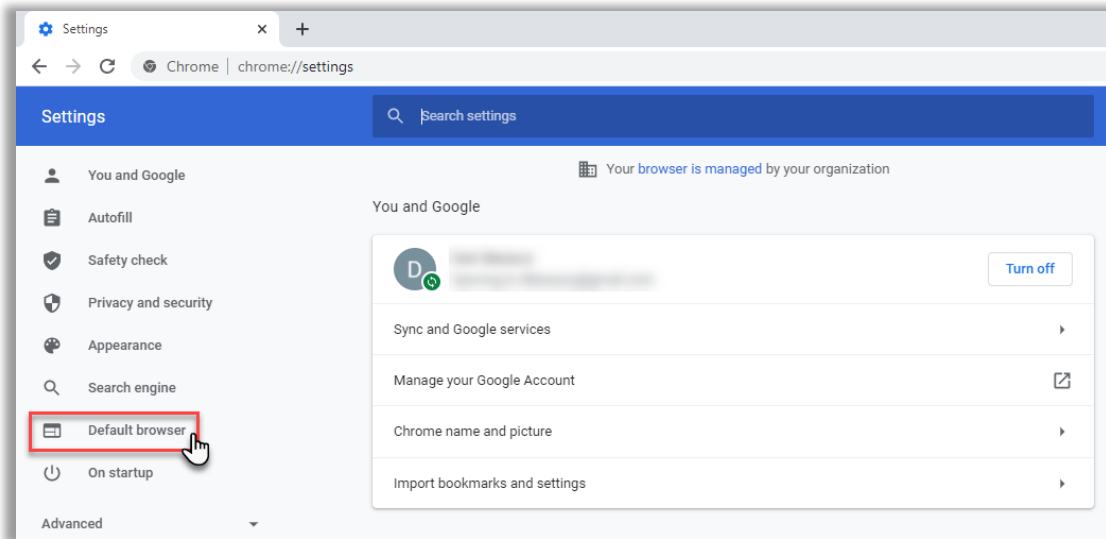
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

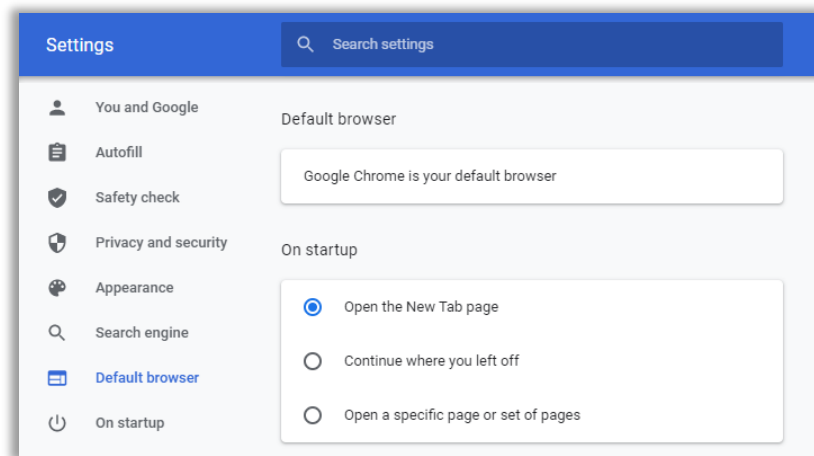
To set as the default browser, click the in the three dots in the upper right-hand corner, the select Settings from the drop down.



