Kepro™

NEBRASKA PREADMISSION SCREENING & RESIDENT REVIEW

Provider Portal Training

Agenda

1. Introduction
2. Provider Portal Overview
3. Registration for New Facilities
4. Logging In
5. PASRR Level I and Resident Review Screenings/Outcomes
6. PASRR Level II Reviews
7. Viewing/Printing Outcomes
8. Questions and Answers

Kepro's Nebraska PASRR Website

To initiate the registration process, visit our website at:

https://NEPASRR.Kepro.com

Facilities only need to be registered one time. The person chosen to register the facility will be the account administrator.

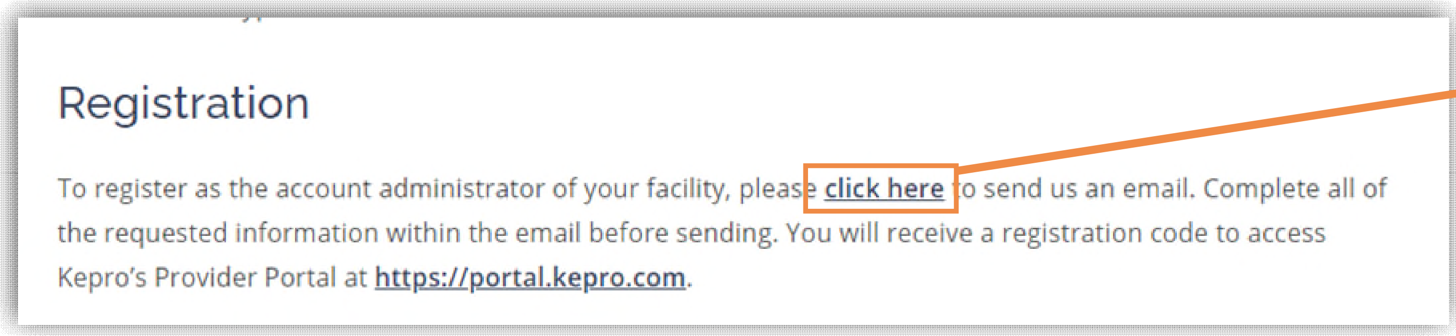
Administrator Registration – Request Registration Code

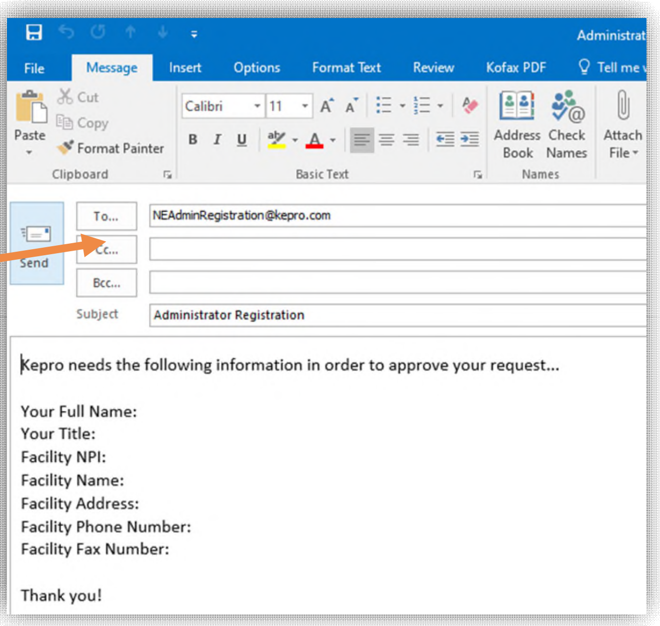
Helpful Hints

- You will need the NPI for your facility, not for a specific physician.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

Ready to Register?

- You will need to designate a Provider Administrator for your facility. This person will need to add and manage all other users of the Provider Portal.
- The Provider Administrator should visit http://NEpasrr.kepro.com and click on the link shown below labeled "please click here to send us an email."
- Complete the email form and click Send.
- You will receive a response email from NEadminregistration@kepro.com with your registration code.





