An abstract graphic on the left side of the page, featuring concentric circles, lines, and dots in shades of blue and green, suggesting a technical or digital theme.

Atrezzo User Guide Provider Portal

Mississippi Utilization Management



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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 solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

Atrezzo is a web-based system that works across numerous internet browsers; however, **Chrome is preferred**, and system functionality is enhanced with this platform.

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.

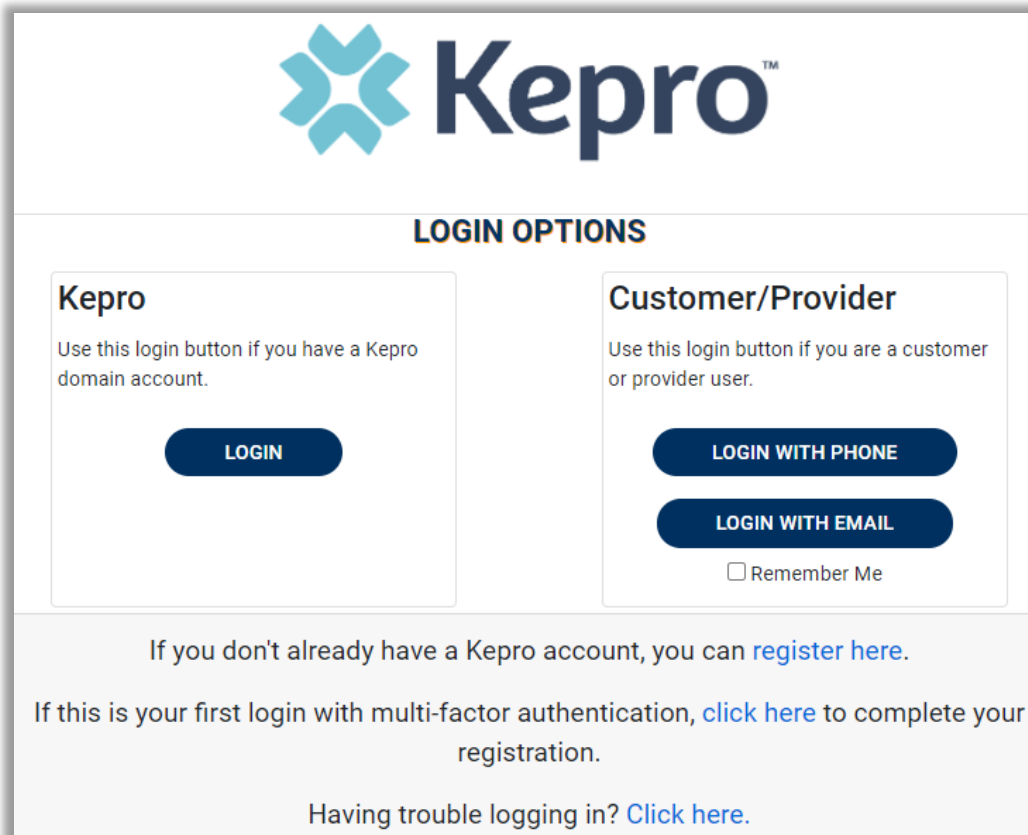
For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access.



Provider Login

Customer and 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.

A screenshot of the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS" in bold. This section contains two side-by-side boxes. The left box is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a dark blue button labeled "LOGIN". The right box is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user.", two dark blue buttons labeled "LOGIN WITH PHONE" and "LOGIN WITH EMAIL", and a checkbox labeled "Remember Me". Below these boxes is a light gray footer area with the text: "If you don't already have a Kepro account, you can [register here](#)." followed by "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and "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 registration and MFA registration are a one-time process.

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

Kepro

LOGIN OPTIONS

Kepro
Use this login button if you have a Kepro domain account.
LOGIN

Customer/Provider
Use this login button if you are a customer or provider user.
LOGIN WITH PHONE
LOGIN WITH EMAIL
☐ Remember Me

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](#).

Enter your facility NPI and BCBS ID as the Registration Code, then click Next.

NOTE: If you do not have an NPI, use the BCBS ID in both NPI and Registration Code fields.

Kepro

Create a New Account - Specify Your Organization

NPI *
A

PROVIDER REGISTRATION CODE *
B

LOGIN **NEXT** **C**

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.

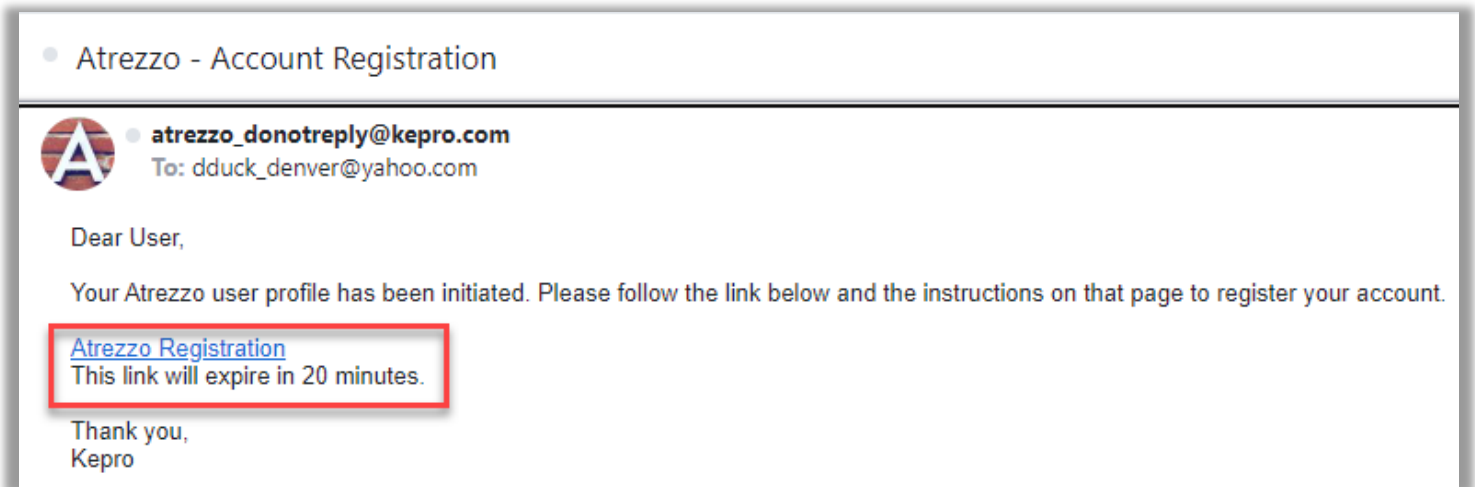
FAX *

[< LOGIN](#)

[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.

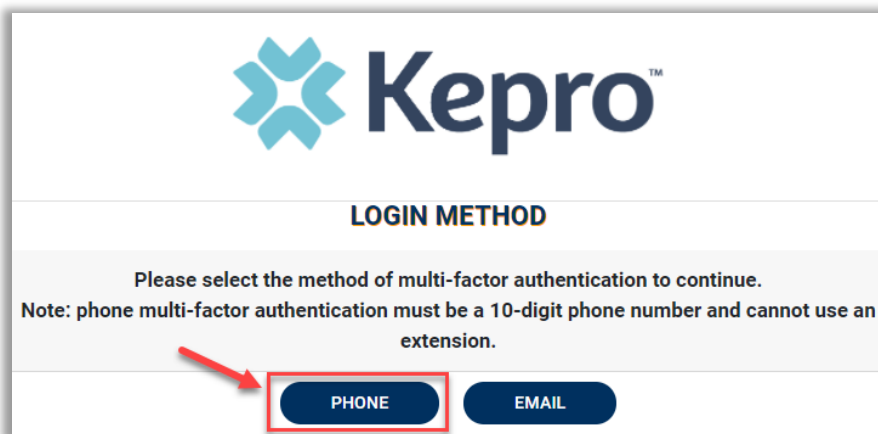


Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

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 6-digit code will be sent to your email.

A screenshot of the Kepro mobile application registration screen. At the top, there is a back arrow and the word "Cancel". Below this is the Kepro logo. A red rectangular box highlights the "Email Address" input field. A red arrow points from this box to the "Send verification code" button. Below the button are two more input fields: "New Password" and "Confirm New Password". A large red circular overlay with the text "DO NOT ENTER" is positioned over these two fields. At the bottom of the screen is a light blue "Create" button.

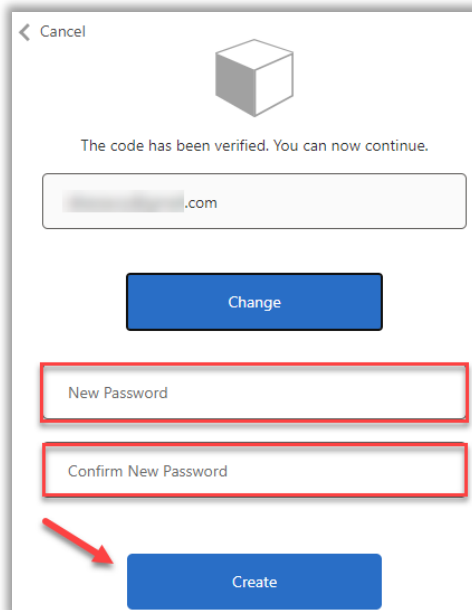
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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

A screenshot of the Kepro mobile application registration screen at the verification stage. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon and the text "Verification code has been sent. Please copy it to the input box below." There is an input field for the email address, which is partially filled with ".....@.com". Below this is a red rectangular box highlighting the "Verification Code" input field. A red arrow points from this box to the "Verify code" button. Next to it is a "Send new code" button. Below these buttons are the "New Password" and "Confirm New Password" input fields, which are covered by the same "DO NOT ENTER" red circular overlay seen in the previous screenshot. At the bottom is a light blue "Create" button.

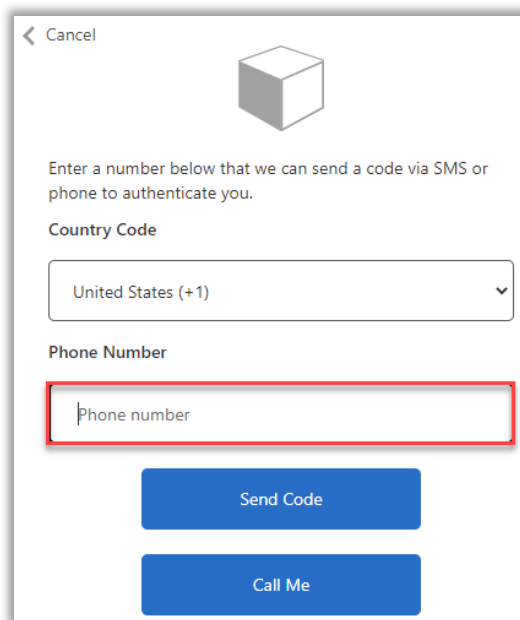
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

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.



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, the text reads "The code has been verified. You can now continue." Below this is a text input field containing a blurred email address followed by ".com". Underneath the email field is a blue button labeled "Change". Below the "Change" button are two text input fields: "New Password" and "Confirm New Password", both outlined with a red border. 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, the text reads "Enter a number below that we can send a code via SMS or phone to authenticate you." Below this is a section titled "Country Code" with a dropdown menu showing "United States (+1)". Below the dropdown is a section titled "Phone Number" with a text input field containing the placeholder "Phone number", which is outlined with a red border. 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.

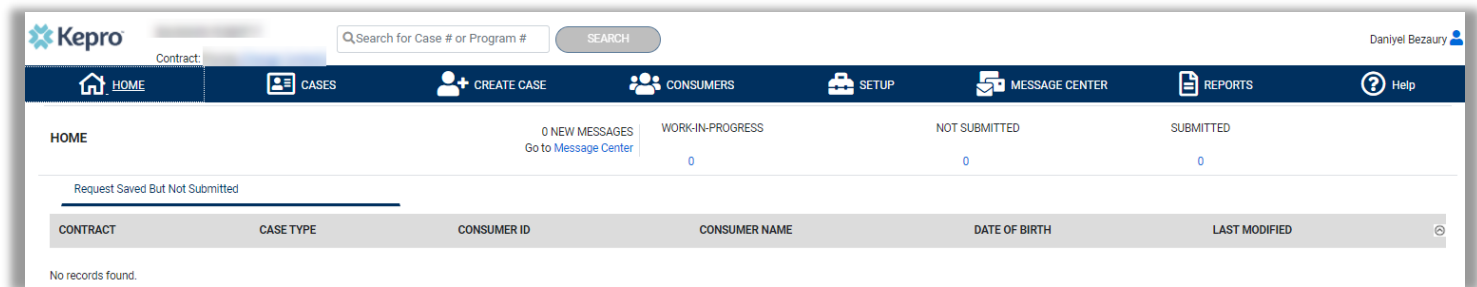
A mobile app interface for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field containing "+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, which is highlighted 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 legal text. The first paragraph states that the Kepro Portal is subject to terms and conditions of use. The second paragraph, titled "KEPRO PORTAL TERMS OF USE", details the agreement between Kepro, Inc. and the user. Below the text, there is a line of 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". At the bottom, there is a checkbox labeled "I have read and agree to these terms of use." which is highlighted with a red border. To the right of the checkbox is a red arrow pointing towards a blue button labeled "CONTINUE" with a right-pointing chevron.

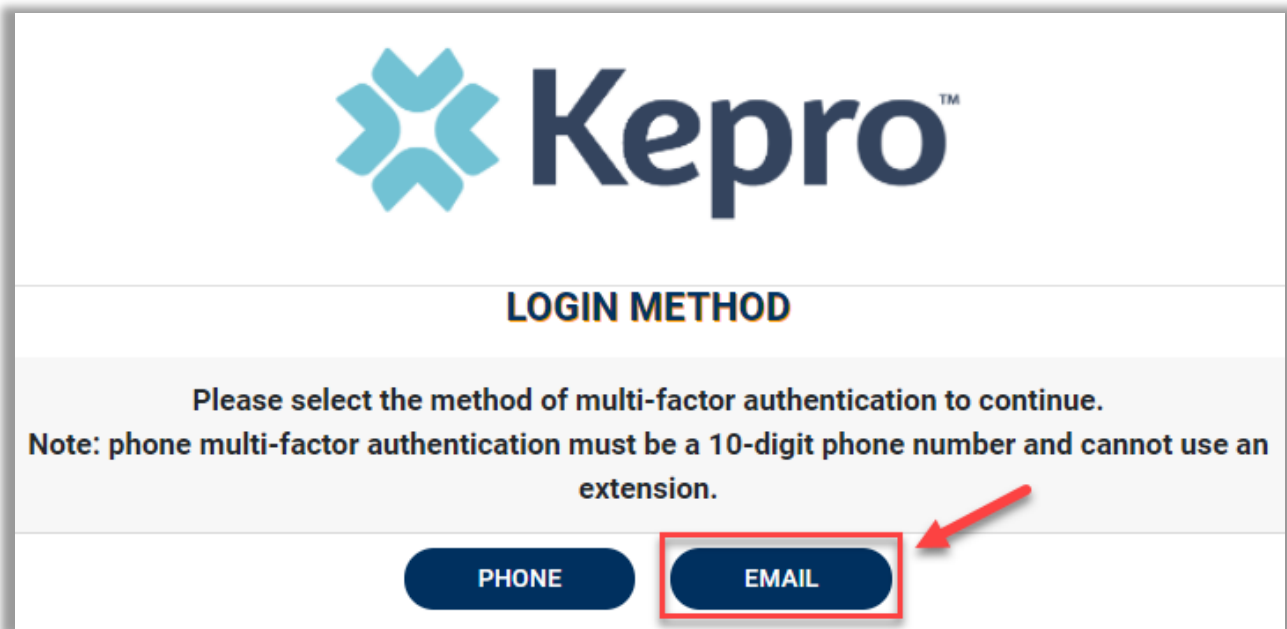


The system will automatically authenticate and display the home page.



Email Verification

Click the EMAIL button





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

A screenshot of the Kepro mobile application registration screen. At the top, there is a back arrow and the word "Cancel". Below this is the Kepro logo. A red rectangular box highlights the "Email Address" input field. A red arrow points from this field to a blue button labeled "Send verification code". Below the button are two more input fields: "New Password" and "Confirm New Password". A large red circular overlay with the text "DO NOT ENTER" is positioned over these password fields. 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.

A screenshot of the Kepro mobile application registration screen, showing the next step after sending the verification code. At the top, there is a back arrow and the word "Cancel". Below this is a 3D cube icon. The text "Verification code has been sent. Please copy it to the input box below." is displayed. A red rectangular box highlights the "Verification Code" input field. A red arrow points from 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 the same "New Password" and "Confirm New Password" input fields, which are also covered by the "DO NOT ENTER" red circular overlay. The "Create" button is at the bottom.

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.

Cancel

The code has been verified. You can now continue.

.com

Change

New Password

Confirm New Password

Create

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.

KEPRO PORTAL TERMS OF USE

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

Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com

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

CONTINUE >



The system will automatically authenticate and display the home page.

SEARCH

Daniyel Bezaury

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES
Go to Message Center

WORK-IN-PROGRESS
0

NOT SUBMITTED
0

SUBMITTED
0










Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

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 (requests) based on specific parameters. To ensure efficient search results, try selecting specific information in each drop down to narrow search results.
 CREATE CASE	Create Case	This section will enable you to create a new request.
 CONSUMERS	Consumers	This section will enable you to search for Consumer (Member) specific information utilizing the Consumer ID or last name and date of birth. Consumer specific data will render based on information entered.
 SETUP	Setup	Visible to Provider Administrator users only. This section will enable Provider Administrators to manage, edit, and add provider users for the facility.
 MESSAGE CENTER	Message Center	This section will enable users to communicate directly with the team at Kepro regarding specific Consumers and/or cases.
 REPORTS	Reports	There will not be any provider reports for this contract.
 PREFERENCES	Preferences	This section will enable you to set preferred diagnosis or procedure codes and preferred serving providers. This will allow for quicker request submission.
 Help	Help	This section will display available information including User Guides, FAQs, Latest Release Notes, and Password Guidelines.

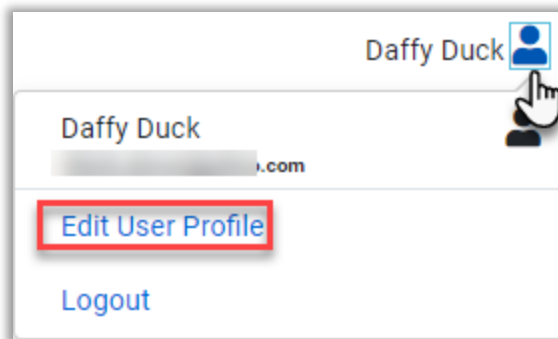
General System Features

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.

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES
Go to Message Center

WORK-IN-PROGRESS
11

NOT SUBMITTED
9

SUBMITTED
20

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
TEMP001942020122100000	UM	TEMP001942020122100000	TEMP001	12/15/2020	1/11/2021 8:47:18 AM
TEMP001942020121100000	UM	TEMP001942020121100000	TEMP001	12/15/2020	1/11/2021 8:41:24 AM
TEMP001942020121100000	UM	TEMP001942020121100000	TEMP001	12/15/2020	12/28/2020 12:27:27 PM
TEMP001942020121100000	UM	TEMP001942020121100000	TEMP001	12/15/2020	12/28/2020 12:21:53 PM
TEMP001942020122100000	UM	TEMP001942020122100000	TEMP001	12/15/2020	12/23/2020 1:02:37 PM
TEMP001942020122100000	UM	TEMP001942020122100000	TEMP001	12/15/2020	12/23/2020 11:56:27 AM
TEMP001942020122100000	UM	TEMP001942020122100000	TEMP001	12/15/2020	12/21/2020 1:30:48 PM
TEMP001942020121100000	UM	TEMP001942020121100000	TEMP001	12/15/2020	12/15/2020 4:17:04 PM
TEMP001942020121100000	UM	TEMP001942020121100000	TEMP001	12/15/2020	12/15/2020 8:51:05 AM

Displaying records 1 to 9 of 9 records

Previous

1

Next

Show 10 Entries

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).