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

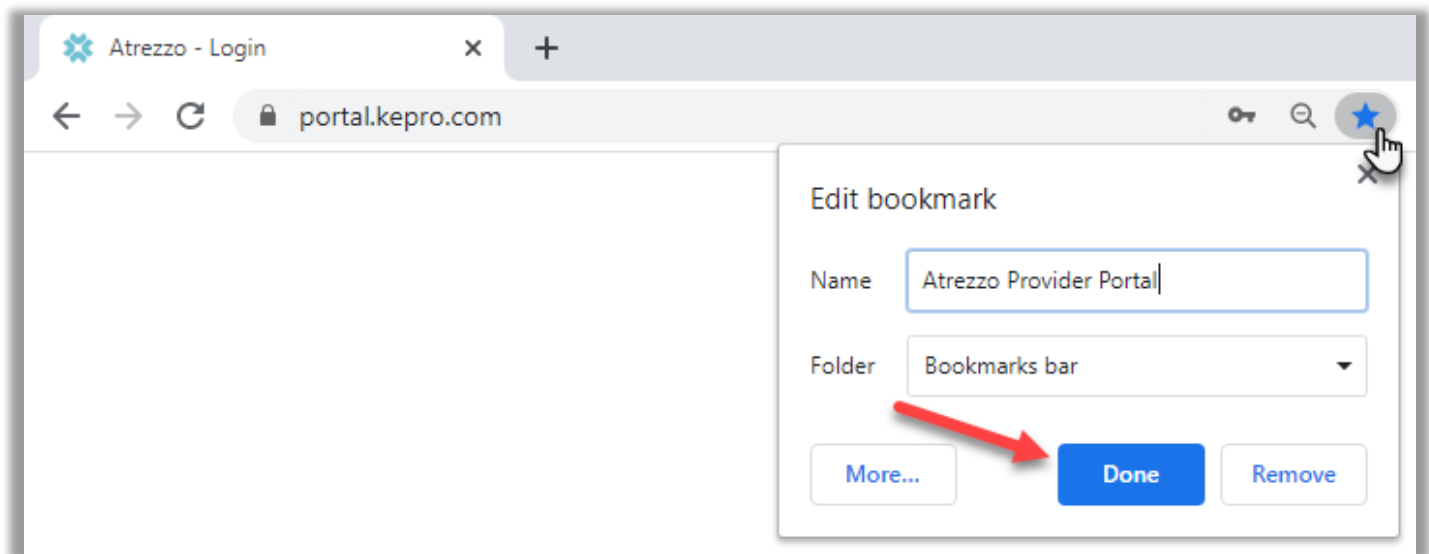


Select Make Default under Default browser.




