WEST VIRGINIA SOCIALLY NECESSARY SERVICES

Provider Portal Administrator Registration Training

Agenda

1. Provider Portal Overview

2. Registration for New Facilities

3. Logging In

4. Additional Resources and Support

What is the Provider Portal?
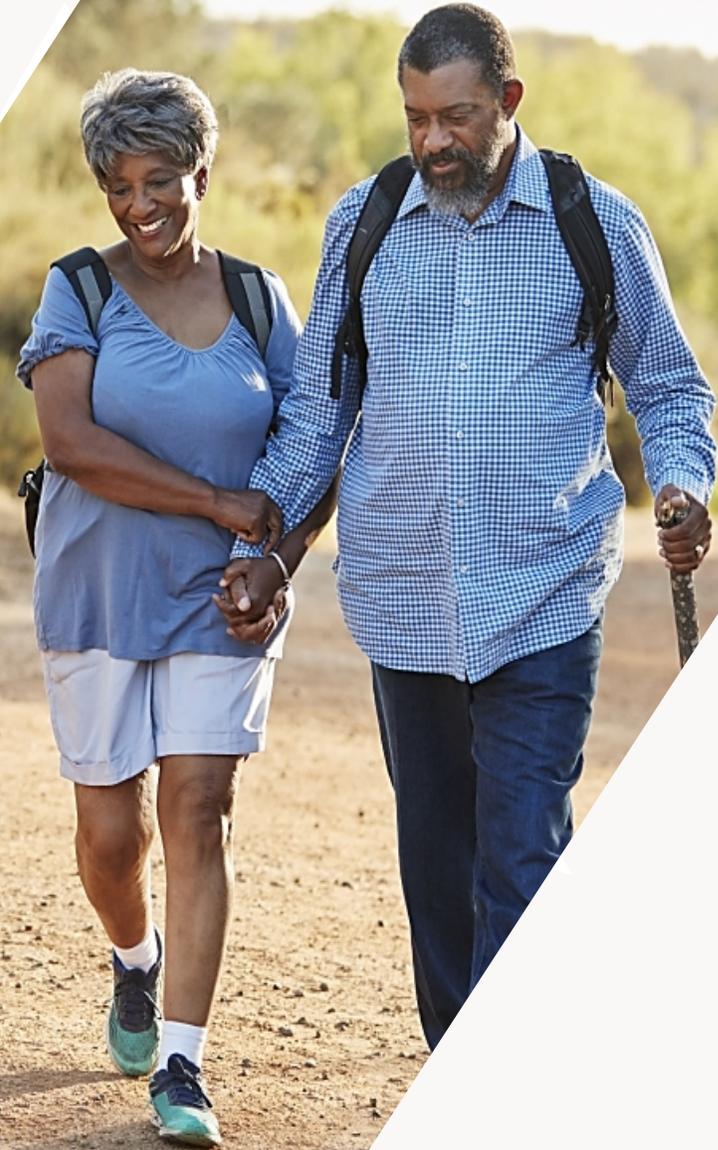
Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

Atrezzo Provider Portal Registration

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

Registration Code

Helpful Hints

- You will need the F.A.C.T.S. for your facility.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility location.

- The Provider Group Administrator will register the provider group account.

- To complete the registration process, the Provider Group Administrator will need the facility F.A.C.T.S. number.

- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

Creating an Account

New to Atrezzo?

- The Provider Portal is accessible at https://portal.kepro.com.

- Click on the **register here** link under the LOGIN section.

- Enter your facility F.A.C.T.S. number as the NPI and the registration code.

Helpful Hints

- Bookmark the Provider Portal URL for future use.
  Chrome is preferred browser.

- Facility registration is a one-time process.

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Creating an Account

What to Know

- Complete your **Account Information** by creating a username.

- Complete the **Contact Information** section, click **Next**.

- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

Helpful Hints

- Consider a standard naming convention when creating usernames

- Fields that have an asterisk (*) by them are required fields.

Adding New Users

What to Know

- Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.

- Click on the **arrow** on the far right to expand the section.

- Click on **Add New User**.

- Create a **username**, complete the contact information section, and click **Create**.

Helpful Hints

- Users will receive email with link to complete registration.
  - The link will expire after 2 days.
- Always use Manage Providers Groups Tab

Registration Code

Helpful Hints

- Always use **Manage Providers Groups** Tab
- Any role with "**Admin**" in the name works the same
- Provider Staff Account is a general user account
- Provider Admin will have the ability to add/manage users for the provider assigned
- Provider Group Admin will have the ability to add/manage users for all providers in the group.

Need to Deactivate or Change a User Role?

- On the **Manage Users** tab, you may select a user and edit a user's information or delete the user.
  - Expand specified user by clicking arrow on right
- You can also assign the user to different provider groups that you manage and change his/her role.
- Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be "**Provider Staff Account**".
- You can create as many other admins as needed to help you to manage larger numbers of users at your facility.

Staff User Login & Reset Password

Helpful Hints

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

What to Know?

- The Provider Portal is accessible at https://portal.kepro.com.

- An Administrator at your facility can provide you with a username.

- You may reset your password at any time by clicking the "**Forgot Password**" link. Users will be prompted to rest the password.
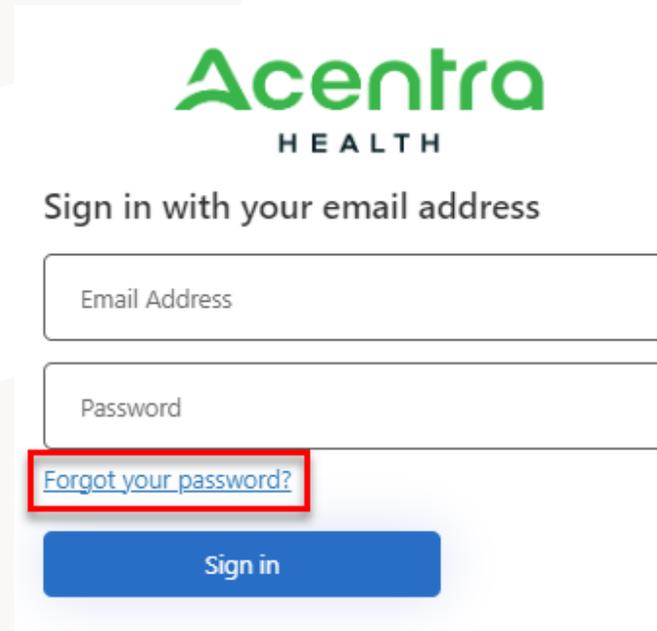
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Additional Resources & Support

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