HOME	CASES	CREATE CASE	CONSUMERS	SETUP	MESSAGE CENTER	REPORTS	Help
HOME	0 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 11	NOT SUBMITTED 9	SUBMITTED 20			
Request Saved But Not Submitted							
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED		
TEMP001942020122100000	UM	TEMP001942020122100000			1/11/2021 8:47:18 AM		
TEMP001942020121100000	UM	TEMP001942020121100000			1/11/2021 8:41:24 AM		
TEMP001942020121100000	UM	TEMP001942020121100000			12/28/2020 12:27:27 PM		
TEMP001942020121100000	UM	TEMP001942020121100000			12/28/2020 12:21:53 PM		

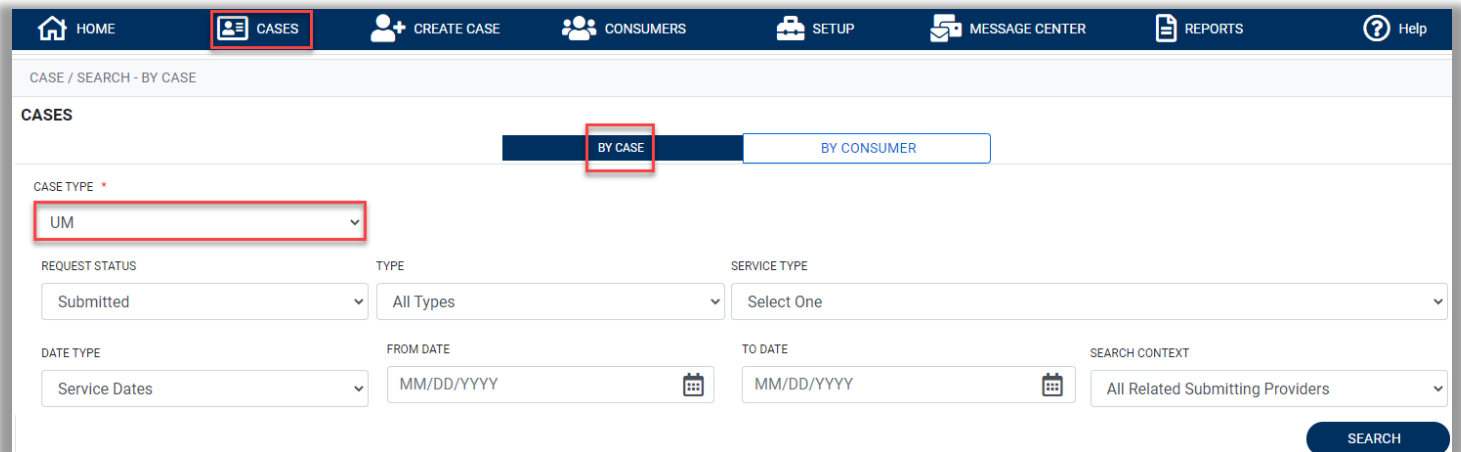
Cases



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.



HOME CASES CREATE CASE CONSUMERS SETUP MESSAGE CENTER REPORTS Help

CASE / SEARCH - BY CASE

CASES

BY CASE BY CONSUMER

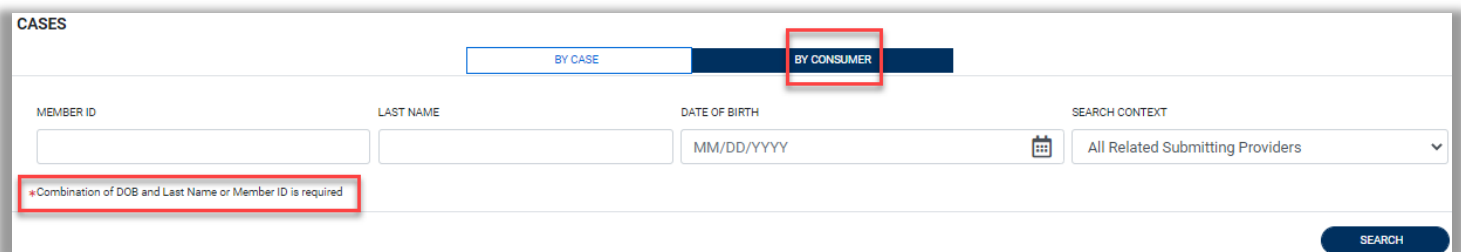
CASE TYPE *
UM

REQUEST STATUS Submitted TYPE All Types SERVICE TYPE Select One

DATE TYPE Service Dates FROM DATE MM/DD/YYYY TO DATE MM/DD/YYYY SEARCH CONTEXT All Related Submitting Providers

SEARCH

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



CASES

BY CASE BY CONSUMER

MEMBER ID LAST NAME DATE OF BIRTH SEARCH CONTEXT

MM/DD/YYYY All Related Submitting Providers

*Combination of DOB and Last Name or Member ID is required

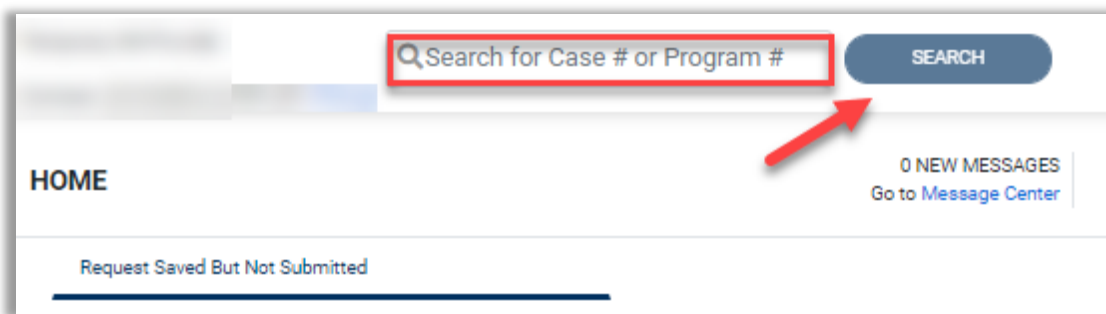
SEARCH

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

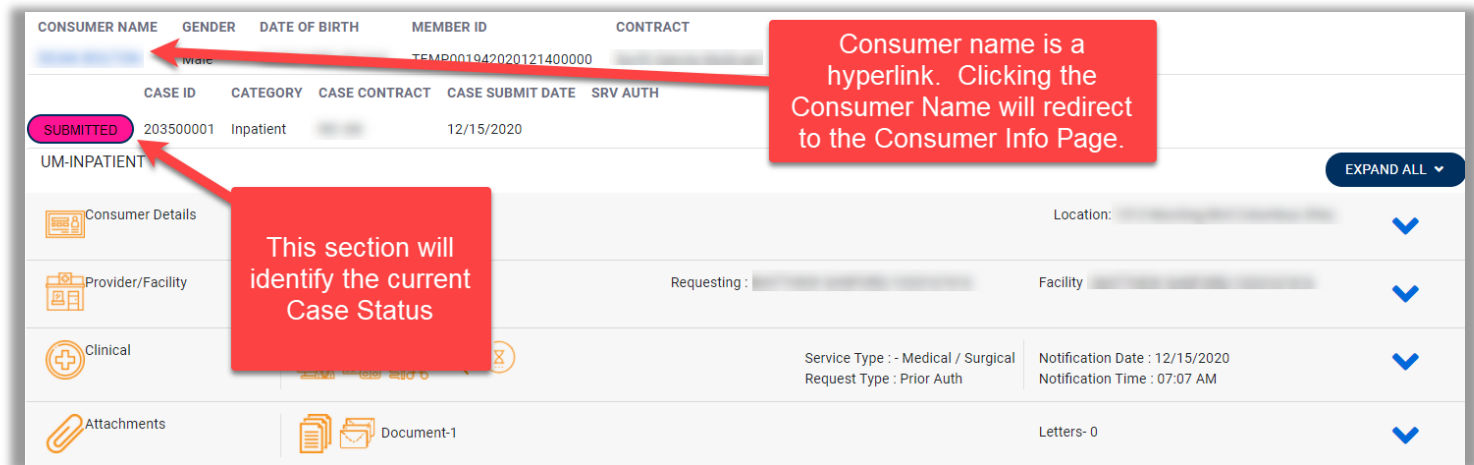
CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM	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
Male			TEMP001042020121400000	

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

UM-INPATIENT

EXPAND ALL

Consumer Details

Provider/Facility

Clinical

Attachments

Document-1

Letters- 0

Service Type : - Medical / Surgical
Request Type : Prior Auth

Notification Date : 12/15/2020
Notification Time : 07:07 AM

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 to Kepro for review. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted status.
SUBMITTED	This identifies a case that has been submitted but has not yet been completed. The case will remain in this status until it has been completed.
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).

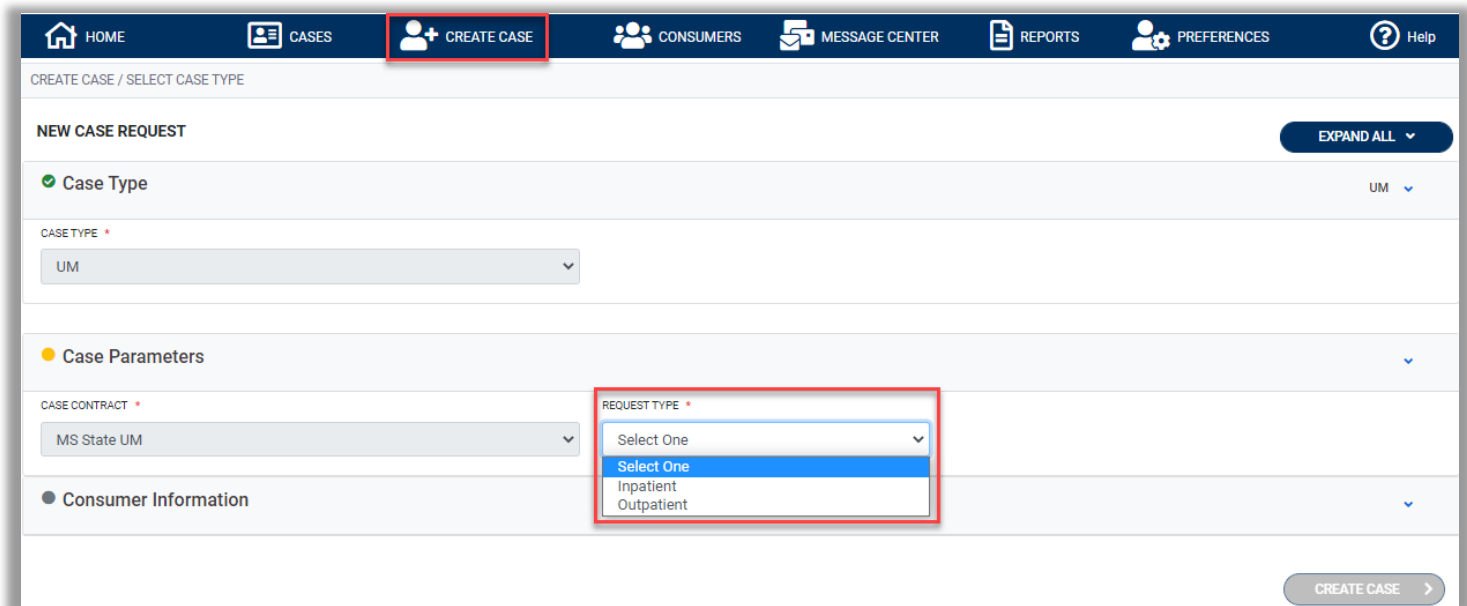
Create Case



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

The Case Type will default to **UM**. The Case Contract will default to **MS State UM**. Select the proper Request Type: **Inpatient** or **Outpatient**.

After making a selection, the Consumer section will expand.



CREATE CASE / SELECT CASE TYPE

NEW CASE REQUEST EXPAND ALL

Case Type UM

CASE TYPE *

UM

Case Parameters

CASE CONTRACT *

MS State UM

REQUEST TYPE *

Select One

Select One

Inpatient

Outpatient

Consumer Information

CREATE CASE



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

NEW CASE REQUEST EXPAND ALL

Case Type UM

Case Parameters

Case Contract MS State UM **Request Type** Inpatient

Consumer Information

SEARCH CONSUMER

CONSUMER ID LAST NAME DATE OF BIRTH → **SEARCH**

*Combination of DOB and Last Name or Member ID

NEXT →

Click the radio button to select the consumer. The page will refresh with the selected member, then click **CREATE CASE**.

NOTE: The **CREATE CASE** button will remain inactive (grayed-out) until all fields are complete.

Consumer Information

SEARCH CONSUMER

CONSUMER ID LAST NAME DATE OF BIRTH **SEARCH**

*Combination of DOB and Last Name or Member ID

SELECT MEMBER	NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
<input checked="" type="radio"/>	JOHN SMITH					0

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

NEXT →

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. Follow the instructions below to submit an [inpatient](#) or an [outpatient](#) request.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	

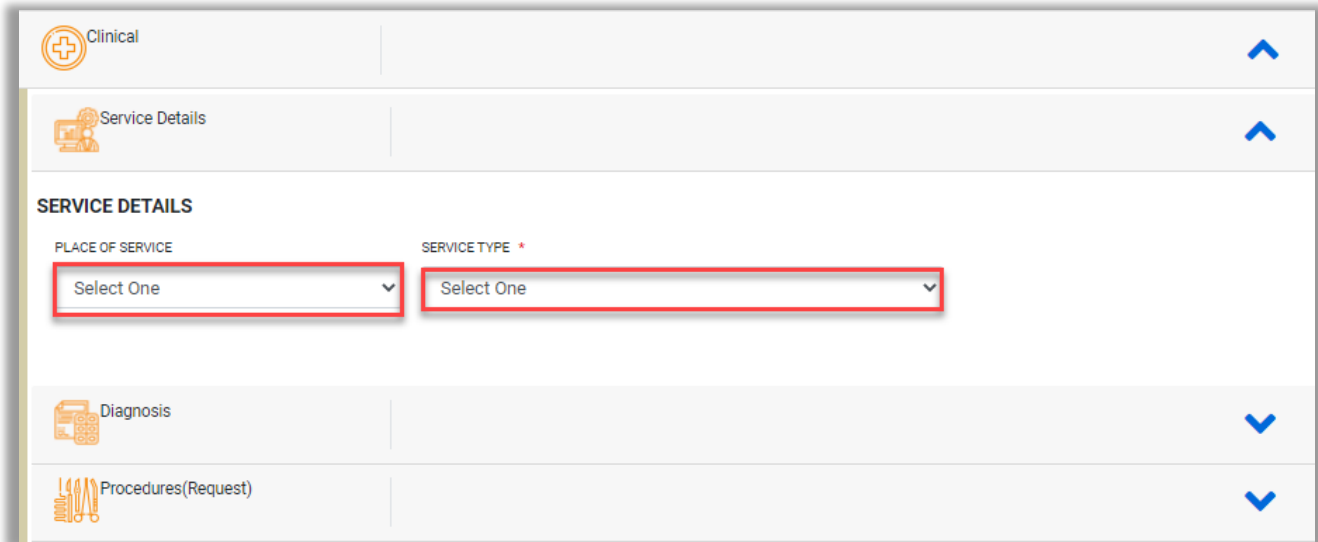
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	Outpatient			

Note the case is Un-Submitted and there is not a Case ID assigned. This will be updated once the request is submitted.

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:	▼

Outpatient Request

To submit an Outpatient request, expand the Clinical section, then expand Service Details. Select the appropriate **Place of Service** and **Service Type**.



The screenshot shows a web interface for submitting an outpatient request. The 'Clinical' section is expanded, and the 'Service Details' sub-section is also expanded. Within 'Service Details', there are two dropdown menus: 'PLACE OF SERVICE' and 'SERVICE TYPE *'. Both dropdowns currently show 'Select One' and are highlighted with red rectangular boxes. Below these, the 'Diagnosis' and 'Procedures(Request)' sections are visible but collapsed. The interface has a light gray background with blue icons and text.


Place of Service Options include:


- Ambulatory Surgical Center
- Dialysis Center
- Home
- Inpatient Hospital
- Inpatient Rehab Center
- Office
- Outpatient Hospital
- Outpatient Rehab Center
- Skilled Nursing Facility
- Transportation

Outpatient Service Types Include:

- Home Health
- Home IV Therapy
- Hospice
- Medical Consultation - Outpatient
- Outpatient Surgery
- Diabetic Care

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. Continue this process until all applicable diagnosis codes have been entered.


Diagnosis



DIAGNOSIS
ADD DIAGNOSIS ^

SEARCH DIAGNOSIS

CODE TYPE *

ICD10

CODE

s92.154B

DESCRIPTION

SEARCH

RESET

SHOW PREFERRED

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Once all diagnosis codes are entered, select **ADD DIAGNOSIS**.

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Displaying records 1 to 2 of 2 records

Previous

1

Next
Show 10 Entries

CANCEL

ADD DIAGNOSIS



Once all diagnosis codes are entered, expand Procedures. Enter all applicable procedure codes, this process is similar to adding a diagnosis. Enter CPT or ICD10 Procedure Code or description, then click Search. Select the appropriate procedure codes to be added. Continue this process until all appropriate procedure codes are added.

Once all codes are listed, select Add Procedure.

SEARCH PROCEDURES
CODE TYPE *

CPT

CODE STARTS WITH

e0290

DESCRIPTION

SHOW PREFERRED

SEARCH

RESET

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	E0290	Hosp bed fx ht w/o rails w/m

SELECTED RECORDS

SELECT	<input checked="" type="checkbox"/> CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	E0141	Rigid wheeled walker adj/fix
<input checked="" type="checkbox"/>	CPT	E0163	Commode chair with fixed arm
<input checked="" type="checkbox"/>	CPT	E0290	Hosp bed fx ht w/o rails w/m

Displaying records 1 to 3 of 3 records









Previous1NextShow10Entries

ADD PROCEDURES

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		
E0141	Rigid wheeled walker adj/fix	 
E0163	Commode chair with fixed arm	 
E0290	Hosp bed fx ht w/o rails w/m	 

To enter details for each procedure code, expand the line for each code entered and complete required fields. Required fields will vary based on the procedure code entered.

Procedure Code	Description	Actions
E0141	Rigid wheeled walker adj/fix	 A 
<div> <div>UNIT QUALIFIER</div> <div>Select One</div> </div> <div> <div>REQUESTED START DATE *</div> <div>MM/DD/YYYY</div> <div></div> </div> <div> <div>REQUESTED END DATE *</div> <div>MM/DD/YYYY</div> <div></div> </div> <div> <div>REQUESTED DURATION *</div> <div></div> </div> <div> <div>REQUESTED QUANTITY *</div> <div></div> </div> <div> <div>REQUESTED FREQUENCY</div> <div>Select One</div> </div> <div> <div>REQUESTED RATE</div> <div>\$</div> </div> <div> <div>Certify Status</div> <div>Un-Submitted</div> </div> <div> <div>Certify Reason</div> <div></div> </div> <div> <div>Units</div> <div>0 / 0</div> </div> <div> <div>Certified Start Date</div> <div></div> </div> <div> <div>Certified End Date</div> <div></div> </div>		
E0163	Commode chair with fixed arm	 B 
E0290	Hosp bed fx ht w/o rails w/m	 C 

Once all clinical information is added, expand Attachments, then expand Documents to upload any supporting documentation. Select **CLICK HERE TO UPLOAD FILE**. A pop up will display, click Browse to search for the supporting documentation.