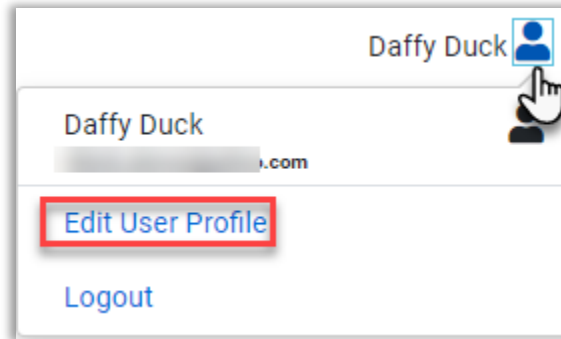
How to Set Atrezzo Bookmark in Chrome

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

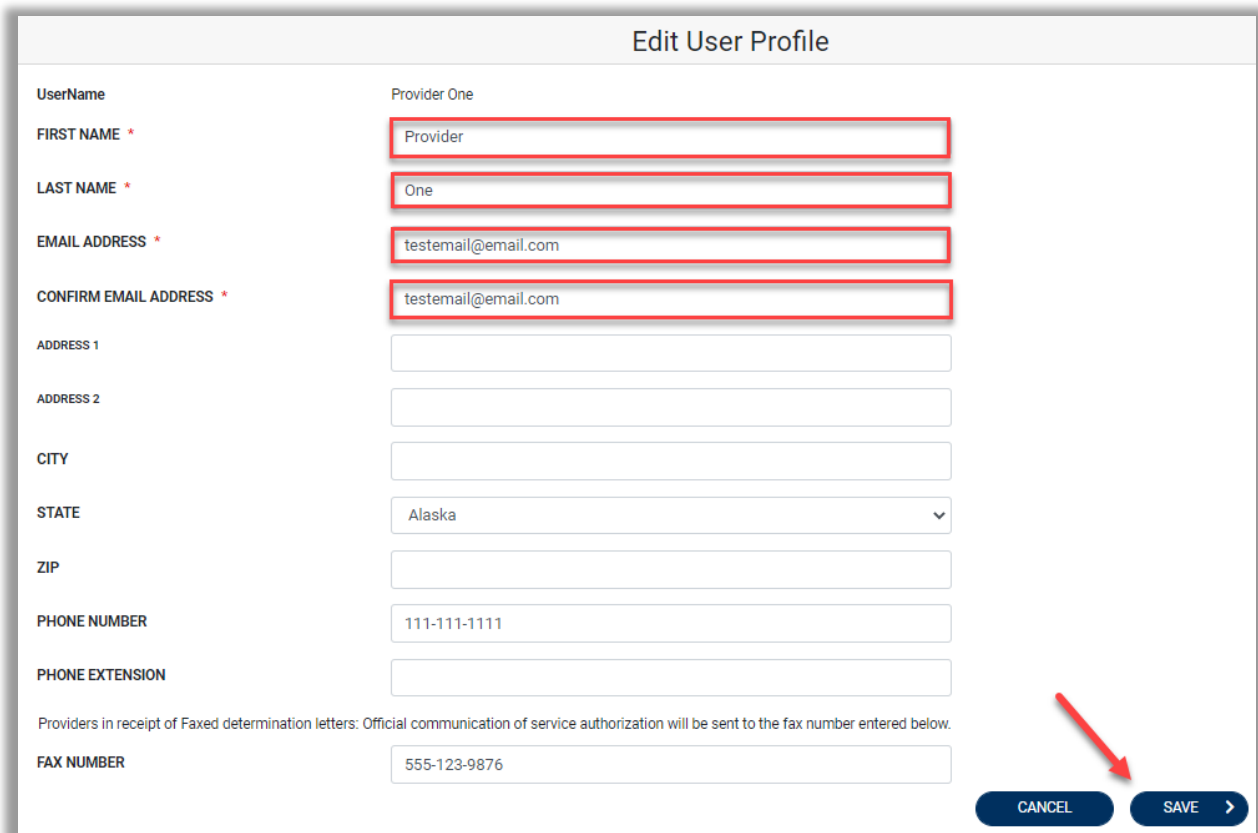


Updating User Profile

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**.



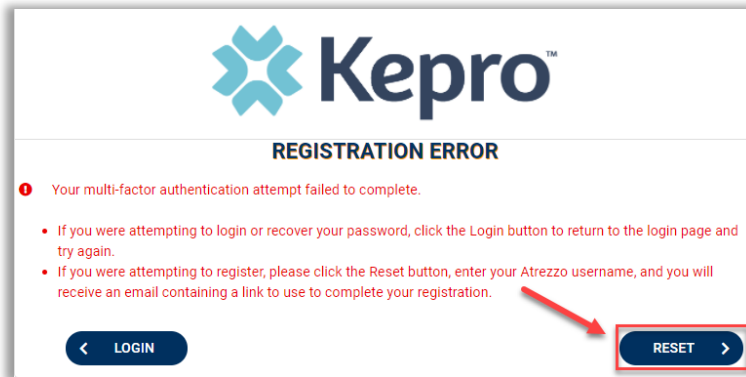
A screenshot of the "Edit User Profile" form. The form is titled "Edit User Profile" and is divided into two columns: "UserName" and "Provider One".

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"/>

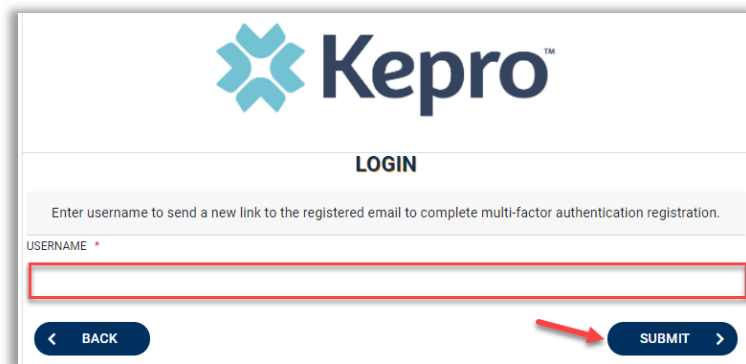
At the bottom right, there are two buttons: "CANCEL" and "SAVE" (with a right arrow). A red arrow points to the "SAVE" button.