FILE UPLOAD

* fields are mandatory

SELECT FILE *

BROWSE

MAX FILE SIZE: 4 MB

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

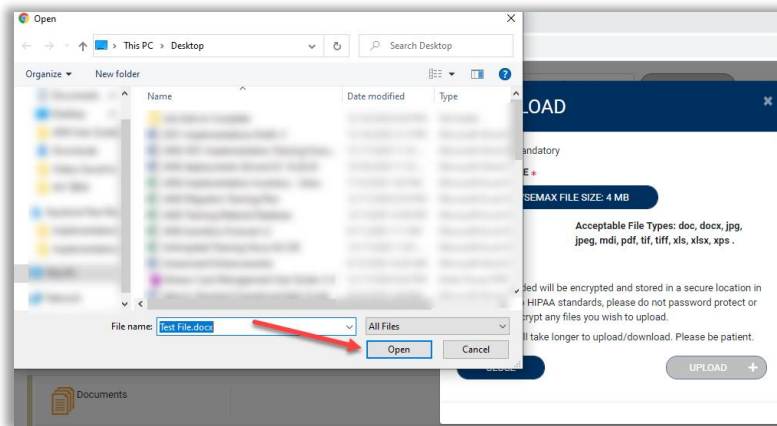
All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

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

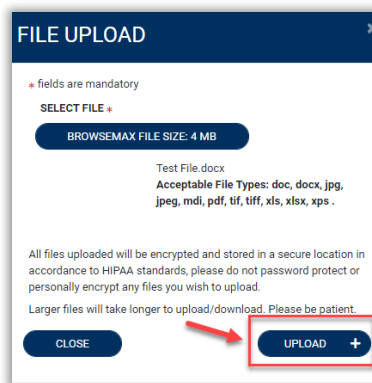
CLOSE

UPLOAD

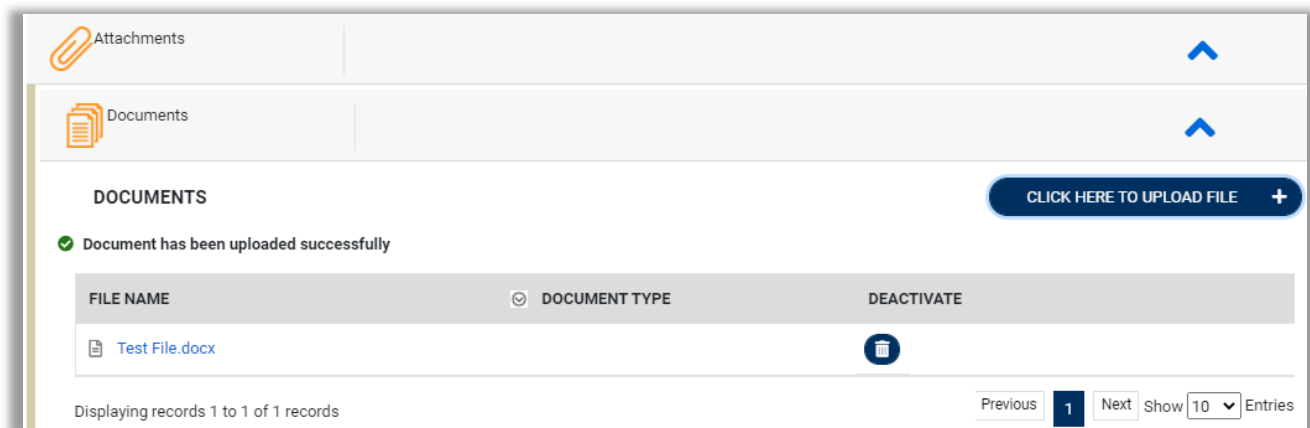
Select the file and click **Open**.



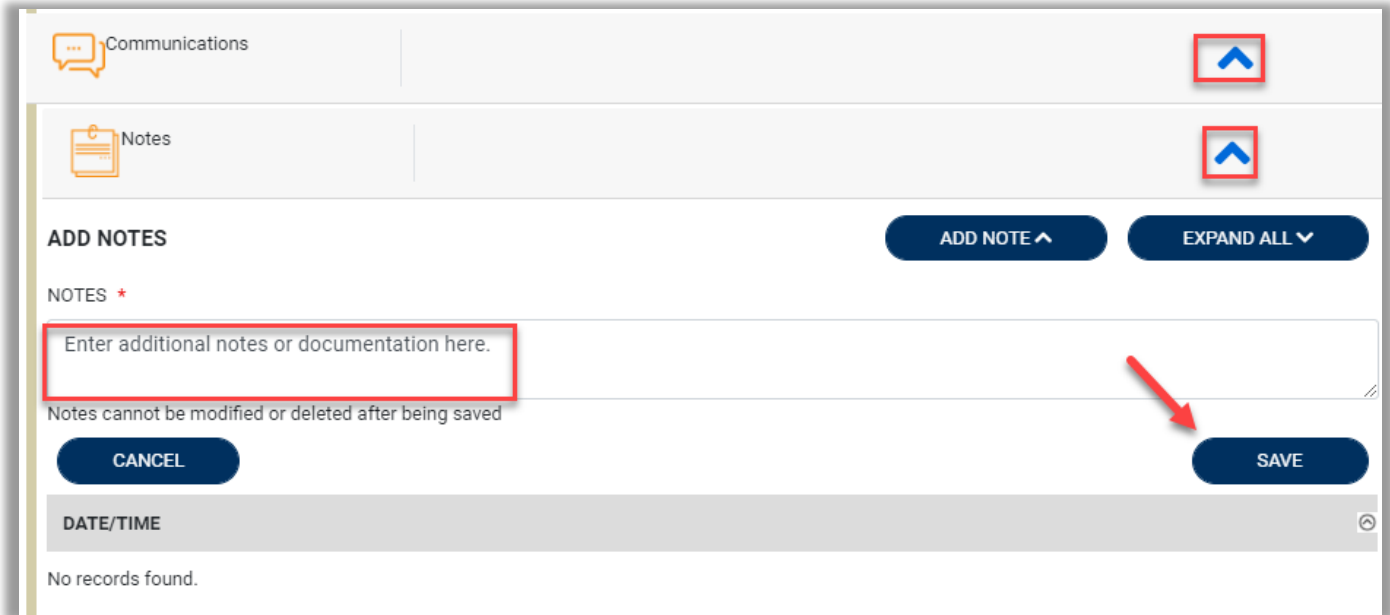
Repeat the above steps until all supporting documentation is uploaded. Then click **UPLOAD**.



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**.



Communications

Notes

ADD NOTES

ADD NOTE ^ EXPAND ALL v

NOTES *

Enter additional notes or documentation here.

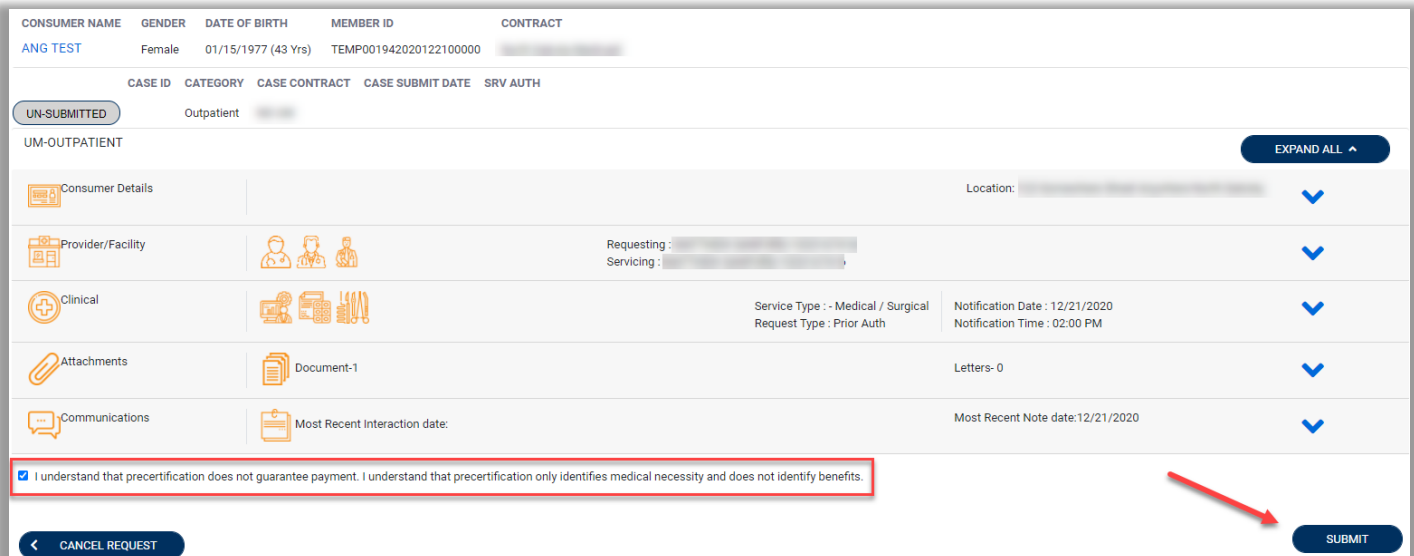
Notes cannot be modified or deleted after being saved

CANCEL SAVE

DATE/TIME

No records found.

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



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

UM-OUTPATIENT

EXPAND ALL ^

Consumer Details Location: ^

Provider/Facility Requesting: ^
Servicing: ^

Clinical Service Type: - Medical / Surgical Notification Date: 12/21/2020
Request Type: Prior Auth Notification Time: 02:00 PM ^

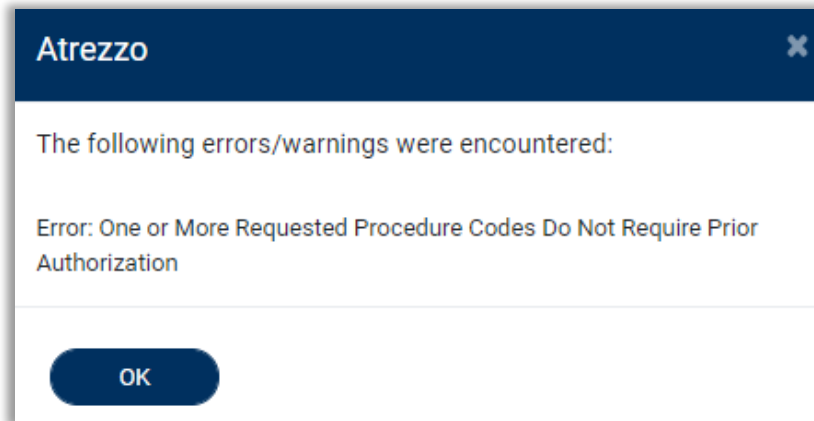
Attachments Document-1 Letters- 0 ^

Communications Most Recent Interaction date: Most Recent Note date:12/21/2020 ^

☒ I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

CANCEL REQUEST SUBMIT

The case will be assigned a Case ID and the status will change from Un-Submitted to Submitted. If any errors or warnings are found, a pop up will display. Click **OK** to acknowledge.

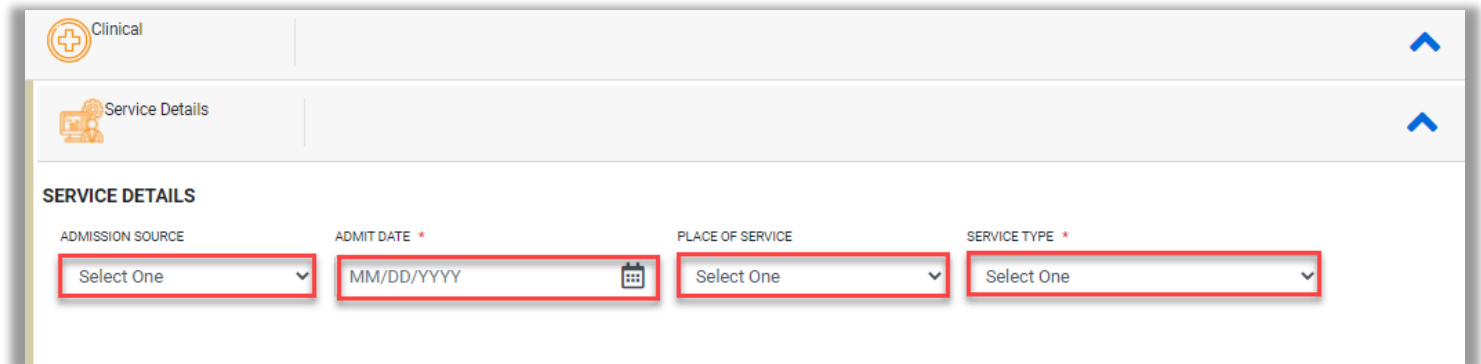


If no errors or warnings are noted, the case will be submitted. A Case ID will be generated which is a unique numerical identifier that can be used for identification purposes and status updates. The Case Page will identify the status along with an overview of the request submitted.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 203560017	Outpatient		12/21/2020	
UM-OUTPATIENT				
EXPAND ALL				
Consumer Details		Location:		
Provider/Facility		Requesting: Servicing:		
Clinical		Service Type : - Medical / Surgical Request Type : Prior Auth Notification Date : 12/21/2020 Notification Time : 03:12 PM		
Attachments		Document-0 Letters- 0		
Communications		Most Recent Interaction date: Most Recent Note date:		

Inpatient Request

To submit an inpatient request, expand Clinical, then expand Service Details. Select the appropriate Admission Source, Admit Date, Place of Service, and Service Type.



Admission Source Options Include:

- Elective
- Emergency


Place of Service Includes:


- Ambulatory Surgical Center
- Dialysis Center
- Home
- Inpatient Hospital
- Inpatient Rehab Center
- Office
- Outpatient Hospital
- Outpatient Rehab Center
- Skilled Nursing Facility
- Transportation

Inpatient Service Types Include:

- Hospice - IP Hospital
- Inpatient Surgery
- Inpatient Hospital
- Inpatient Rehab
- LTAC
- Medical Consultation - Inpatient
- Residential Treatment Facility
- Skilled Nursing Facility
- Transplant

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. Continue this process until all applicable diagnosis codes have been added.


Diagnosis



DIAGNOSIS
ADD DIAGNOSIS ^

SEARCH DIAGNOSIS

CODE TYPE *

ICD10

CODE

s92.154B

DESCRIPTION

SEARCH

RESET

SHOW PREFERRED

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Once all diagnosis codes are entered, select **ADD DIAGNOSIS**.

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Displaying records 1 to 2 of 2 records

Previous

1

Next

Show

10

Entries

CANCEL

ADD DIAGNOSIS

Once all diagnosis codes are entered, expand Procedures, expand Request 01, and enter required fields under LOS.

LOS

UNIT QUALIFIER
Select One

REQUESTED START DATE *
MM/DD/YYYY

REQUESTED END DATE *
MM/DD/YYYY

REQUESTED DURATION *

After completing LOS, if applicable, enter all applicable procedure codes, this process is similar to adding a diagnosis. Enter CPT/ICD10 Procedure Code or description, then click Search. Select the appropriate procedure codes to be added. Once all codes are listed, select Add Procedure.

NOTE: Not all inpatient admissions will require a procedure code.

Add Procedures

SEARCH PROCEDURES
CODE TYPE *
CPT

CODE STARTS WITH
99232

DESCRIPTION

SHOW PREFERRED

SEARCH

RESET

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	99232	SUBSEQUENT HOSPITAL CARE

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

SELECTED RECORDS

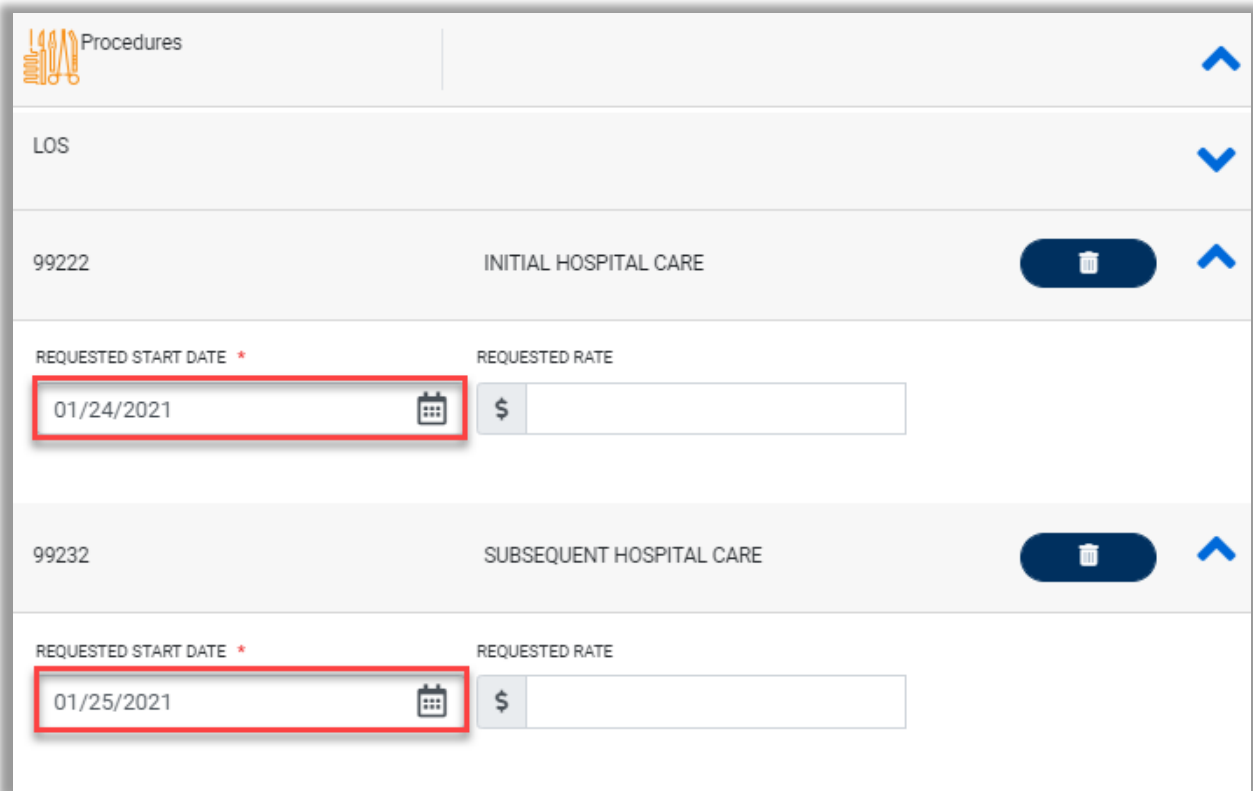
SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	99222	INITIAL HOSPITAL CARE
<input checked="" type="checkbox"/>	CPT	99232	SUBSEQUENT HOSPITAL CARE

Displaying records 1 to 2 of 2 records

Previous 1 Next Show 10 Entries

ADD PROCEDURES

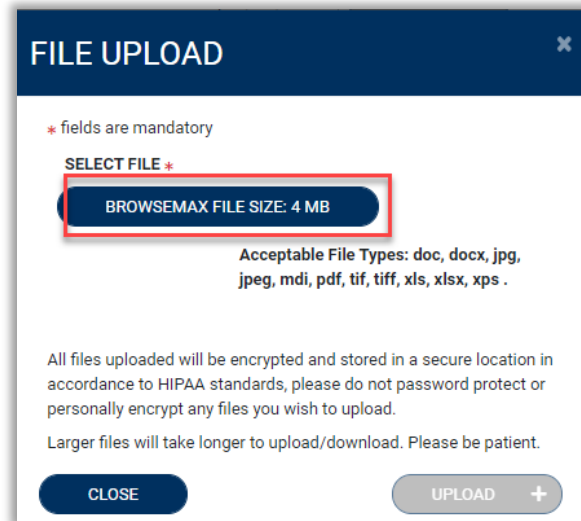
If the requested start date entered under LOS will not be applicable to all procedure codes, expand the procedure code section to update the date. Once the date has been changed, it will automatically save.



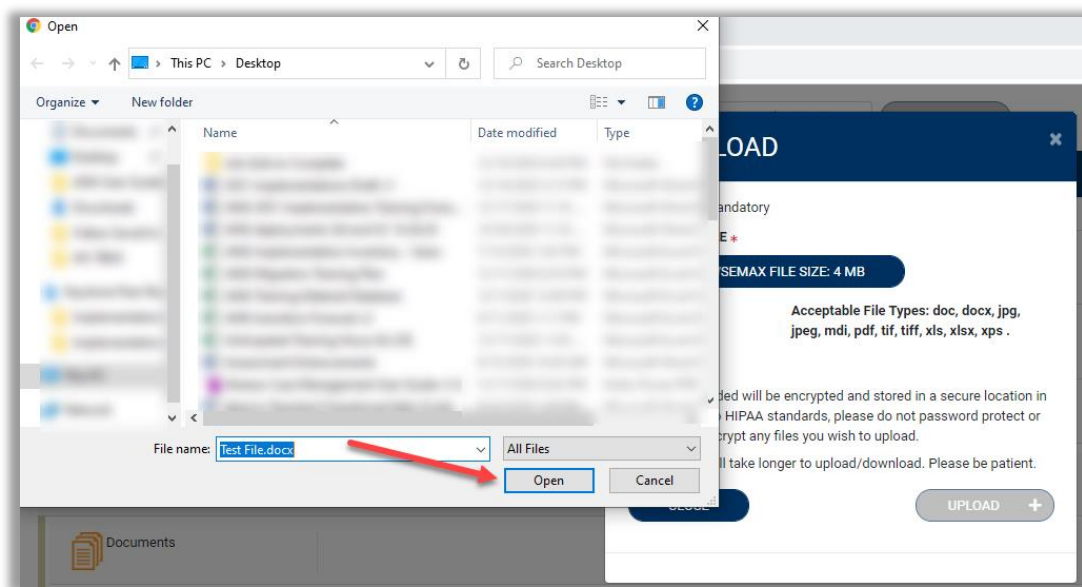
Procedures	
LOS	
99222	INITIAL HOSPITAL CARE
REQUESTED START DATE *	REQUESTED RATE
01/24/2021	\$
99232	SUBSEQUENT HOSPITAL CARE
REQUESTED START DATE *	REQUESTED RATE
01/25/2021	\$

If no changes to the requested start date are needed, continue to complete request.

Once all clinical information is added, expand Attachments, then expand Documents to upload any supporting documentation. 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. Then click **UPLOAD**.

FILE UPLOAD

* 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 .

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

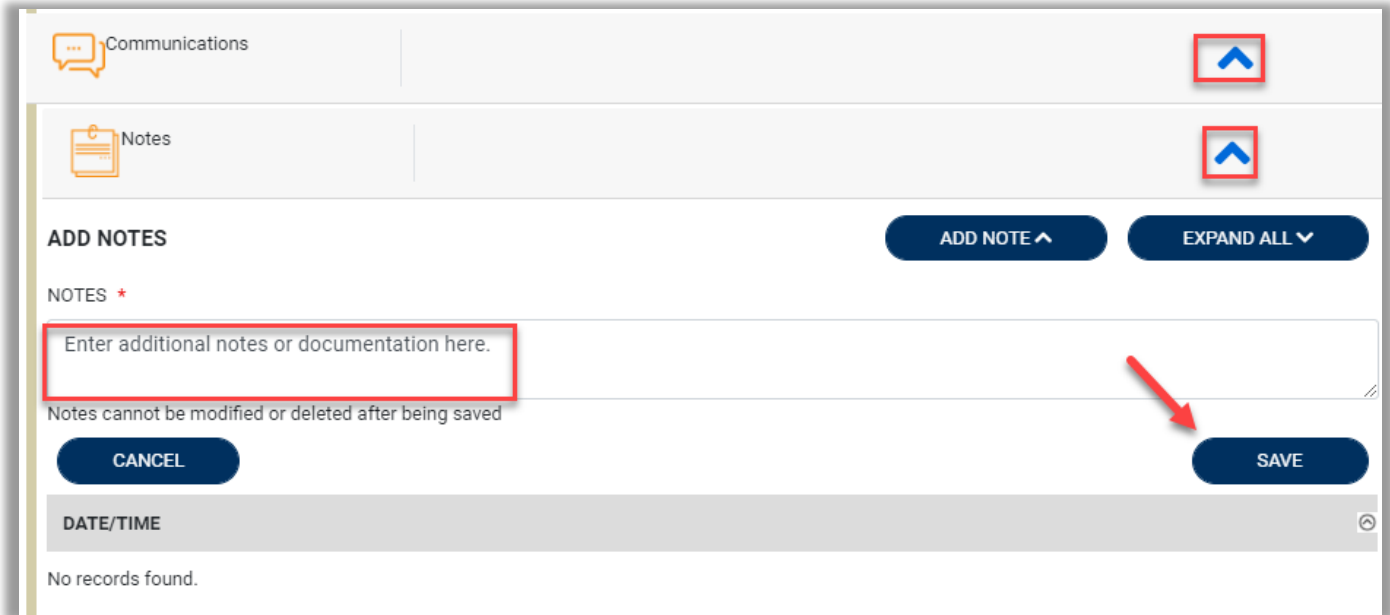
Previous

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**.



Communications

Notes

ADD NOTES

ADD NOTE ^ EXPAND ALL v

NOTES *

Enter additional notes or documentation here.

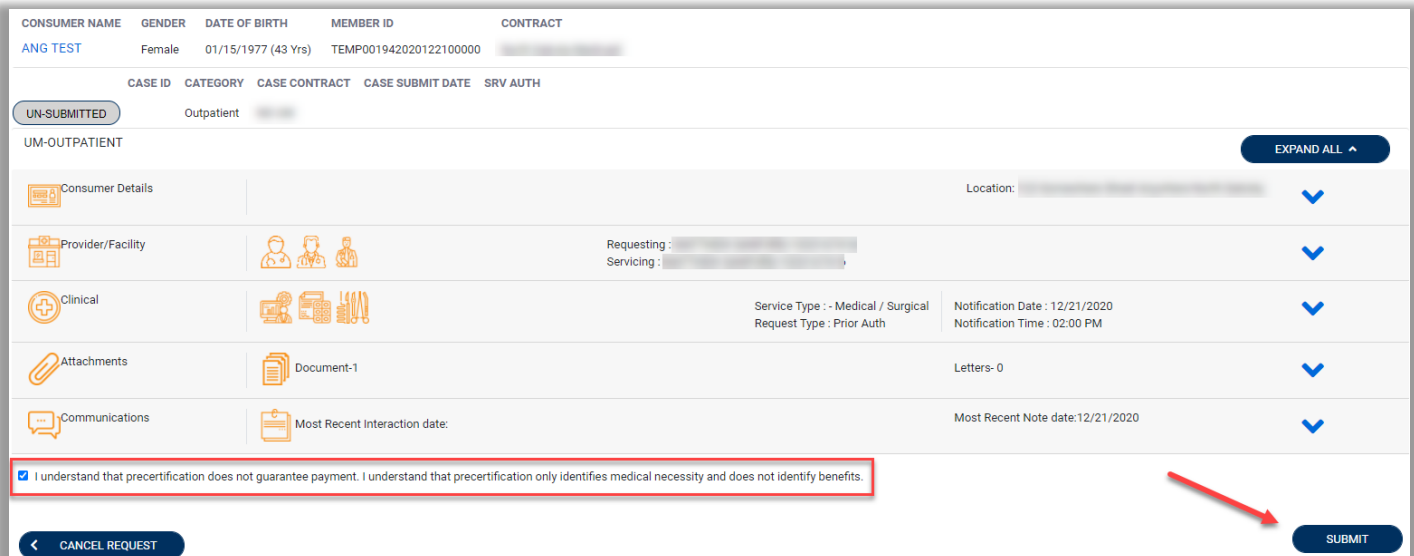
Notes cannot be modified or deleted after being saved

CANCEL SAVE

DATE/TIME

No records found.

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



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

UM-OUTPATIENT

EXPAND ALL v

Consumer Details Location: v

Provider/Facility Requesting: v
Servicing: v

Clinical Service Type: - Medical / Surgical Notification Date: 12/21/2020
Request Type: Prior Auth Notification Time: 02:00 PM v

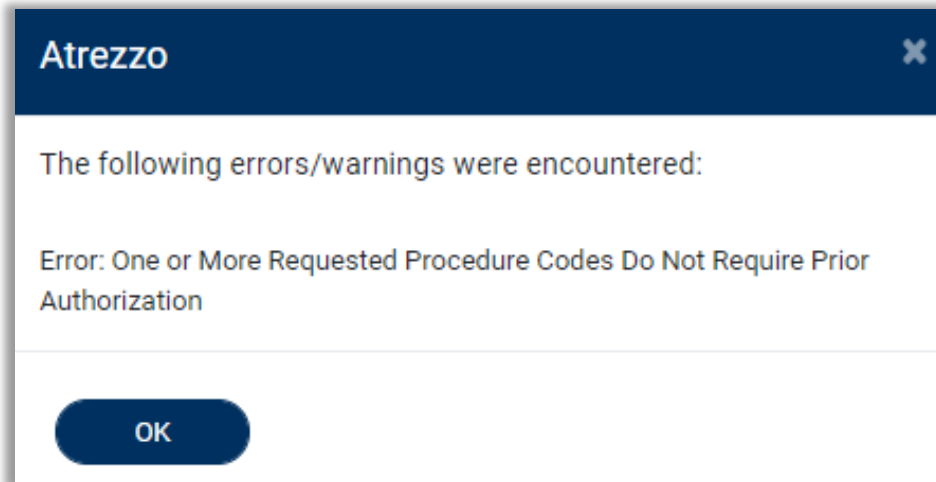
Attachments Document-1 Letters- 0 v

Communications Most Recent Interaction date: Most Recent Note date:12/21/2020 v

☒ I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

CANCEL REQUEST SUBMIT

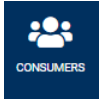
The case will be assigned a Case ID and the status will change from Un-Submitted to Submitted. If any errors or warnings are found, a pop up will display. Click **OK** to acknowledge.



If no errors or warnings are noted, the case will be 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.

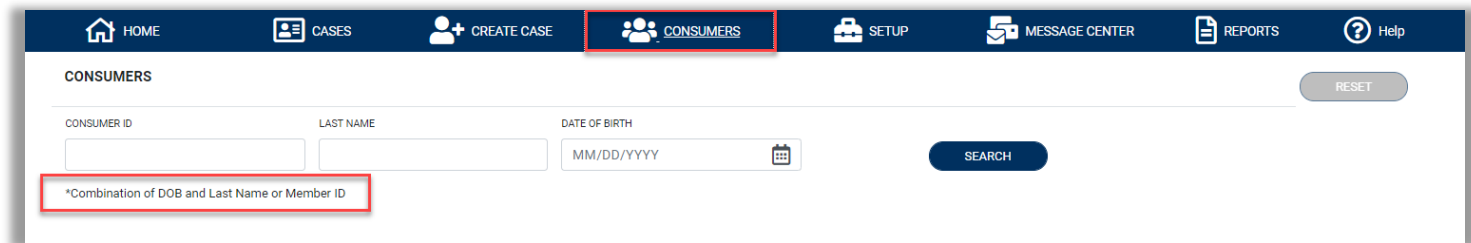
CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 203560017	Outpatient		12/21/2020	
UM-OUTPATIENT				
EXPAND ALL				
Consumer Details	Location:			
Provider/Facility	Requesting: Servicing:			
Clinical	Service Type : - Medical / Surgical Request Type : Prior Auth Notification Date : 12/21/2020 Notification Time : 03:12 PM			
Attachments	Document-0 Letters- 0			
Communications	Most Recent Interaction date: Most Recent Note date:			

Consumers



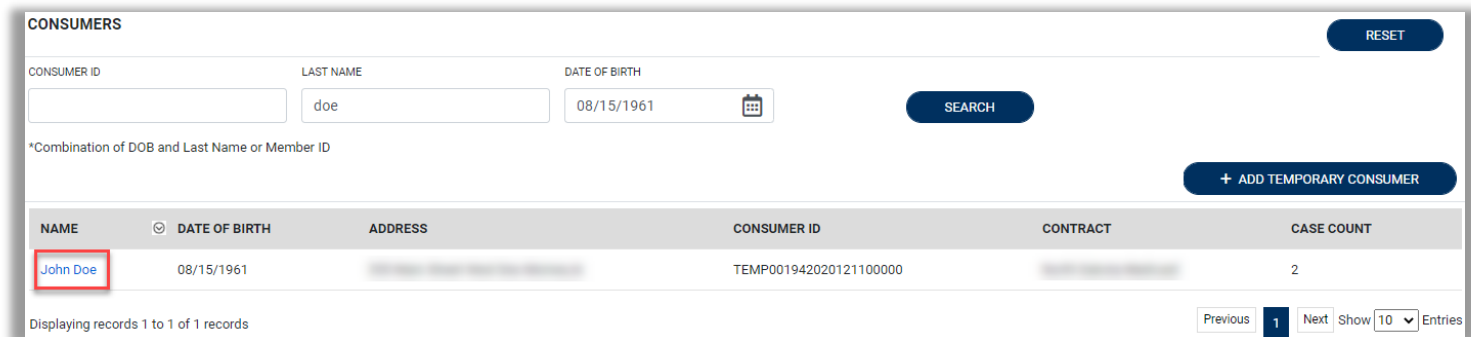
To search by Consumer (Member), click Consumer on the navigation pane. The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case.

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



The screenshot shows the 'CONSUMERS' search form. The navigation bar at the top includes links for HOME, CASES, CREATE CASE, CONSUMERS (highlighted with a red box), SETUP, MESSAGE CENTER, REPORTS, and Help. The form has three input fields: CONSUMER ID, LAST NAME, and DATE OF BIRTH (with a calendar icon). A 'SEARCH' button is located to the right of the DATE OF BIRTH field. Below the input fields, a red box highlights the text: '*Combination of DOB and Last Name or Member ID'. A 'RESET' button is located in the top right corner of the form area.

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



The screenshot shows the search results for the consumer 'John Doe'. The form fields are filled with: CONSUMER ID (empty), LAST NAME 'doe', and DATE OF BIRTH '08/15/1961'. The 'SEARCH' button is highlighted. Below the form, a red box highlights the text: '*Combination of DOB and Last Name or Member ID'. A '+ ADD TEMPORARY CONSUMER' button is located to the right of the text. The results table has the following columns: NAME, DATE OF BIRTH, ADDRESS, CONSUMER ID, CONTRACT, and CASE COUNT. The first row shows 'John Doe' (highlighted with a red box), '08/15/1961', a blurred address, 'TEMP001942020121100000', a blurred contract, and '2'. The footer indicates 'Displaying records 1 to 1 of 1 records' and includes pagination controls: Previous, 1 (selected), Next, Show 10 Entries.

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

Set Up

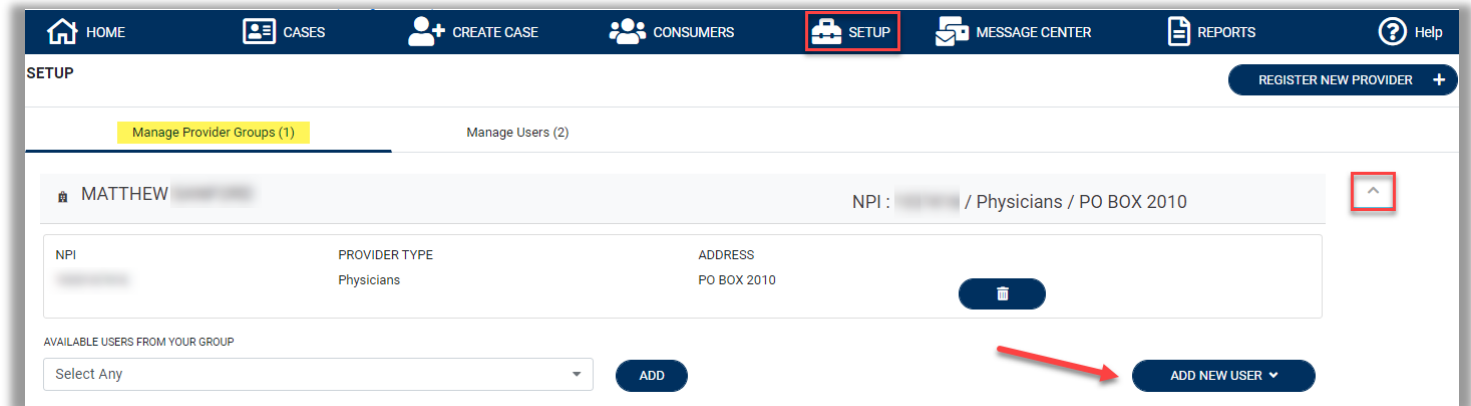


This section will identify the steps for Provider Group Administrators to add and manage additional users within the portal. **Only users set up as Provider Administrators will see this tab.** For all other users, the tab will be hidden.

Add New User

As a Provider Group Administrator, individual 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 Provider group section.



The screenshot shows the Kepro Setup page. The top navigation bar includes links for HOME, CASES, CREATE CASE, CONSUMERS, SETUP (highlighted with a red box), MESSAGE CENTER, and REPORTS. Below the navigation bar, the SETUP section is active, showing two tabs: "Manage Provider Groups (1)" and "Manage Users (2)". Under "Manage Provider Groups (1)", there is a card for "MATTHEW" with a red box around a caret icon in the top right corner. The card displays "NPI : [redacted] / Physicians / PO BOX 2010". Below this, there is a table with columns for NPI, PROVIDER TYPE (Physicians), and ADDRESS (PO BOX 2010). To the right of the table is a trash icon. Below the table, there is a section titled "AVAILABLE USERS FROM YOUR GROUP" with a dropdown menu showing "Select Any" and an "ADD" button. A red arrow points from the "ADD" button to the "ADD NEW USER" button, which has a dropdown arrow.



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

ACCOUNT INFORMATION

USER NAME *

CONTACT INFORMATION

FIRST NAME *

LAST NAME *

EMAIL *

CONFIRM EMAIL *

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE/PROVINCE

Select One ▾

POSTAL CODE

PHONE

FAX *

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

CREATE >

The user role will default to **Provider Staff Account**. This is the general account user. To change the user role, under Mange Provider Groups, select the Role the user should have. All accesses with Admin listed will have the ability to add and manage user roles for the 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

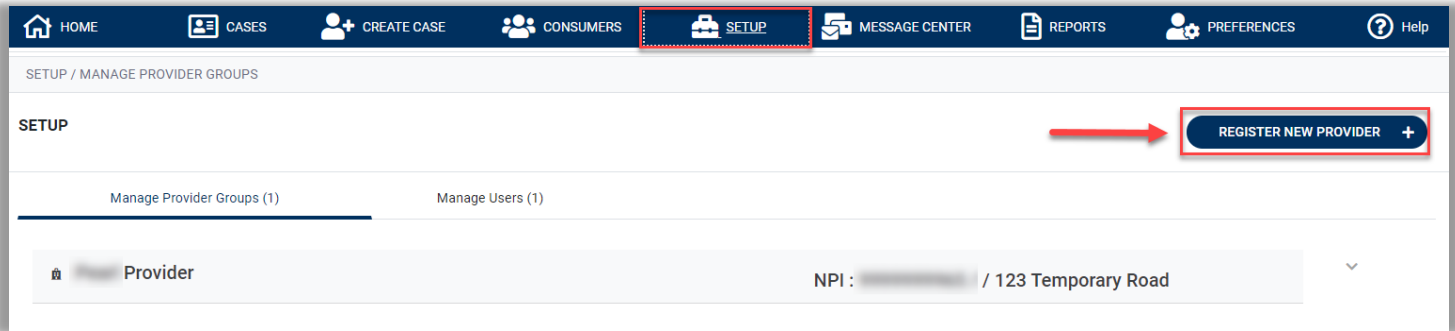
Displaying records 1 to 2 of 2 records

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**.



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

SETUP / MANAGE PROVIDER GROUPS

SETUP

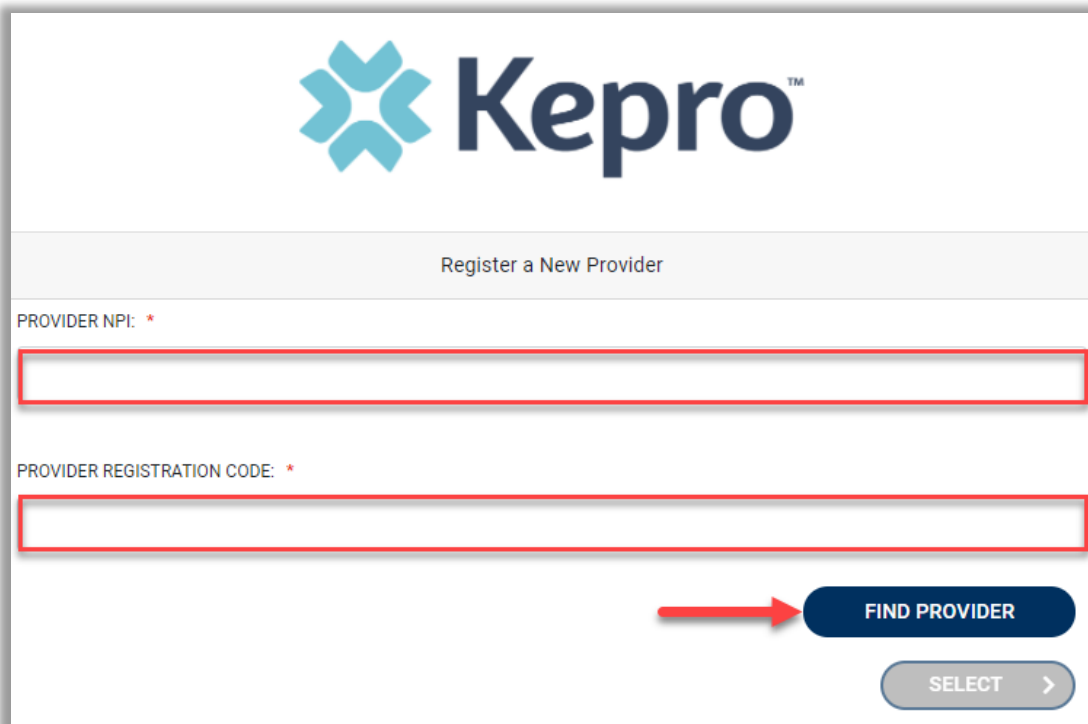
Manage Provider Groups (1) Manage Users (1)


Provider NPI : / 123 Temporary Road

REGISTER NEW PROVIDER +

Enter the NPI in the Provider NPI field and Medicaid ID in the Provider Registration Code field. Click **FIND PROVIDER**.