MFA Registration Error Message

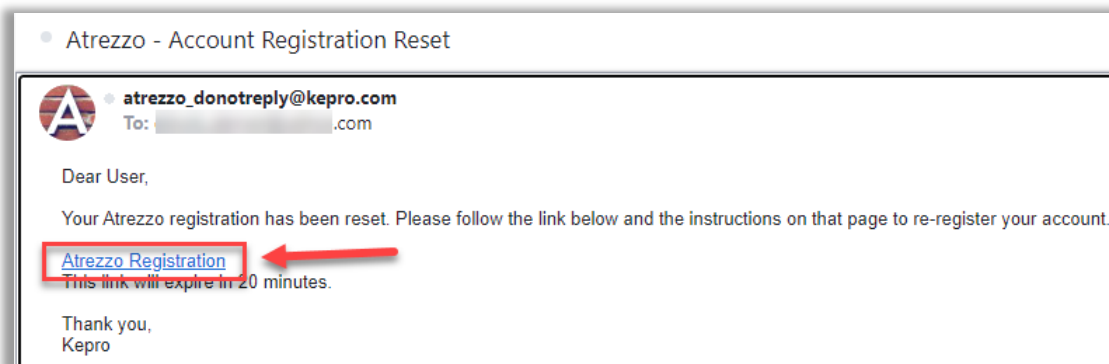
If a Registration Error message is received while attempting to register, click Reset.



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



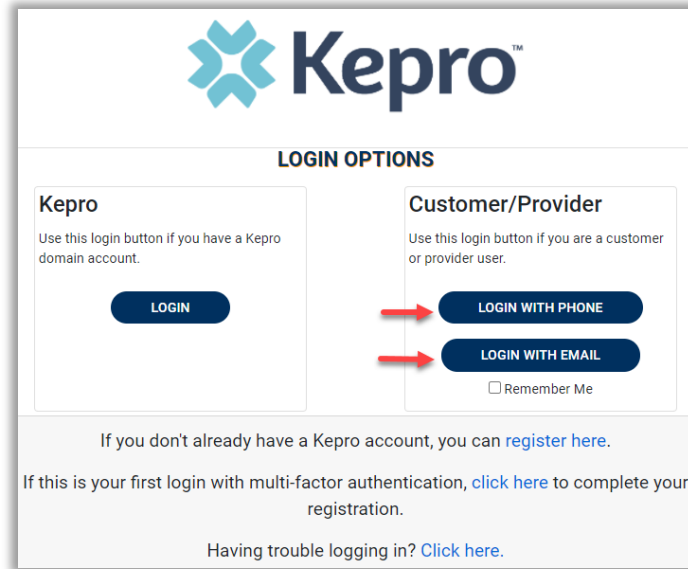
Click the link in the email, this will complete the registration process.





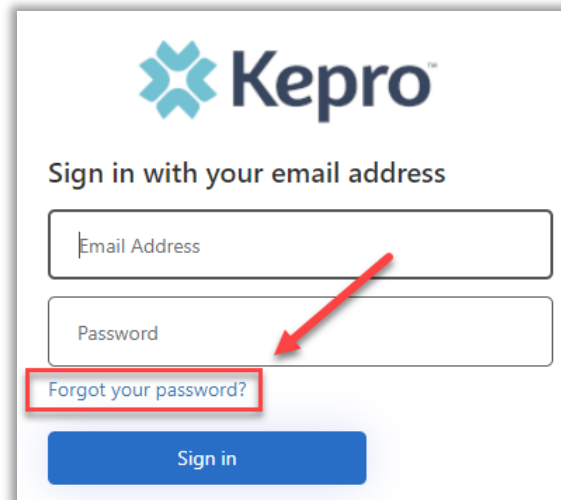
Forgot or Reset Password

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.