NOTE: This will be similar to the process when registering the original account. If the provider group does not have an NPI, enter the Medicaid ID in both the NPI and Registration Code fields.





Register a New Provider

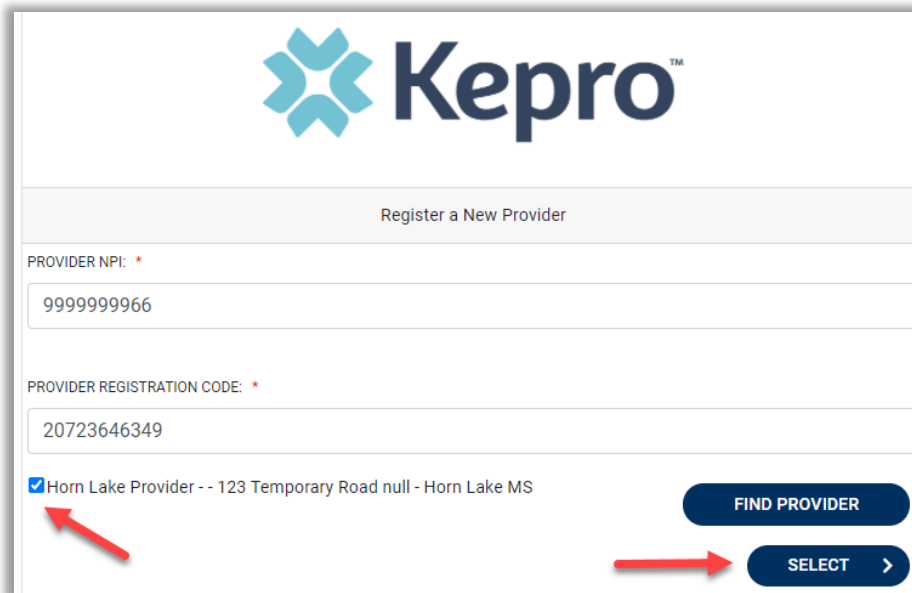
PROVIDER NPI: *

PROVIDER REGISTRATION CODE: *





FIND PROVIDER

SELECT >

When the provider option populates, select the provider, by checking the box, 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](#).

SETUP			REGISTER NEW PROVIDER +
Manage Provider Groups (2)		Manage Users (2)	
	Centennial Provider	NPI : 9999999990 / / 123 Temporary Road	
	Jane Smith MD	NPI : 9999999999 / / 123 Temporary Road	

Message Center





This section will identify the steps to view new and unread messages. To send messages, you must be inside a specified case. New available messages have an indicator in the navigation menu.



Indicates there are unread messages available to view.



Indicates all messages are read; no messages available to view.

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 **SEND**.

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.

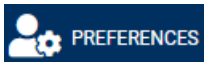
CANCEL **SEND >**

Reports

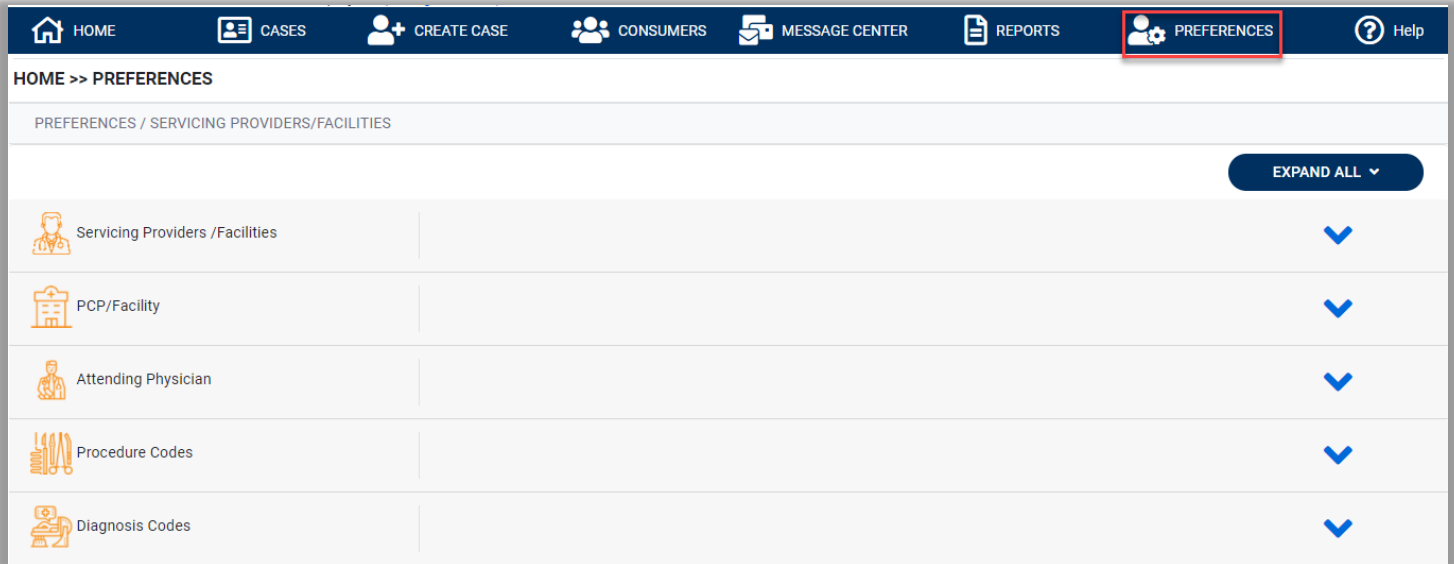


There will not be any reports available for this contract.






Preferences



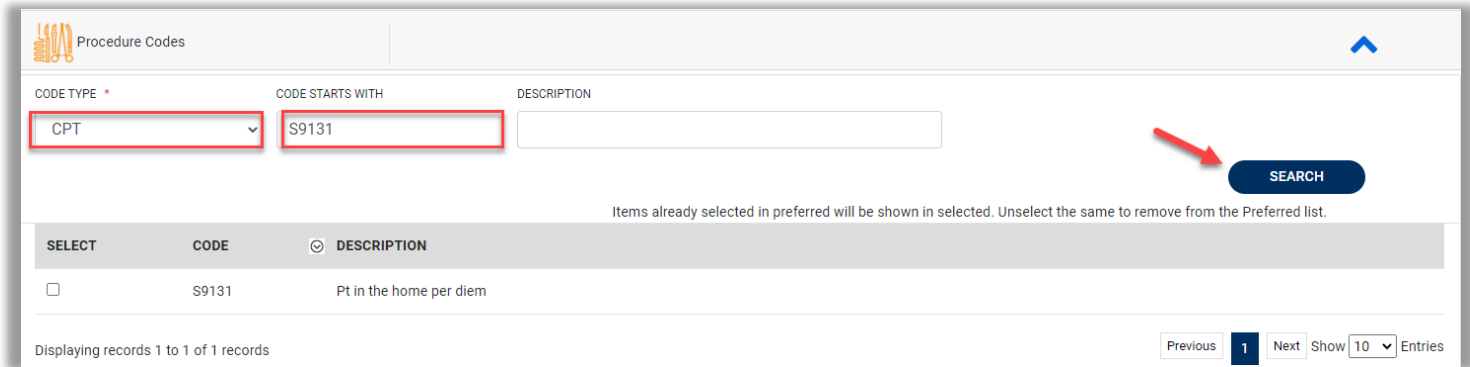
The Atrezzo Provider Portal allows for some user customization based on preferred information, including diagnosis codes and procedure codes. To set favorites, click **PREFERENCES** in the navigation menu.



The screenshot shows the Atrezzo Provider Portal interface. The top navigation bar includes links for HOME, CASES, CREATE CASE, CONSUMERS, MESSAGE CENTER, REPORTS, and PREFERENCES (highlighted with a red box). Below the navigation bar, the breadcrumb trail reads "HOME >> PREFERENCES". The main content area is titled "PREFERENCES / SERVICING PROVIDERS/FACILITIES" and features an "EXPAND ALL" button. A table lists five preference categories, each with an icon, a name, and a dropdown arrow:

Icon	Category Name	Action
	Servicing Providers /Facilities	▼
	PCP/Facility	▼
	Attending Physician	▼
	Procedure Codes	▼
	Diagnosis Codes	▼

To set preferred procedure codes, expand Procedure Codes, select the proper procedure code type from the drop-down menu, enter the desired procedure code, and click **SEARCH**.



Procedure Codes

CODE TYPE * CODE STARTS WITH DESCRIPTION

CPT S9131

SEARCH

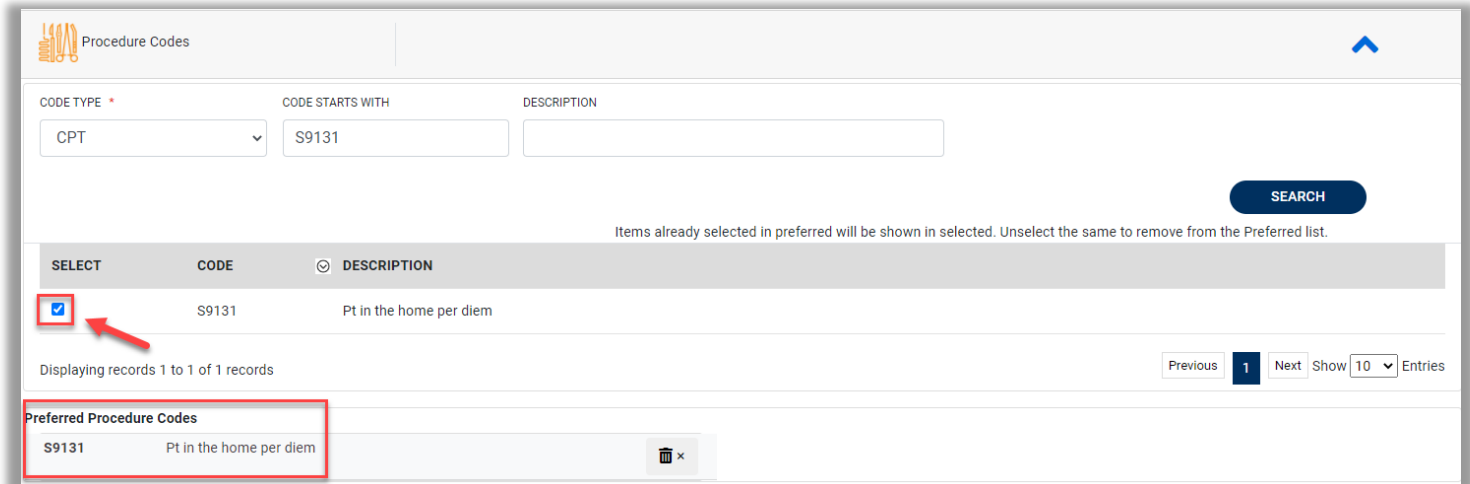
Items already selected in preferred will be shown in selected. Unselect the same to remove from the Preferred list.

SELECT	CODE	DESCRIPTION
<input type="checkbox"/>	S9131	Pt in the home per diem

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

Click the box to select the procedure code to be added. The selected code will automatically be added to the preferred procedure code list. Continue these steps until all preferred codes are added. There is no limit to the number of preferred codes that can be entered.



Procedure Codes

CODE TYPE * CODE STARTS WITH DESCRIPTION

CPT S9131

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"/>	S9131	Pt in the home per diem

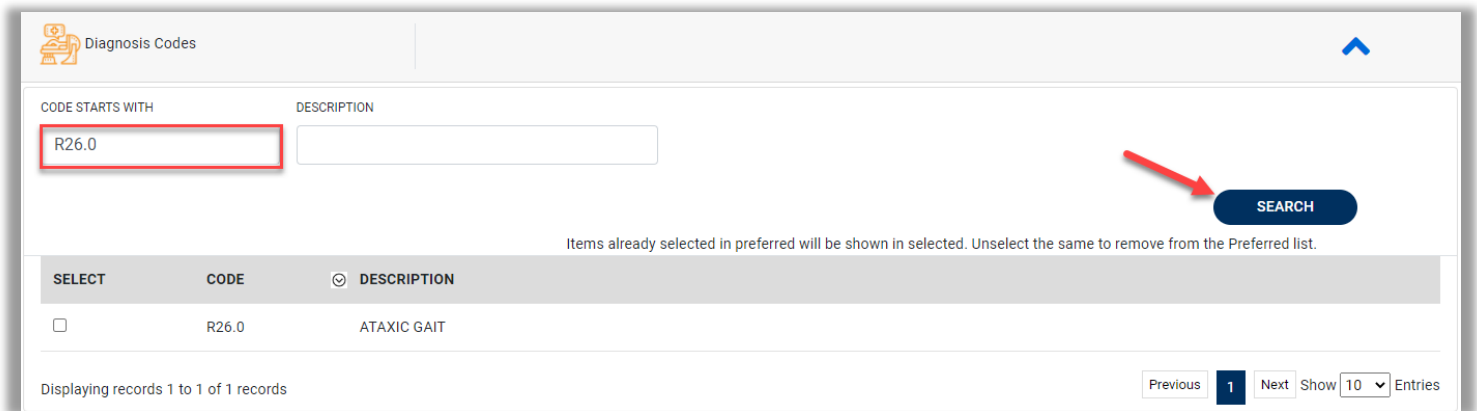
Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

Preferred Procedure Codes

S9131	Pt in the home per diem	
-------	-------------------------	--

To set preferred diagnosis codes, expand Diagnosis Codes then enter the diagnosis code and click **SEARCH**.



Diagnosis Codes

CODE STARTS WITH: R26.0

DESCRIPTION:

SEARCH

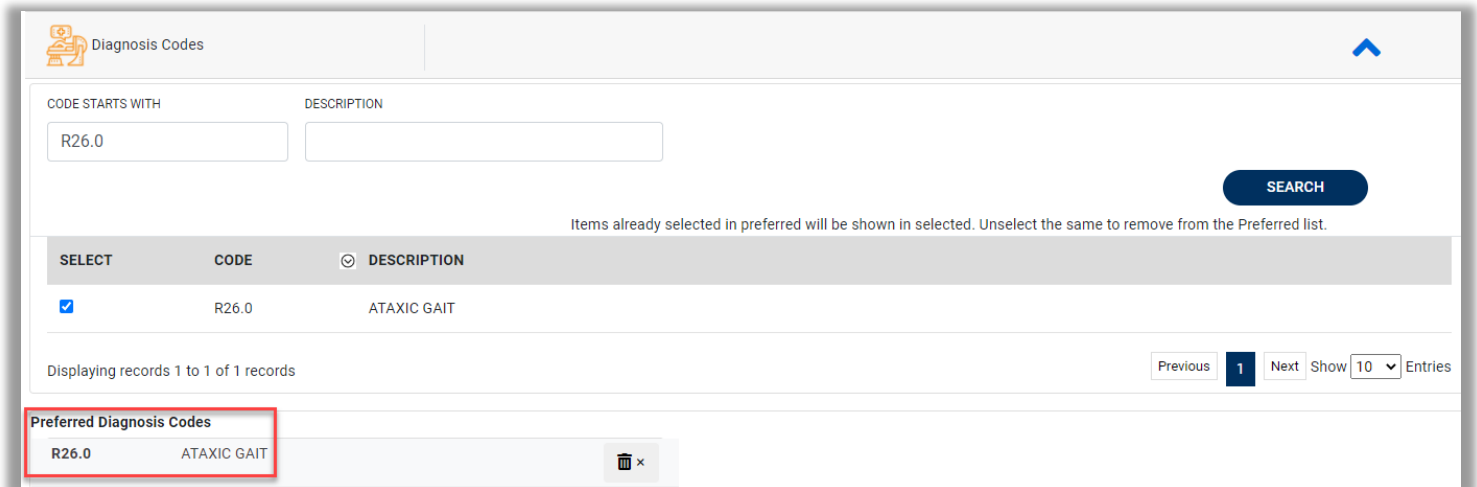
Items already selected in preferred will be shown in selected. Unselect the same to remove from the Preferred list.

SELECT	CODE	DESCRIPTION
<input type="checkbox"/>	R26.0	ATAXIC GAIT

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

Click the box to select the diagnosis code to be added. The code will automatically be added to the preferred diagnosis code list. Continue these steps until all preferred codes are added. There is no limit to the number of preferred codes that can be entered.



Diagnosis Codes

CODE STARTS WITH: R26.0

DESCRIPTION:

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"/>	R26.0	ATAXIC GAIT

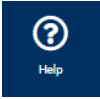
Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries

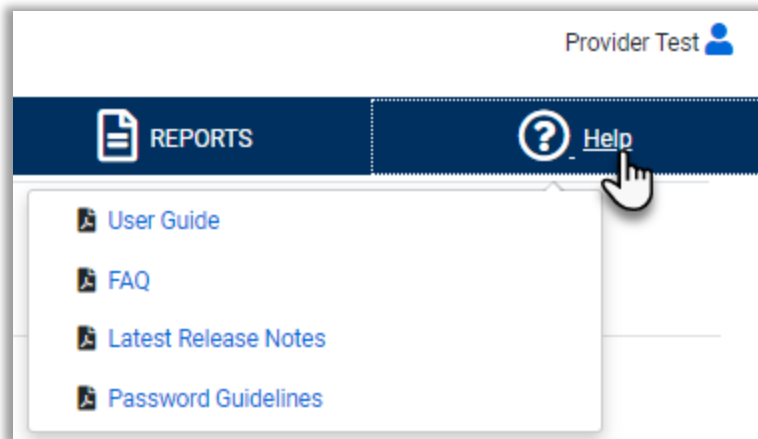
Preferred Diagnosis Codes

R26.0	ATAXIC GAIT	
-------	-------------	--

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 options 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.

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

PREFERENCES

HOME

0 NEW MESSAGES
Go to [Message Center](#)

WORK-IN-PROGRESS
7

NOT SUBMITTED
4

SUBMITTED
3

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
MS State UM	UM-OUTPATIENT	[REDACTED]	[REDACTED]	[REDACTED]	6/17/2021 11:30:23 AM
MS State UM	UM-OUTPATIENT	[REDACTED]	[REDACTED]	[REDACTED]	6/17/2021 11:29:48 AM
MS State UM	UM-OUTPATIENT	[REDACTED]	[REDACTED]	[REDACTED]	6/17/2021 11:29:20 AM
MS State UM	UM-INPATIENT	[REDACTED]	[REDACTED]	[REDACTED]	6/17/2021 11:28:59 AM

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

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

PREFERENCES

Help

HOME

0 NEW MESSAGES
Go to [Message Center](#)

WORK-IN-PROGRESS
7

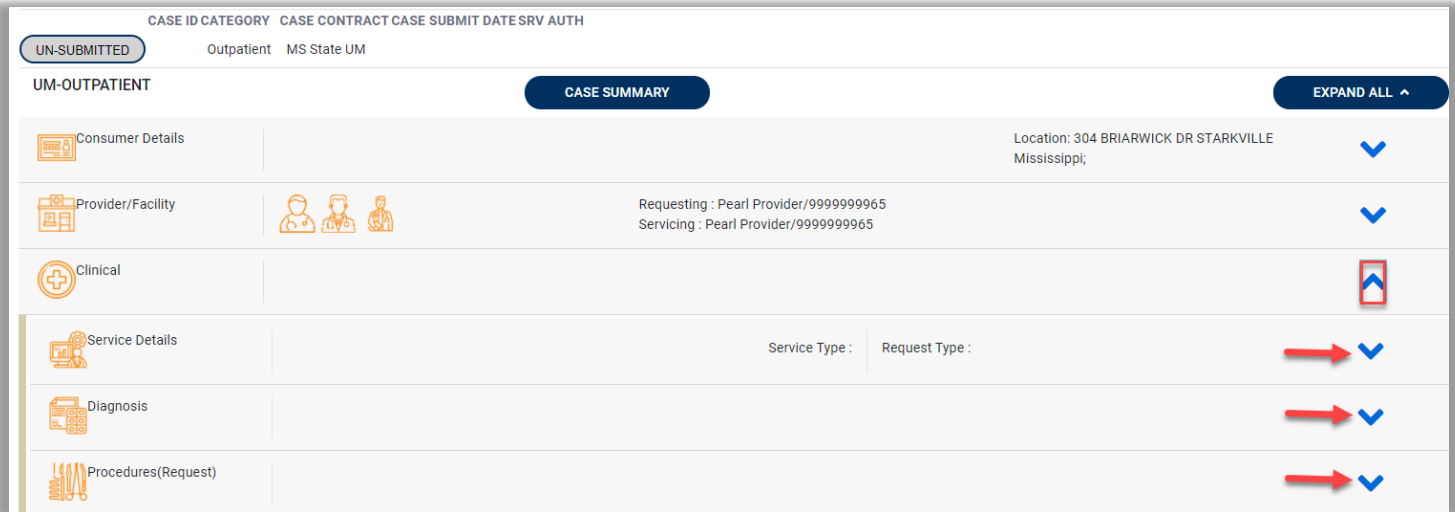
NOT SUBMITTED
4

SUBMITTED
3

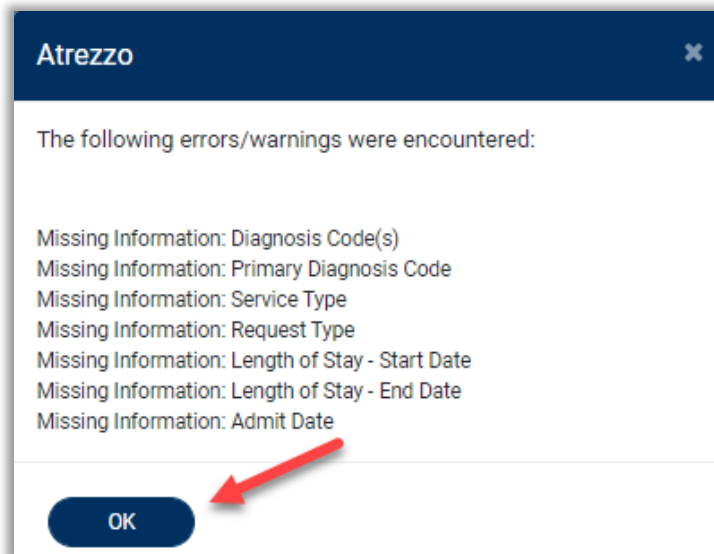
Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
MS State UM	UM-OUTPATIENT				6/17/2021 11:30:23 AM
MS State UM	UM-OUTPATIENT				6/17/2021 11:29:48 AM

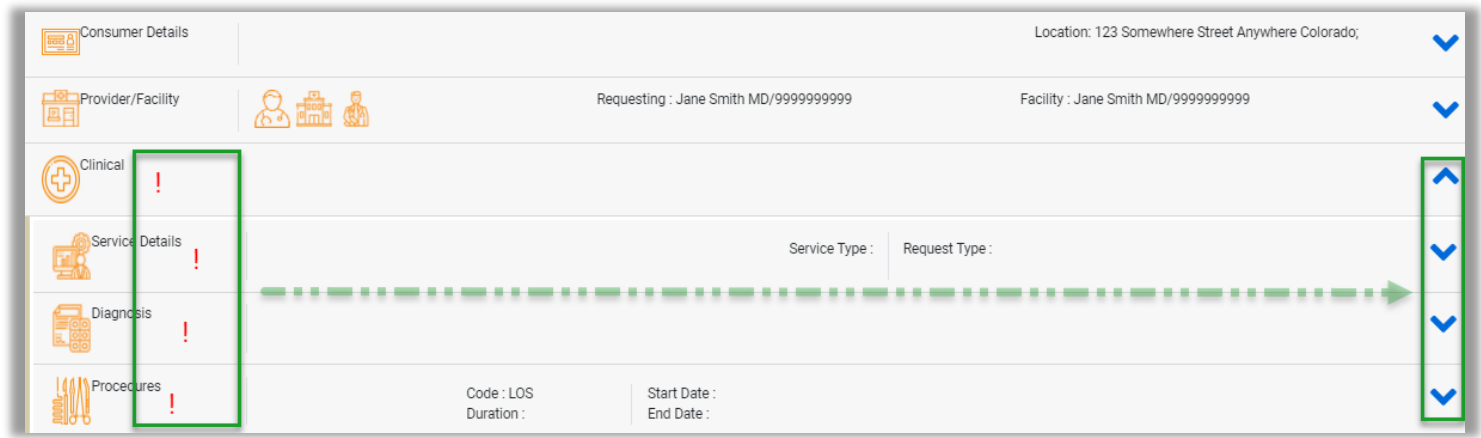
The case creation page will display. To continue adding required information, expand clinical and review Service Details, Diagnosis, and Procedure sections to identify information necessary to submit request.



If uncertain what required information is missing, clicking Submit at the bottom of the page 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.



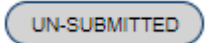


Once all required information is added, the **!** indicator will disappear, and the case can be submitted. If additional information is needed, refer to other sections for more information on attaching clinical documentation, creating note documentation, and other options.

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

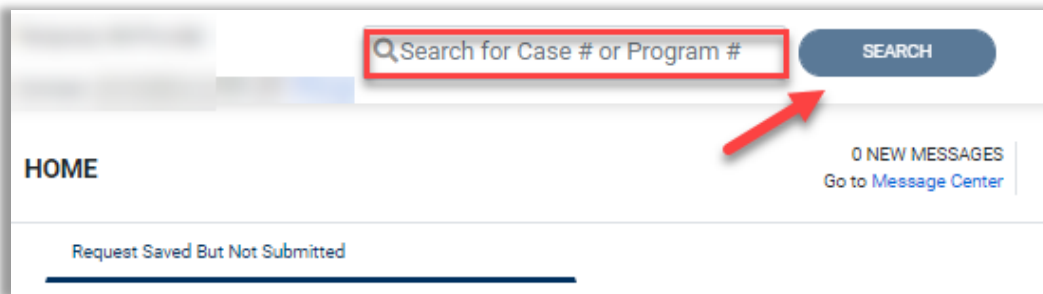
Once a request has been submitted there are a different approaches to view the status. A status check can be completed with a Case ID or Consumer Name and DOB. Below you will find step by step instructions for each method.

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

	<p>This identifies a case that has been started but has not been completed or officially submitted to Kepro for review. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted status.</p>
	<p>This identifies a case that has been submitted but has not yet been completed. This case will remain in this status until it has been completed.</p>
	<p>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).</p>

View Status by Case ID

To view the status of a request using a Case ID, you will enter the Case ID in the search bar at the top of the screen and click Search.



The case page will display and provide the status at the top. For cases that display as Completed, you can review the determination letter by following the steps in the section titled: [How to View a Determination Letter](#).

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
	Male		TEMP001982020122200000	Colorado

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
COMPLETED	210060006	Outpatient	CO UM	01/06/2021
123456789				

UM-OUTPATIENT

Consumer Details

Provider/Facility

Clinical

Requesting : Jane Smith MD/9999999999

Servicing : Jane Smith MD/9999999999

Service Type : - DME

Request Type : Prior Auth

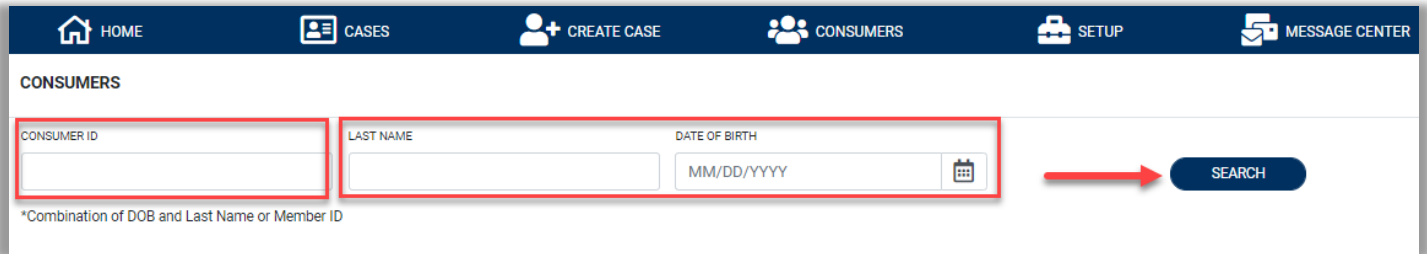
Notification Date : 01/06/2021

Notification Time : 02:58 PM

Once the auth number has been assigned, it will be found in the banner of a completed request.

View Status by Consumer

To view the status of a request by Consumer, you will search by the individual name. Click Consumers in the navigation pane and enter Consumer ID or Last Name and Date of Birth, then click **SEARCH**.



CONSUMERS

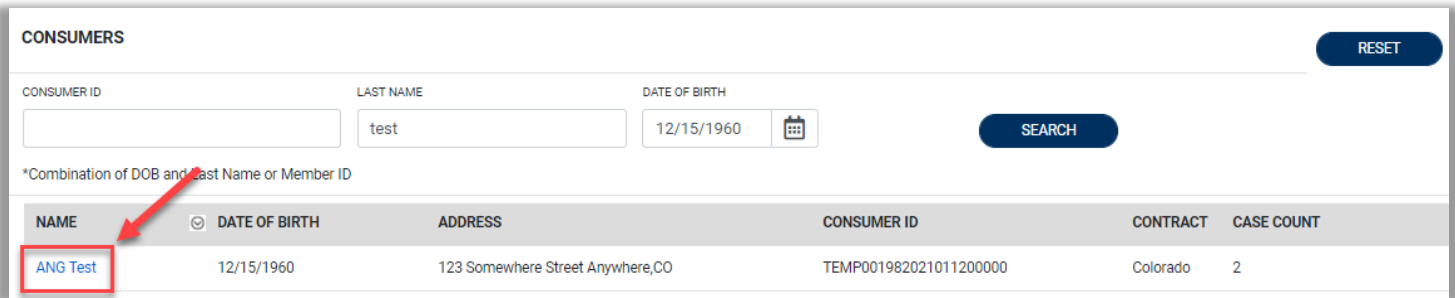
CONSUMER ID LAST NAME DATE OF BIRTH

MM/DD/YYYY

SEARCH

*Combination of DOB and Last Name or Member ID

The result will render below. Click the Consumer Name to view available requests. The case count will identify how many requests have been submitted.



CONSUMERS

RESET

CONSUMER ID LAST NAME DATE OF BIRTH

test 12/15/1960

SEARCH

*Combination of DOB and Last Name or Member ID

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
ANG Test	12/15/1960	123 Somewhere Street Anywhere, CO	TEMP001982021011200000	Colorado	2



The member requests will display. To view the details of the request, click **View Request**. For a quick snapshot of the request, you will see the number of codes Approved, Denied, Pending, Void, or Appeal. If a determination letter is available, follow the steps on [How to View a Determination Letter](#).

UM CASE (10)					
Submitted Requests			Servicing Requests		
Case	Status	Request Info	Service Type	Service Date(s)	Procedures (Top 10)
210060006 Request 801607 View Request [Copy] [Discharge]	Submitted Approved: 3 Denied: 0 Pending: 0 Void: 0 Appeal: 0	Submit Date: 1/6/2021 Outpatient Letters: 0 Messages: 4	- DME	1/8/2021 - 1/8/2021	E0141 E0163 E0290
210130009 Request 8016123 View Request [Copy] [Discharge]	Submitted Approved: 0 Denied: 1 Pending: 0 Void: 0 Appeal: 0	Submit Date: 1/13/2021 Outpatient Letters: 0 Messages: 0	- Vision Care	1/13/2021 - 7/11/2021	E1399

Email Notification

When a change has been made to a submitted 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](mailto:ATREZZO_DoNotReply@kepro.com) <[ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com)>
Sent: Tuesday, December 29, 2020 10:48 AM
To: [REDACTED]
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, once logged into the Provider Portal, enter the Case ID and click **SEARCH**.



The screenshot shows the top navigation bar of the Kepro Provider Portal. On the left is the Kepro logo. In the center is a search bar containing the text "203630015", which is highlighted with a red box. To the right of the search bar is a red arrow pointing to a blue "SEARCH" button. Below the search bar is a dark blue navigation menu with four items: "HOME" (with a house icon), "CASES" (with a list icon), "CREATE CASE" (with a person and plus icon), and "CONSUMERS" (with a group of people icon).

Once the case displays, click **CASE SUMMARY** at the top of the page.

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
COMPLETED	211660069	Inpatient	MS State UM	06/15/2021






UM-INPATIENT

CASE SUMMARY

COPY

EXTEND

EXPAND ALL ^

 Consumer Details	Location: 115 PILOTS CV BRANDON Mississippi; ▼		
 Provider/Facility		Requesting : Pearl Provider/9999999965	Facility : Pearl Provider/9999999965 ▼
 Clinical		Service Type : 06 - Inpatient Hospital Request Type : Concurrent	Notification Date : 06/15/2021 Notification Time : 03:08 PM ▼

The Case Summary will display in a new tab of the browser.

Atrezzo -

https://portal-uat.kepro.com/UM/

x +

portal-uat.kepro.com/UMCase/GetCaseSummary?CaseID=211660069

x

Case Summary: 211660069

Consumer Information

Name	DOB	MemberID	Contract	Eligibility Program
Location	Gender	SubscriberID		StartDate - EndDate
[REDACTED]	M	[REDACTED]	MS State Employees	

Case Information

Status	Category	Case Contract	Submit Date	SRV Auth
COMPLETED	Inpatient	MS State UM	06/15/2021	

Provider Information

Requesting Provider

Name	ID NPI	Specialty	Address	Phone	Fax
Pearl Provider	9999999965		123 Temporary Road , Pearl, MS US 99999	(999) 999-9999	555-555-5555

Attending Physician

Name	ID NPI	Specialty	Address	Phone	Fax

Service Details

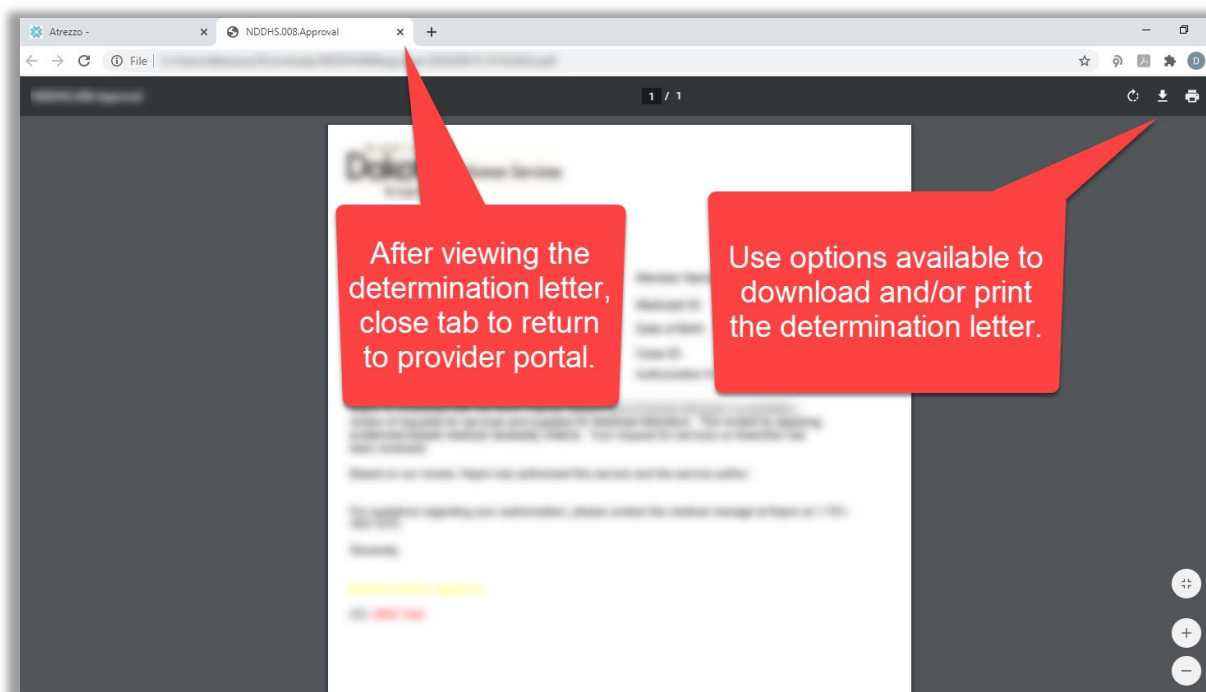
To view the determination letter(s), scroll to the bottom of the case summary. The letters will be hyperlinks. The file will open outside of the Provider Portal for viewing, downloading/saving, and/or printing if needed. In most instances, the file will be visible in the bottom banner, you will need to click the file to view the document.

Letters

Request	File Name	Fax Status Mailed Date/Time	Date Created	Modified On
R01	UM_InitialApproval-211660069-01.pdf	Not Fax	6/16/2021 10:02:51 AM	6/16/2021 10:02:51 AM
R01	UM_InitialApproval-211660069-01.pdf	Not Fax	6/16/2021 10:04:51 AM	6/16/2021 10:04:51 AM

UM_InitialAppra....pdf

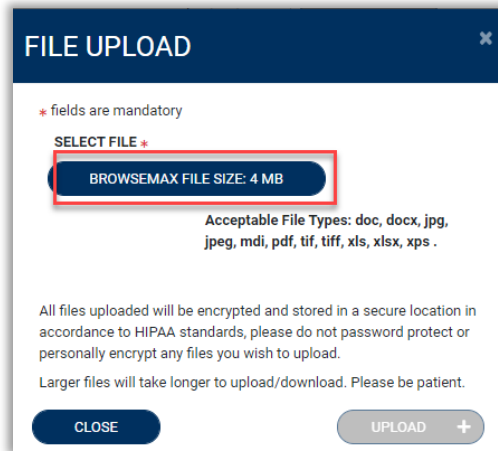
After clicking link, the document will be viewable in an internet browser tab separate from the Provider Portal. Once view is complete, close tab to return to the Provider Portal.



How to Add Additional Clinical Documentation

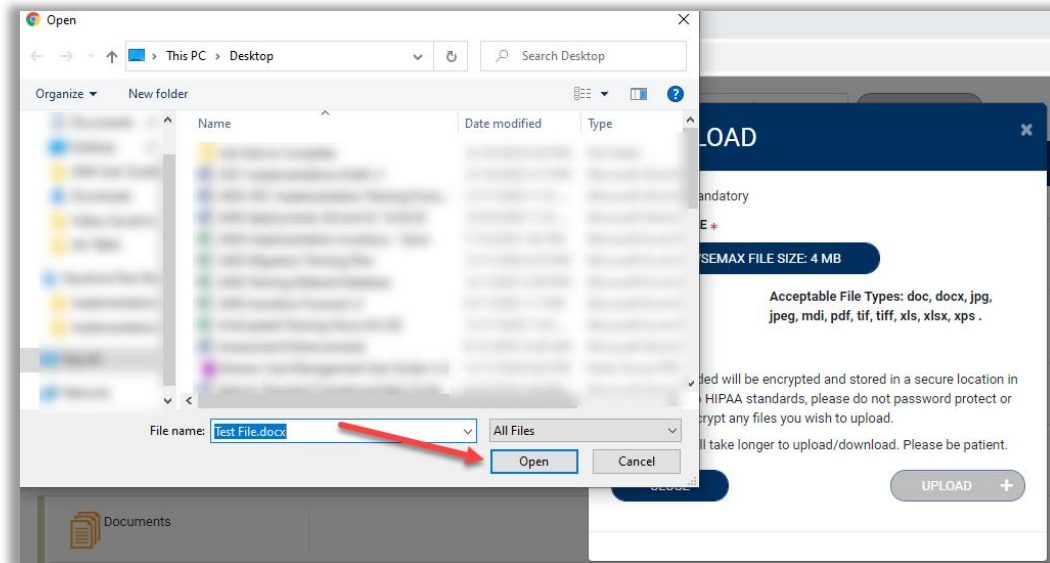
If additional supporting documentation needs to be uploaded after the request has been submitted, you will need to return to the specified request.