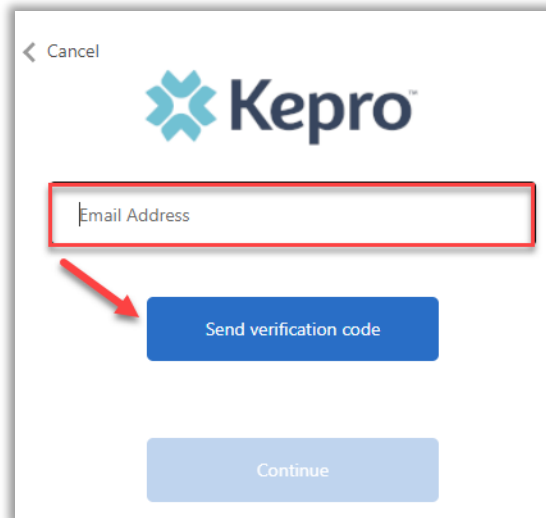
The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepro" and contains a "LOGIN" button. The right column is titled "Customer/Provider" and contains two buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Red arrows point from the "LOGIN WITH PHONE" and "LOGIN WITH EMAIL" buttons towards the left. Below the buttons is a "Remember Me" checkbox. At the bottom of the page, there are three lines of text: "If you don't already have a Kepro account, you can [register here](#).", "If this is your first login with multi-factor authentication, [click here](#) to complete your registration.", and "Having trouble logging in? [Click here](#)."

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



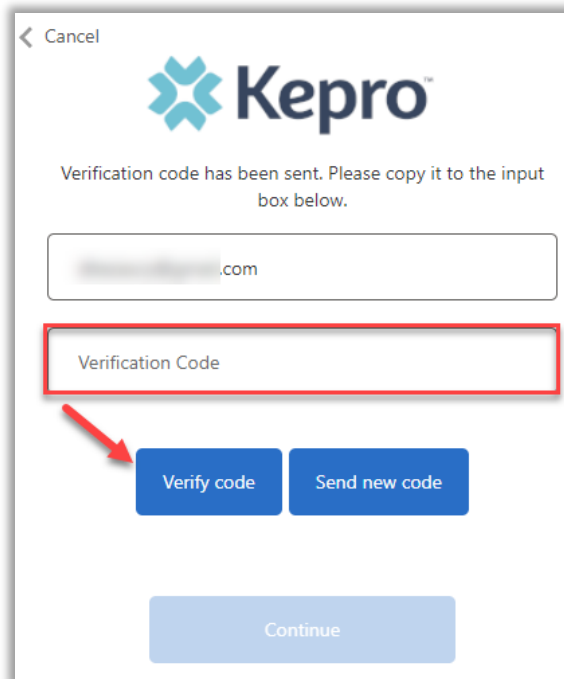
The screenshot shows the Kepro sign-in page. At the top is the Kepro logo. Below it is the heading "Sign in with your email address". There are two input fields: "Email Address" and "Password". A red arrow points from the "Forgot your password?" link to the "Password" field. Below the input fields is a "Forgot your password?" link, which is highlighted with a red box. At the bottom is a "Sign in" button.

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



A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is a text input field labeled "Email Address" with a red border. A red arrow points from the bottom left of this field to a blue button labeled "Send verification code". Below this button is a light blue button labeled "Continue".

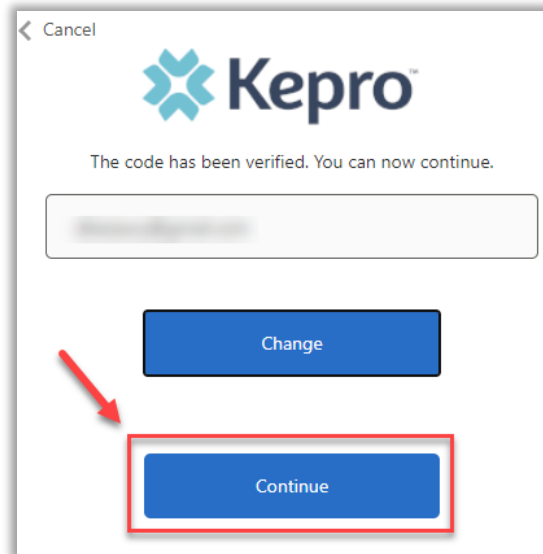
Enter the 6-digit code received via email and click the "Verify code" button.



A screenshot of the Kepro mobile app interface. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below the logo is the text "Verification code has been sent. Please copy it to the input box below." Below this text is a text input field containing a blurred email address followed by ".com". Below this field is another text input field labeled "Verification Code" with a red border. A red arrow points from the bottom left of this field to a blue button labeled "Verify code". To the right of the "Verify code" button is another blue button labeled "Send new code". Below these two buttons is a light blue button labeled "Continue".

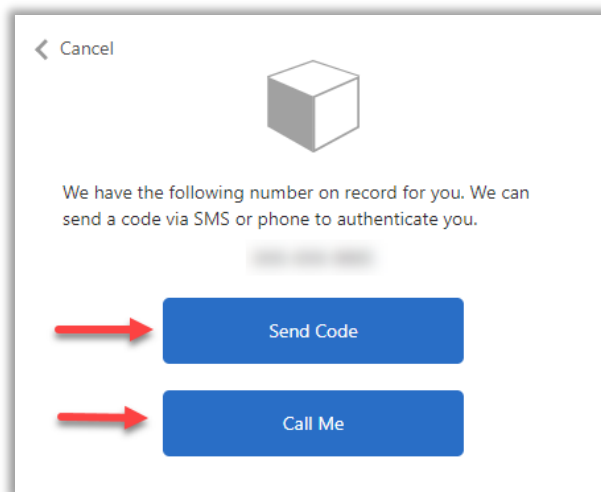


Click the "Continue" button.

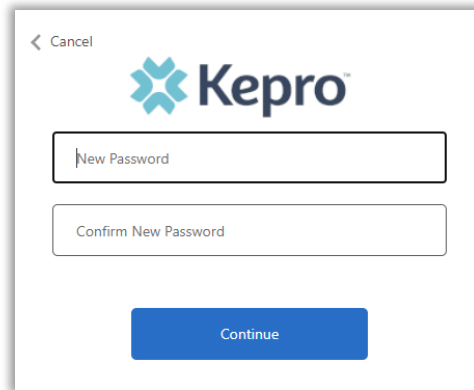


NOTE: This step will only appear for users who registered a phone number during MFA Registration. Email only users, will not be prompted for a phone number and will be prompted to change their password after email verification is complete.

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.

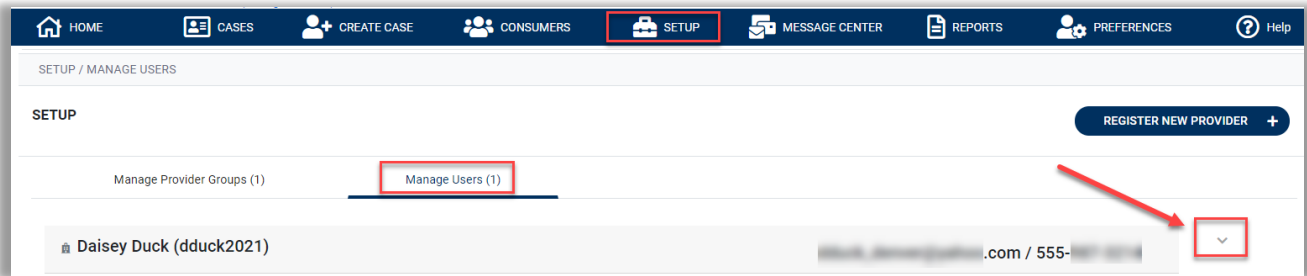


A screenshot of a mobile application screen for password reset. At the top left is a back arrow and the word "Cancel". In the center is the Kepro logo. Below the logo are two text input fields: "New Password" and "Confirm New Password". At the bottom center is a blue button labeled "Continue".