Within the request, expand attachments, expand Documents, and then select **CLICK HERE TO UPLOAD FILE**. A pop up will display, click Browse to search for the supporting documentation.



The dialog box is titled "FILE UPLOAD" and has a close button (X) in the top right corner. It contains the following text: "fields are mandatory", "SELECT FILE *", a button labeled "BROWSE MAX FILE SIZE: 4 MB" (highlighted with a red box), and "Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .". Below this, it states: "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." and "Larger files will take longer to upload/download. Please be patient." At the bottom, there are two buttons: "CLOSE" and "UPLOAD +".

Select the file and click Open.



Repeat the above steps until all supporting documentation is uploaded. Then click **UPLOAD**.

FILE UPLOAD

* 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 .

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

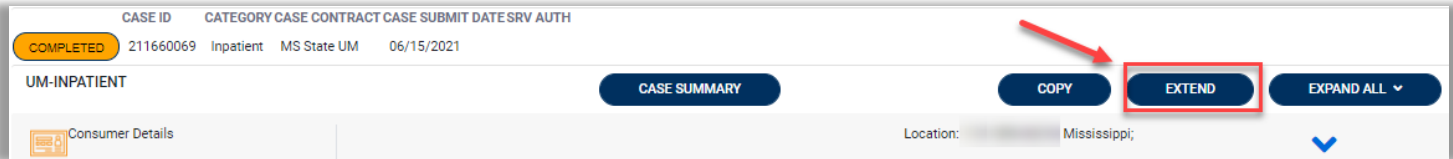
Show 10

Entries

How to Submit a Concurrent Request

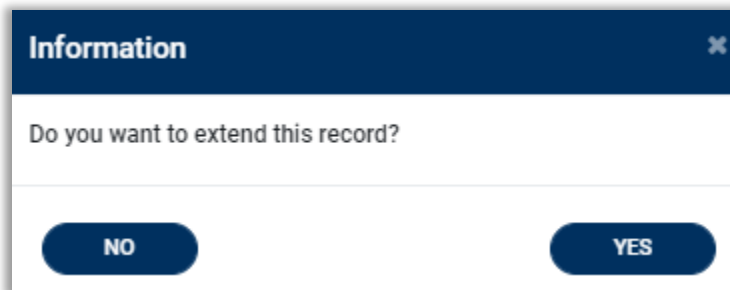
During an inpatient stay, concurrent reviews can be added to the original request by requesting an extension.

Within the original request, click **EXTEND**.



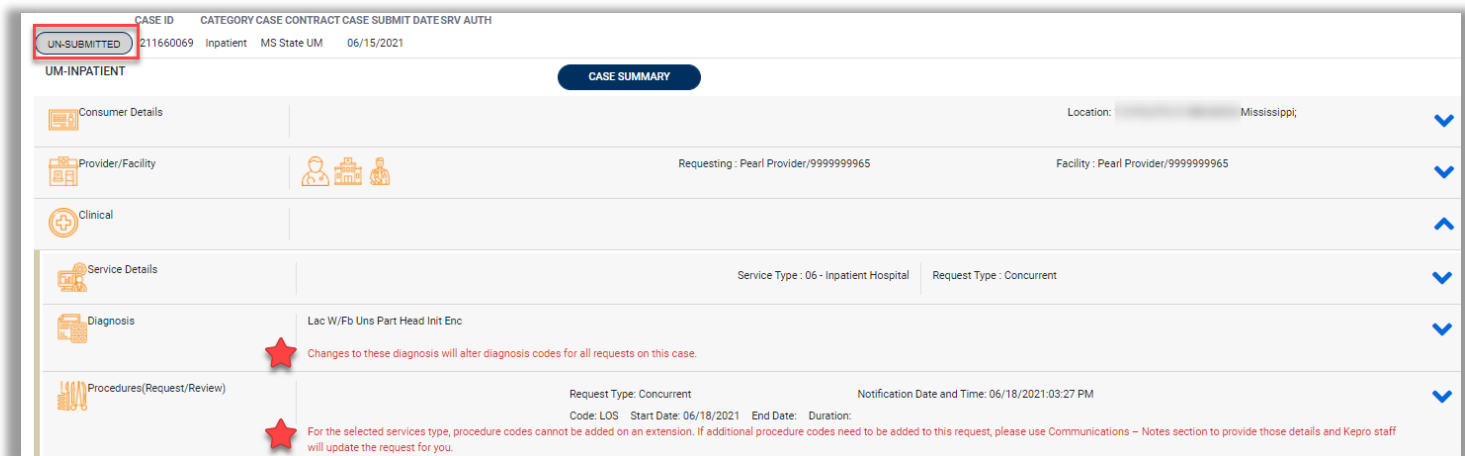
The screenshot shows a form header with fields: CASE ID (211660069), CATEGORY (Inpatient), CASE CONTRACT (MS State UM), CASE SUBMIT DATE (06/15/2021), and SRV AUTH. Below this is a status bar with 'COMPLETED' in a yellow box, 'UM-INPATIENT', and buttons for 'CASE SUMMARY', 'COPY', 'EXTEND' (highlighted with a red box and a red arrow), and 'EXPAND ALL'. A 'Consumer Details' section is partially visible below.

A pop up will appear to confirm the request to extend the record. Click **YES** to confirm.



The screenshot shows a dark blue header with the word 'Information' and a close button. The main text asks 'Do you want to extend this record?'. At the bottom are two buttons: 'NO' and 'YES'.

The page will refresh and will display Un-Submitted (similar to when submitting the request initially). Expand clinical, informational notes will display. For an extension, new procedure codes cannot be added, you will need to follow the process to [request a revision](#) for any new procedure codes if needed.



The screenshot shows the 'Un-Submitted' form with a status bar at the top indicating 'UN-SUBMITTED' (highlighted with a red box), '211660069', 'Inpatient', 'MS State UM', and '06/15/2021'. The form is divided into several sections: 'Consumer Details', 'Provider/Facility' (with icons of people and a building), 'Clinical', 'Service Details' (with 'Service Type: 06 - Inpatient Hospital' and 'Request Type: Concurrent'), 'Diagnosis' (with 'Lac W/Fb Uns Part Head Init Enc' and a red star warning: 'Changes to these diagnosis will alter diagnosis codes for all requests on this case.'), and 'Procedures(Review)' (with a red star warning: 'For the selected services type, procedure codes cannot be added on an extension. If additional procedure codes need to be added to this request, please use Communications - Notes section to provide those details and Kepro staff will update the request for you.'). The bottom right shows 'Request Type: Concurrent', 'Code: LOS', 'Start Date: 06/18/2021', 'End Date:', 'Duration:', and 'Notification Date and Time: 06/18/2021:03:27 PM'.

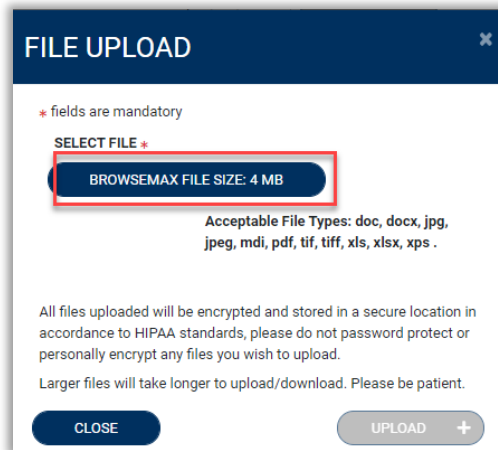


Expand Procedures, then expand the new request line (Request 02, Request 03, etc.).

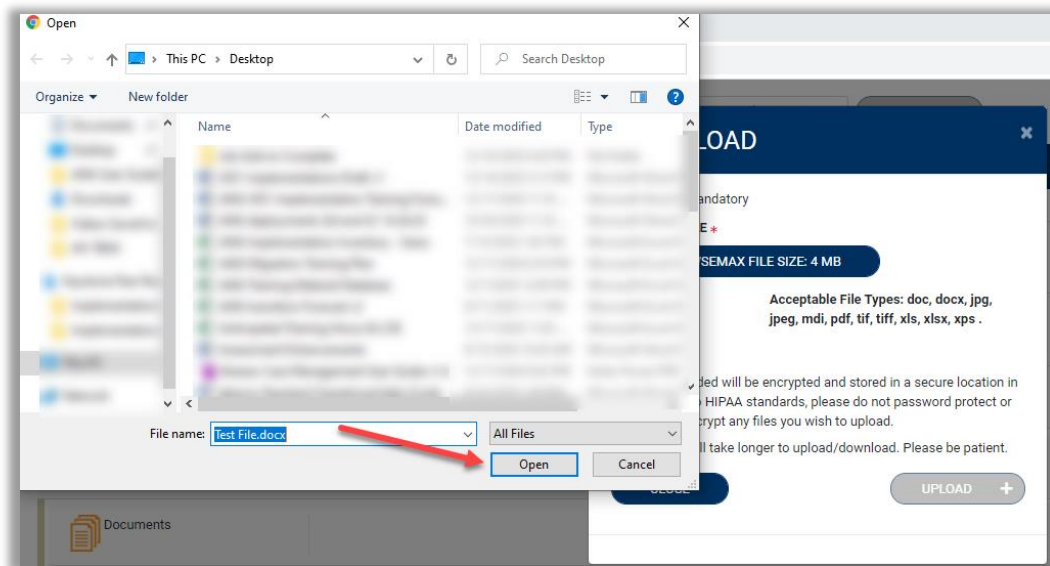
NOTE: The new request line will be identified by Unsubmitted. Each extension, or request for concurrent review, will display as an individual request within the case.

Expand LOS, the start date will pre-populate based on the last request end date. Enter a new End Date and Duration.

Upload additional clinical information to support concurrent review. Expand Attachments, expand Documents, and then 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. Then click **UPLOAD**.

FILE UPLOAD

* 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 .

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

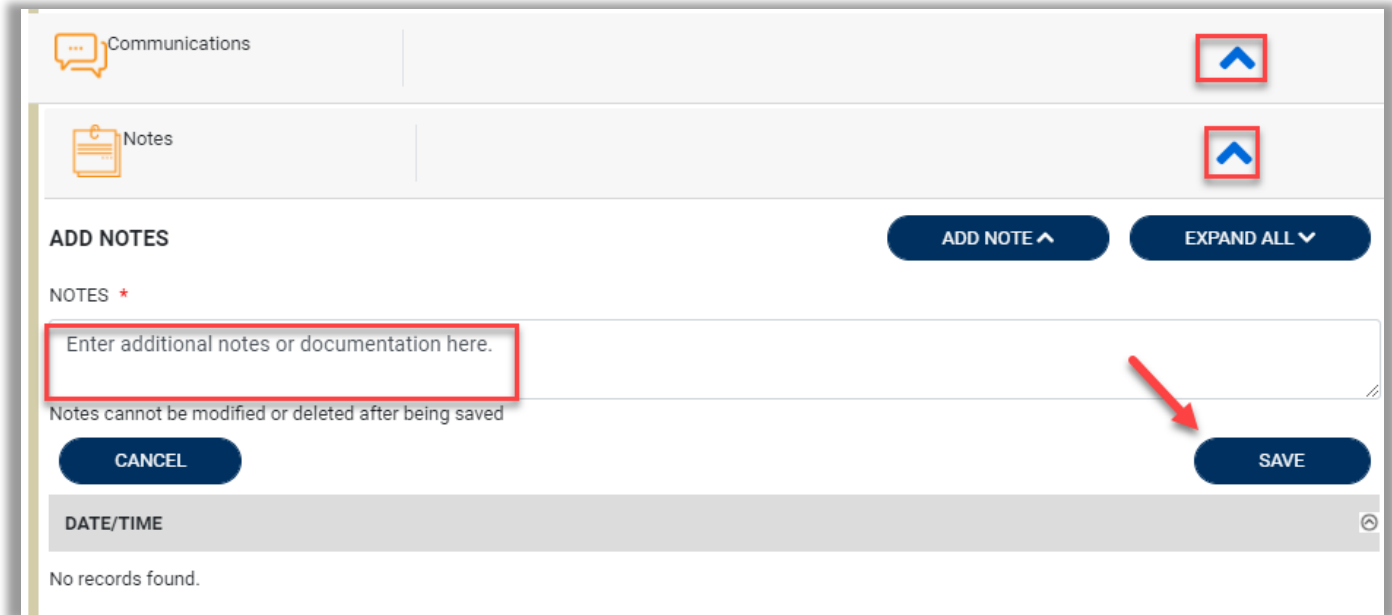
Previous

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**.



Communications

Notes

ADD NOTES

ADD NOTE ^ EXPAND ALL v

NOTES *

Enter additional notes or documentation here.

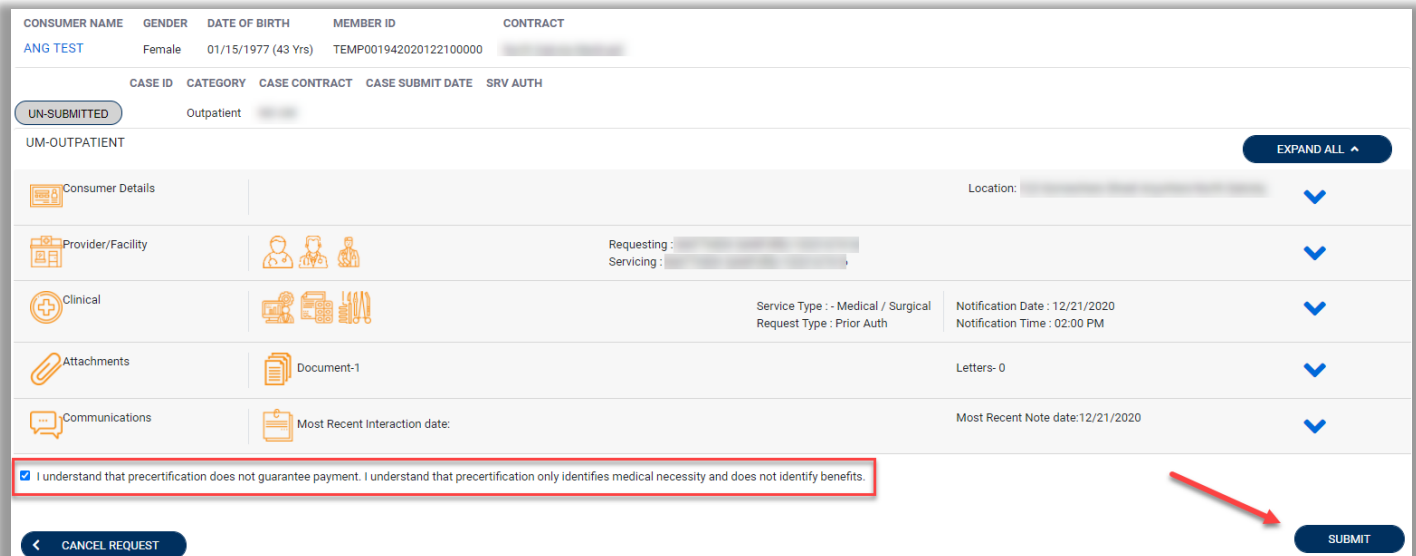
Notes cannot be modified or deleted after being saved

CANCEL SAVE

DATE/TIME

No records found.

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



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

UM-OUTPATIENT

EXPAND ALL ^

Consumer Details Location:

Provider/Facility Requesting: Servicing:

Clinical Service Type: - Medical / Surgical Notification Date: 12/21/2020 Request Type: Prior Auth Notification Time: 02:00 PM

Attachments Document-1 Letters- 0

Communications Most Recent Interaction date: Most Recent Note date:12/21/2020

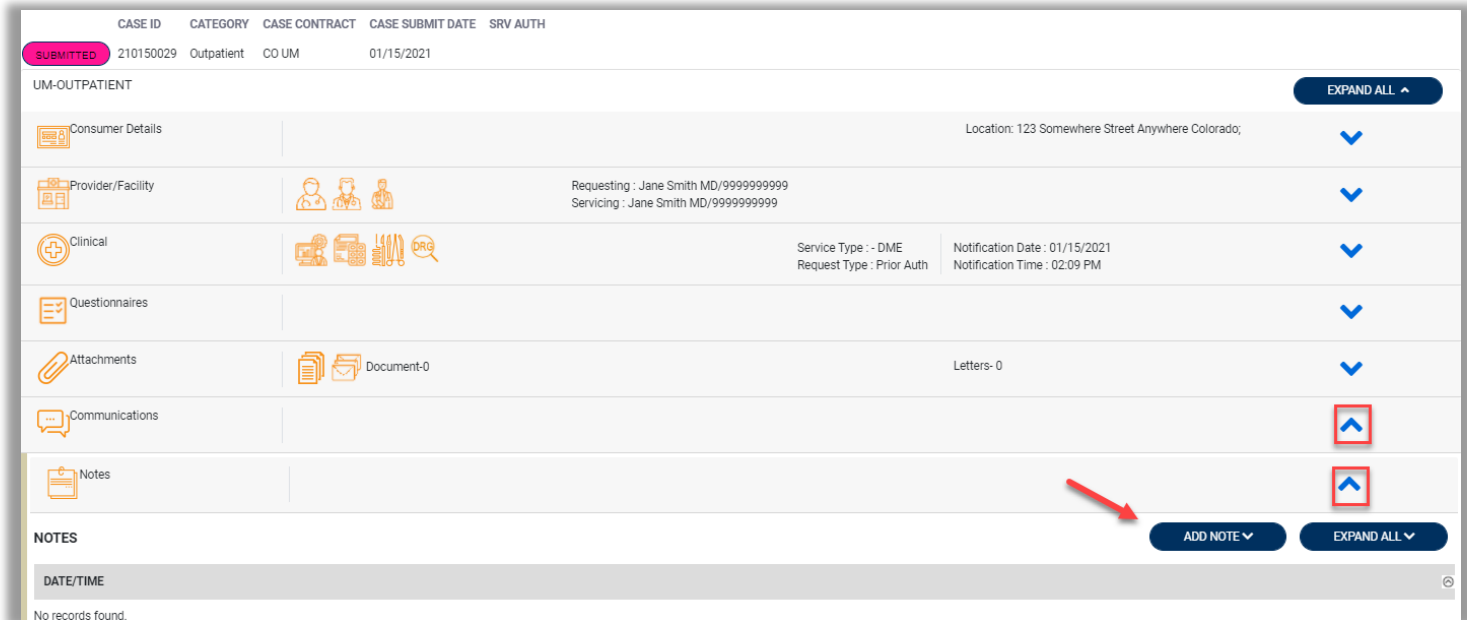
☒ I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

CANCEL REQUEST SUBMIT

How to Add Revisions to a Submitted Request

Once a request has been submitted, you will not be able to make changes or additions manually. You will need to add a Communication - Note to the submitted request and Kepro will update the request for you.

To make revisions or add an additional code, you will need to open the request. On the request page, expand Communications, then expand Notes and click **ADD NOTE**.



The screenshot shows a request details page for a submitted request. The 'Communications' section is expanded, and the 'Notes' sub-section is also expanded. A red box highlights the 'Notes' sub-section, and a red arrow points to the 'ADD NOTE' button.