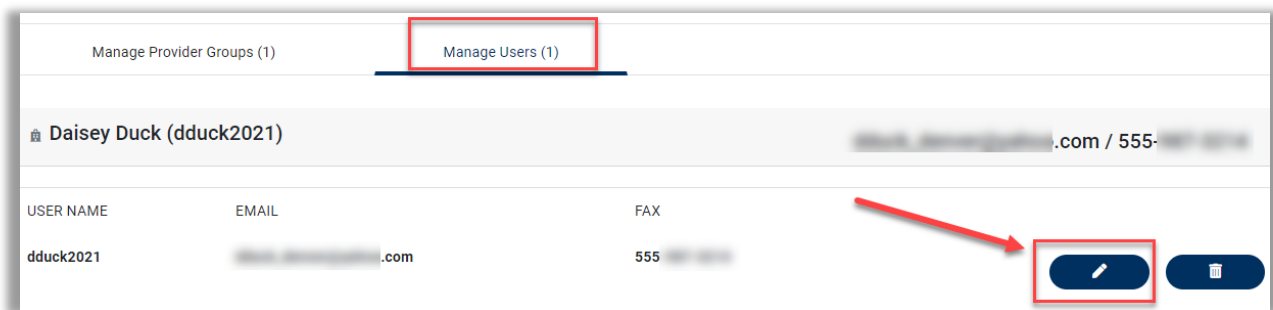
Provider Administrator Reset MFA Registration

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

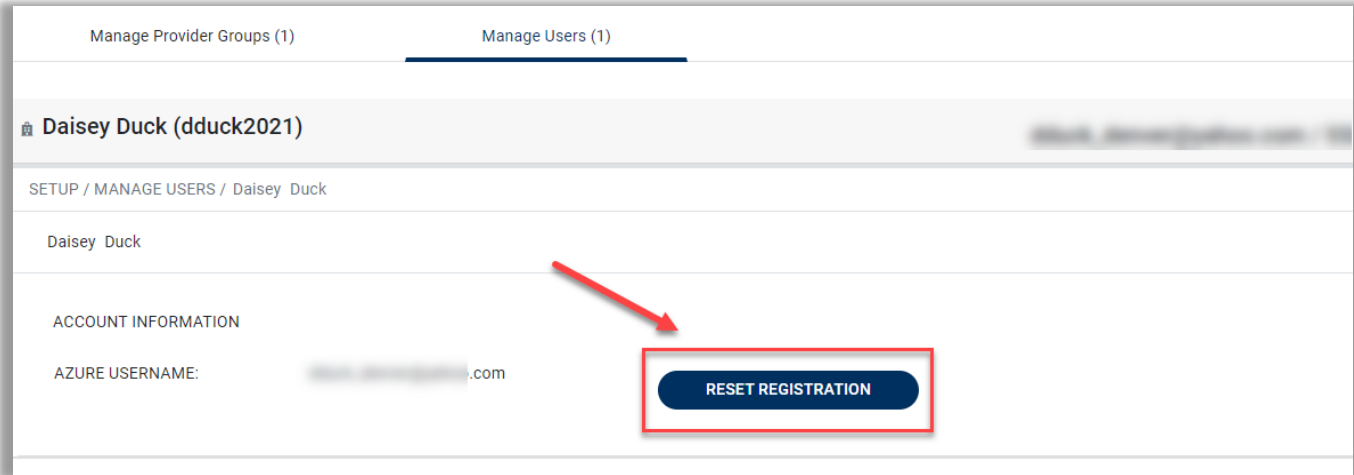
From home screen, click Setup, then click Manager Users, and expand section for appropriate user.



Click the pencil icon.



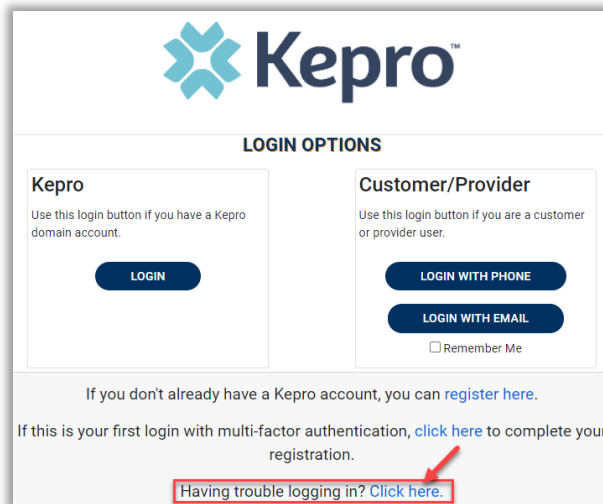
Once open, click Rest Registration. This will reset the users MFA registration. They will need to re-register their MFA login information either by clicking the link on the login page, or following the link sent to their email.



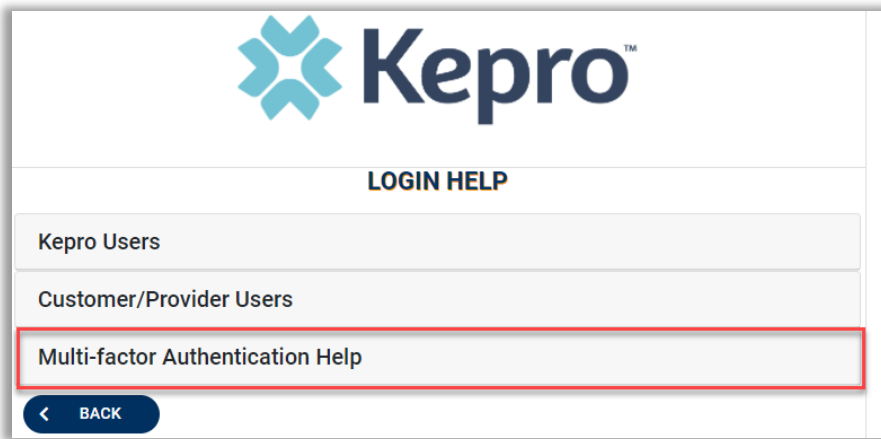
Having Trouble Logging In?

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.

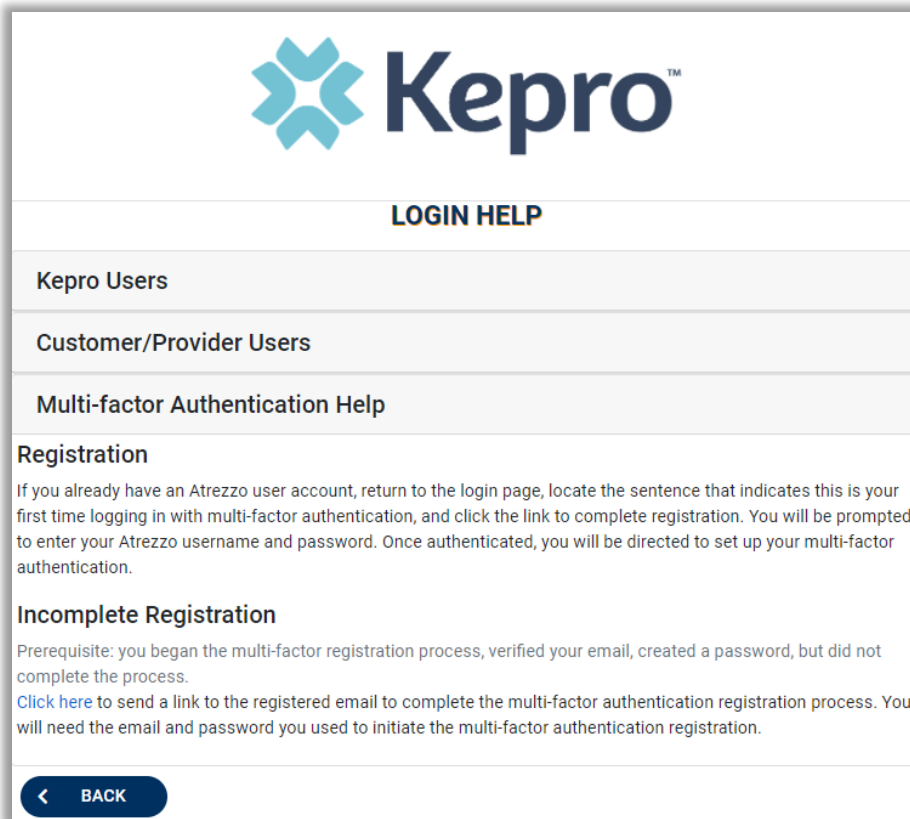
This link is also available in the portal, by clicking the link at the bottom of the page.



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@kepto.com.

For additional training materials, instructional videos, quick reference guides, and job aids to assist you with accessing and utilizing the Provider Portal please visit our [website](#).