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 210150029	Outpatient	CO UM	01/15/2021	

UM-OUTPATIENT

Consumer Details Location: 123 Somewhere Street Anywhere Colorado;

Provider/Facility Requesting : Jane Smith MD/9999999999
Serving : Jane Smith MD/9999999999

Clinical Service Type : - DME
Request Type : Prior Auth Notification Date : 01/15/2021
Notification Time : 02:09 PM

Questionnaires

Attachments Document-0 Letters- 0

Communications

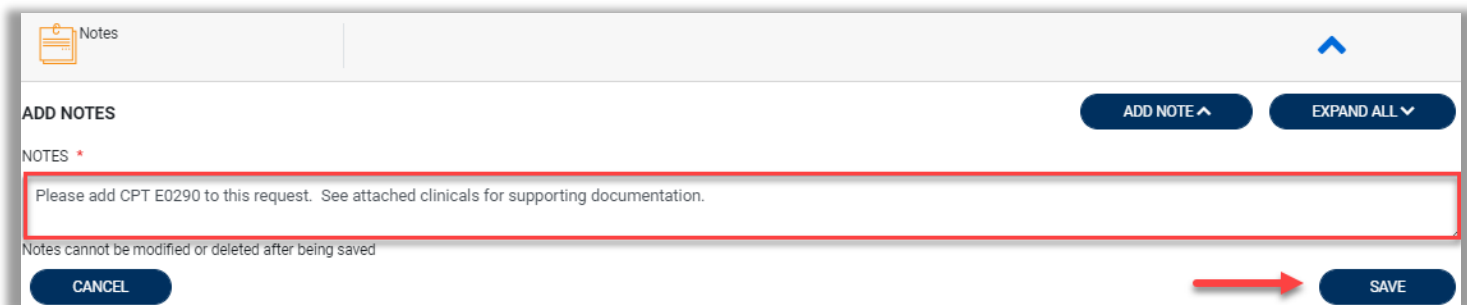
Notes

ADD NOTE EXPAND ALL

DATE/TIME

No records found.

Once the note section expands, enter a note with what information is requested (i.e. what code(s) to add, what needs to be changed). Then click **SAVE**. This will send a note to Kepro to make the revision(s) to the submitted request.



The screenshot shows the 'ADD NOTES' form. A red box highlights the text input area, and a red arrow points to the 'SAVE' button.

Notes

ADD NOTES

ADD NOTE EXPAND ALL

NOTES *

Please add CPT E0290 to this request. See attached clinicals for supporting documentation.

Notes cannot be modified or deleted after being saved

CANCEL SAVE

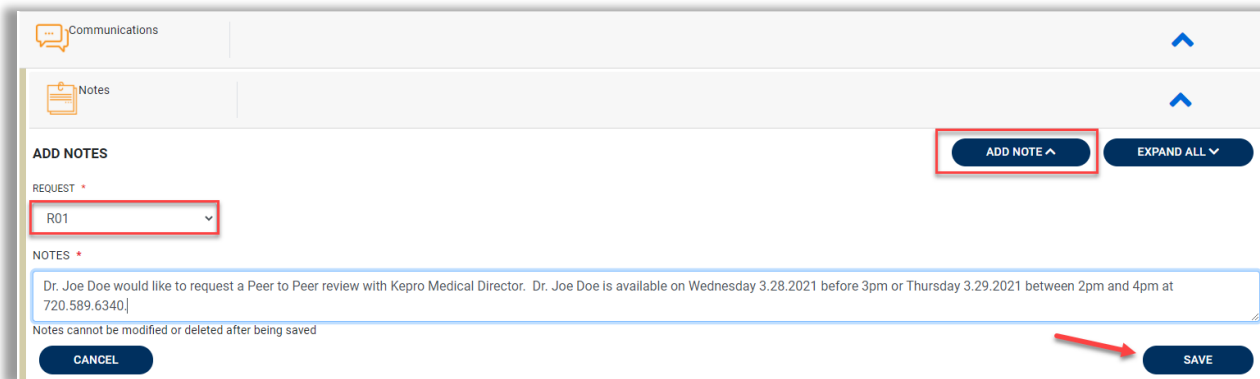
Provider Options Following Adverse Decisions

This section will outline the steps necessary to request a peer-to-peer review, a reconsideration, or member appeal for an adverse decision to a submitted review.

How to Request a Peer-to-Peer Review

After an adverse decision, an ordering provider may request a Peer-to-Peer review within 1 business day from the date of the medical necessity adverse determination. To request a Peer-to-Peer review in the provider portal, go to the specified case. Expand Communication, expand Notes, click **ADD NOTE**, select which request the Peer-to-Peer is being requested, and then enter a note requesting a Peer-to-Peer review. The note must include:

- Requesting providers name and contact information
- A minimum of 3 preferred dates and times for the Peer-to-Peer conversation.



NOTE: Any supporting clinical documentation not already submitted to the case should be uploaded at this time.



How to Request a Reconsideration

A Reconsideration request must be submitted to Kepro within 30 days of the initial denial for lack of information. To request a Reconsideration, go to the specified case. Expand Communication, expand Notes, click **ADD NOTE**, select which request the Reconsideration is being requested, and then enter a note requesting a Reconsideration. Additional supporting clinical documentation must be uploaded to the provider portal.

The screenshot shows the 'ADD NOTES' form in the Kepro provider portal. At the top, there are tabs for 'Communications' and 'Notes'. Below the 'Notes' tab, there is a section titled 'ADD NOTES'. On the right side of this section, there are two buttons: 'ADD NOTE ^' and 'EXPAND ALL v'. The 'ADD NOTE ^' button is highlighted with a red box. Below the 'ADD NOTES' section, there is a 'REQUEST' dropdown menu with 'R01' selected. Below the 'REQUEST' dropdown, there is a 'NOTES' text area. The text area contains the text: 'Dr. John Doe would like to request a Reconsideration of the denied service type. Please see additional supporting clinical documentation which has been uploaded.' Below the text area, there is a warning message: 'Notes cannot be modified or deleted after being saved'. At the bottom of the form, there are two buttons: 'CANCEL' and 'SAVE'. The 'SAVE' button is highlighted with a red arrow.

How to File an External Appeal

A member, member representative, attending physician, provider, or representative of the facility rendering services may request an appeal to request a formal review of an adverse determination.

Before an appeal can be submitted, the provider should request a Reconsideration and/or Peer-to-Peer (exhaust all efforts with Kepro before filing appeal).

An appeal may be requested by completing the “Request for External Appeal” form. When requesting an appeal, additional information should be provided for consideration during the appeal. All requests should be submitted to:

State and School Employees’ Health Insurance Plan
Department of Finance and Administration, Office of Insurance
P.O. Box 24208
Jackson, MS 39225-4208

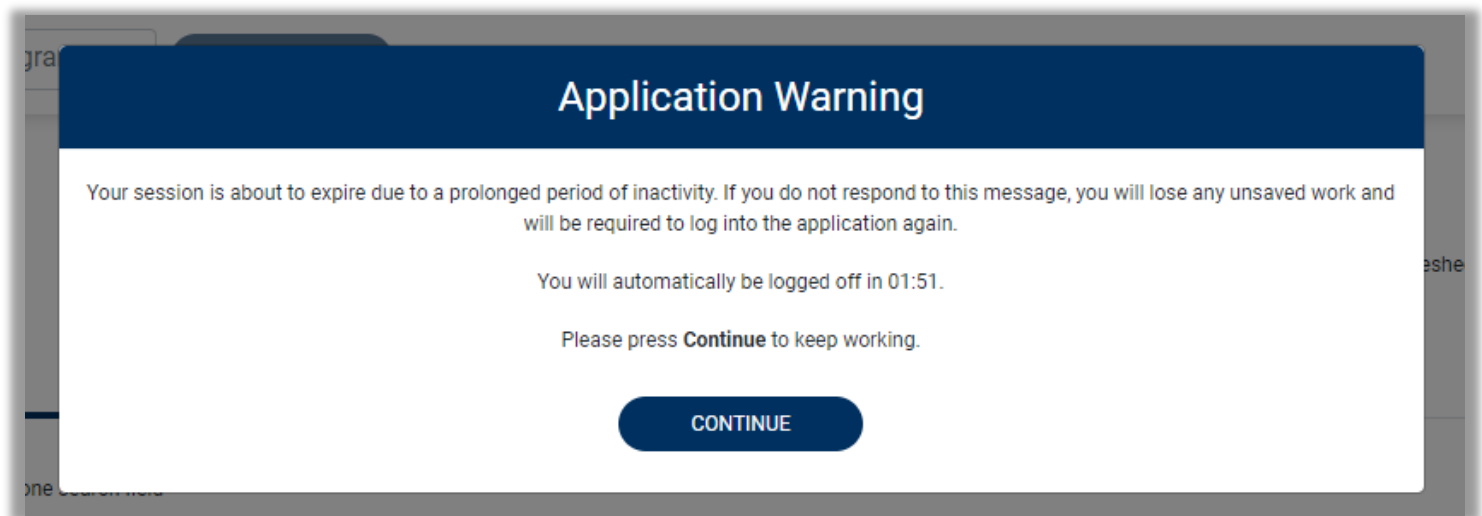
Troubleshooting Tips and Tricks

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

Inactivity Warning

Important Note:

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

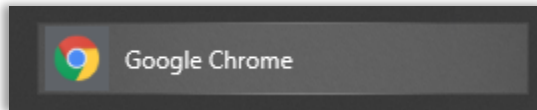


To continue working, select **CONTINUE**.

If you do not select continue before the countdown reaches 0, you will be required to log in again to continue utilizing the system. The system AutoSaves as you navigate and complete fields. Completed work will not be lost; however, any unsaved work will be lost, if the system times out due to inactivity.

Internet Browser

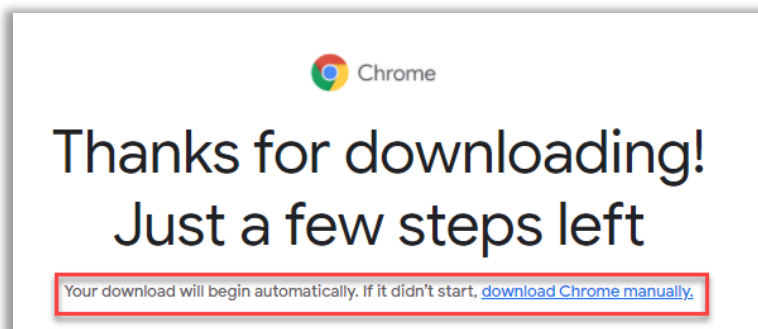
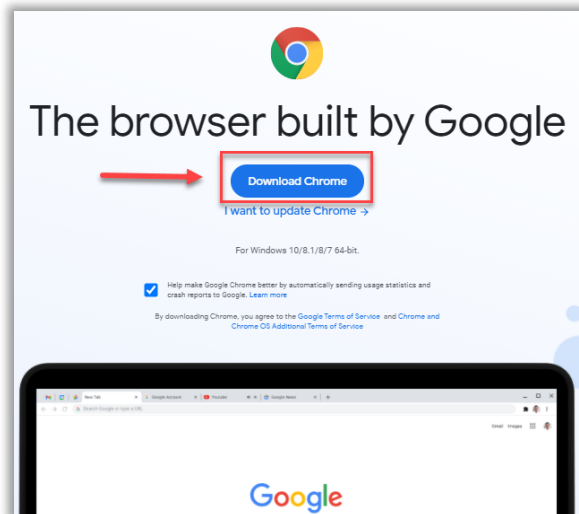
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.



How to Add Google Chrome to Computer

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

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



STEP 1

Open

Open the ChromeSetup.exe file from the downloads list at the bottom left corner of this window.

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

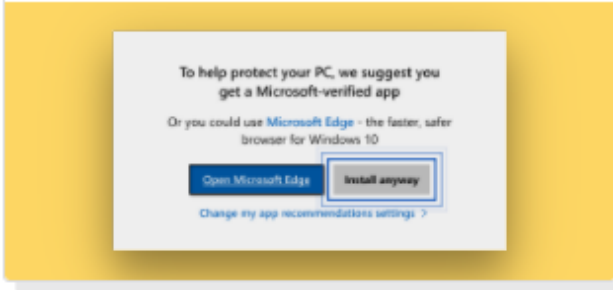


ChromeSetup.exe

STEP 2

Allow

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

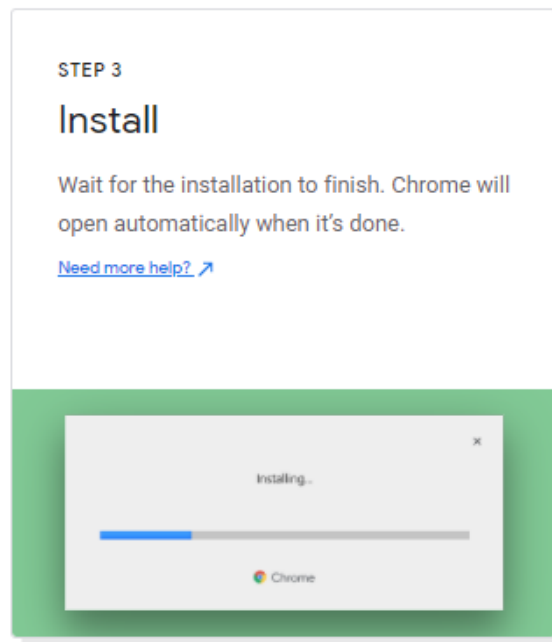


To help protect your PC, we suggest you get a Microsoft-verified app

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

[Open Microsoft Edge](#) **Install anyway**

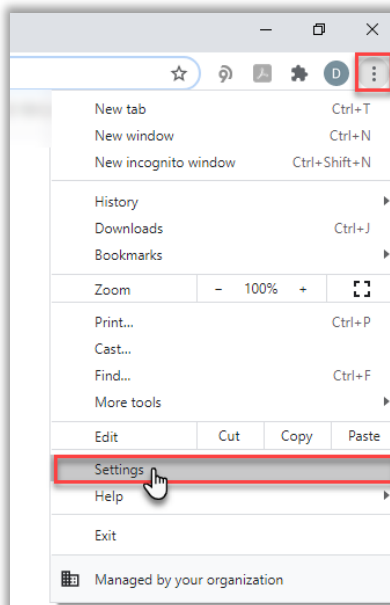
[Change my app recommendations settings >](#)



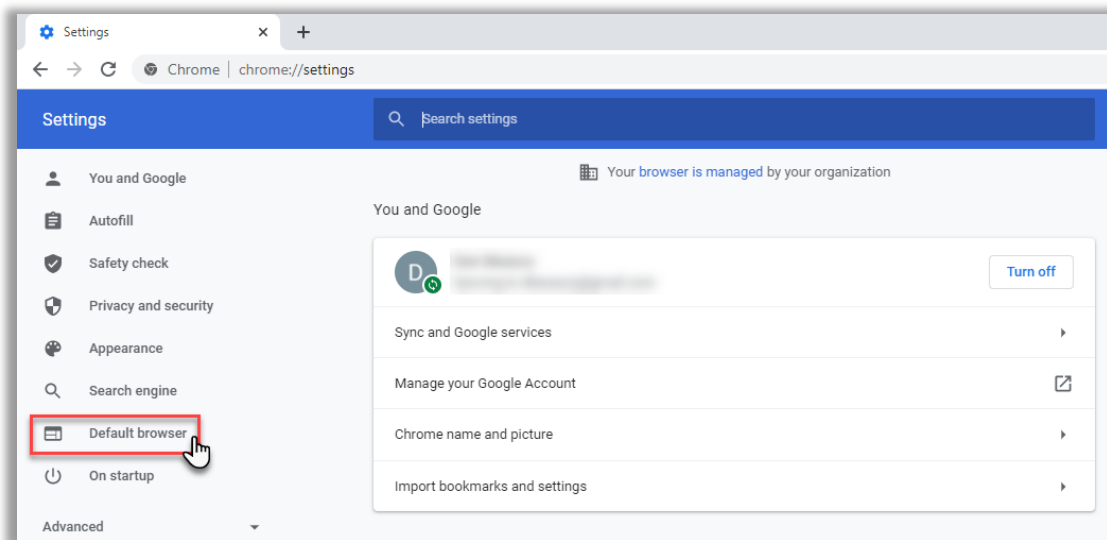
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

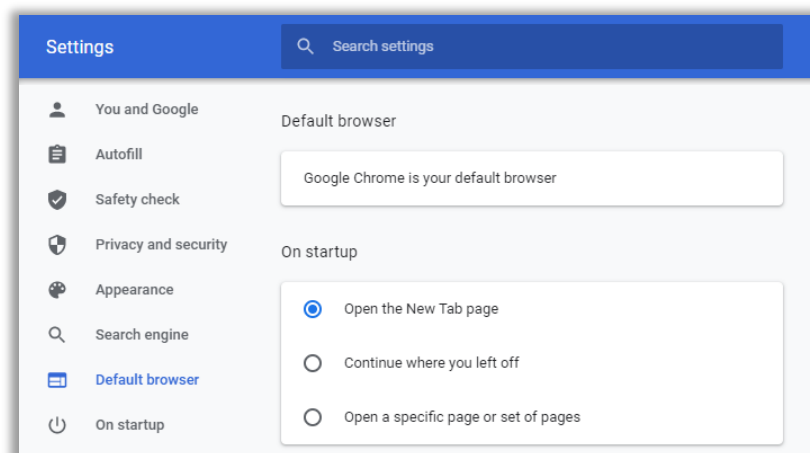
To set as the default browser, click the in the three dots in the upper right hand corner, the select Settings from the drop down.



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

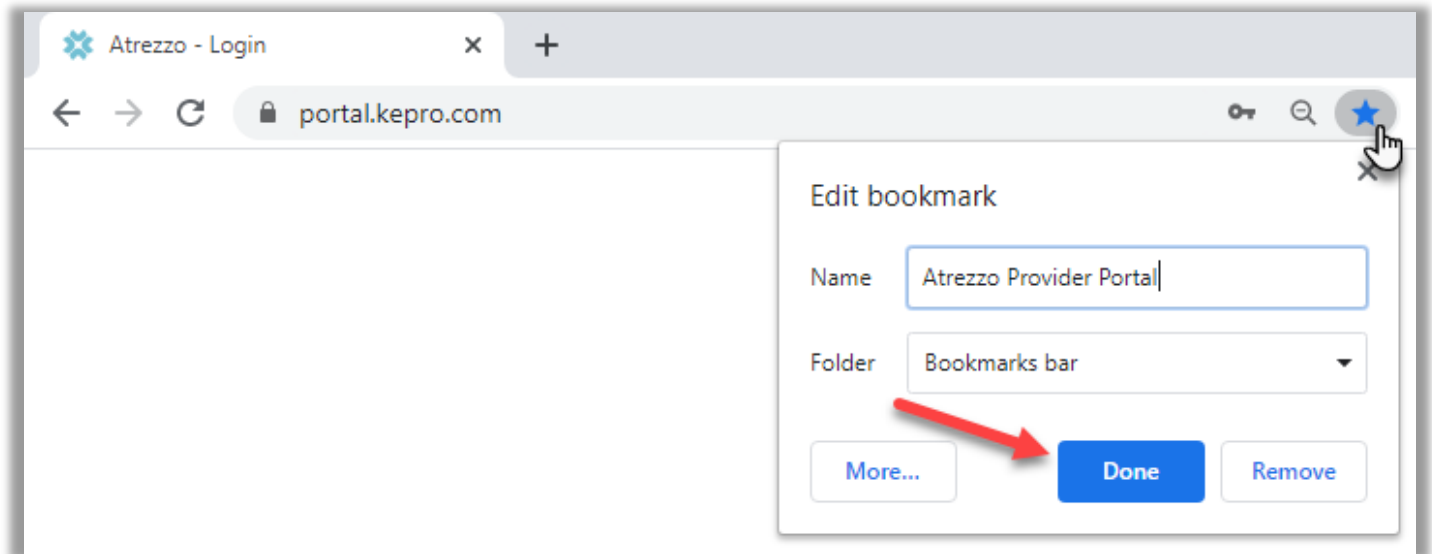


Select Make Default under Default browser.



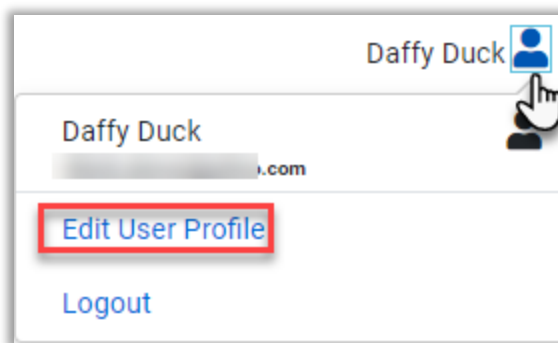
How to Set Atrezzo Bookmark in Chrome

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.



Update User Profile

To update user profile information once an account has been created, click on the person 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**.

Edit User Profile

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

CANCEL **SAVE** >

How to Access Technical Assistance

For technical assistance, please contact the Mississippi Customer Support at Center at **888.801.1910** or via email MSUM@kepro.com.