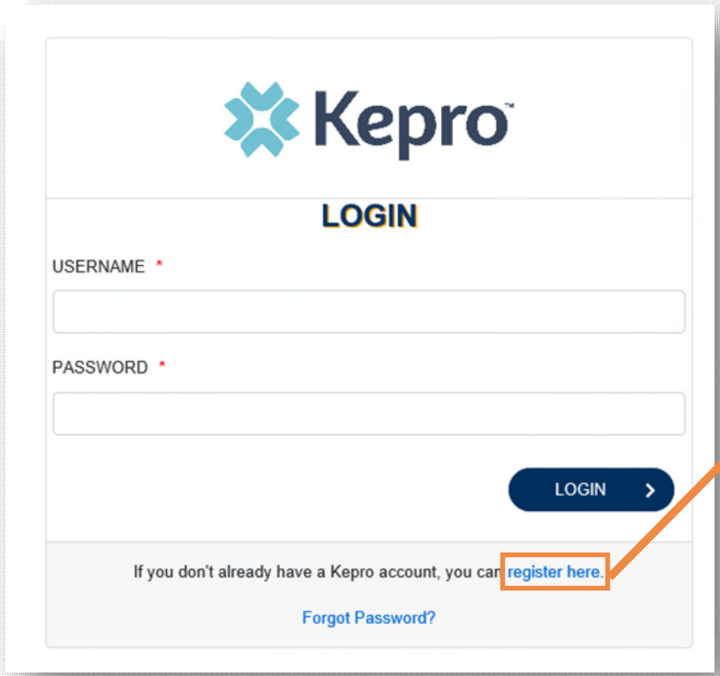
Administrator Registration – Create Account

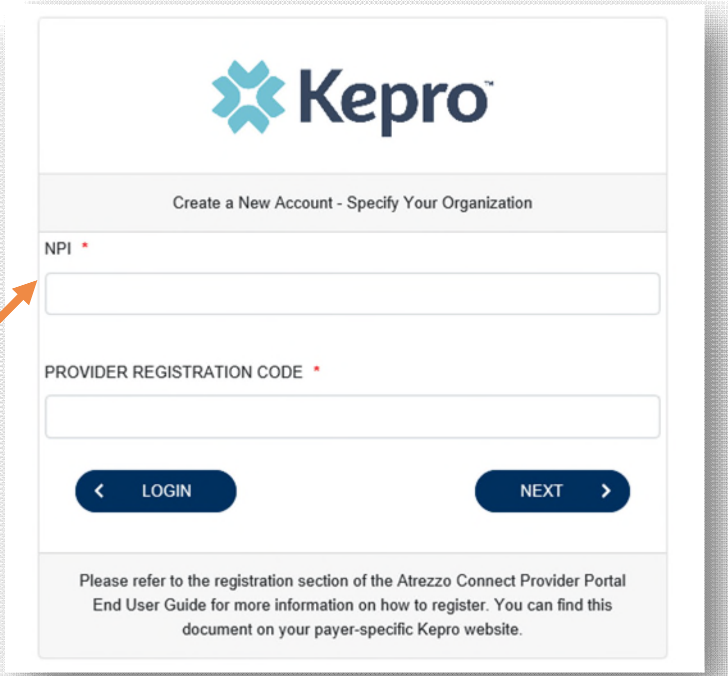
Helpful Hints

- Bookmark the Provider Portal URL for future use.
- Be sure to use the same NPI that you used when requesting the Registration Code.

Brand New Facility?

- The Provider Portal is accessible at **https://portal.kepro.com**.
- Click on the **register here** link under the LOGIN section.
- Enter your facility NPI and the registration code that you received via email from Kepro.





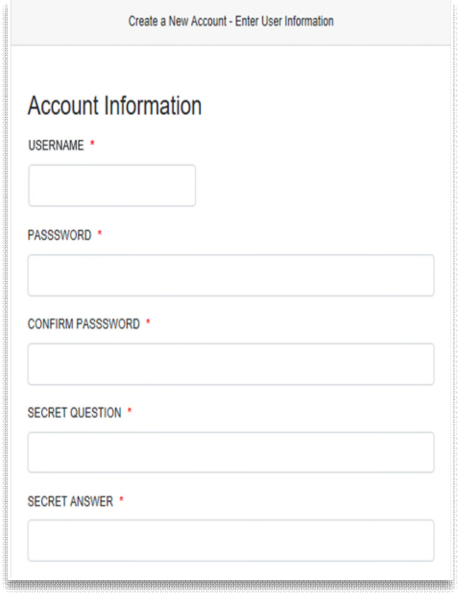
Administrator Registration – Create Account

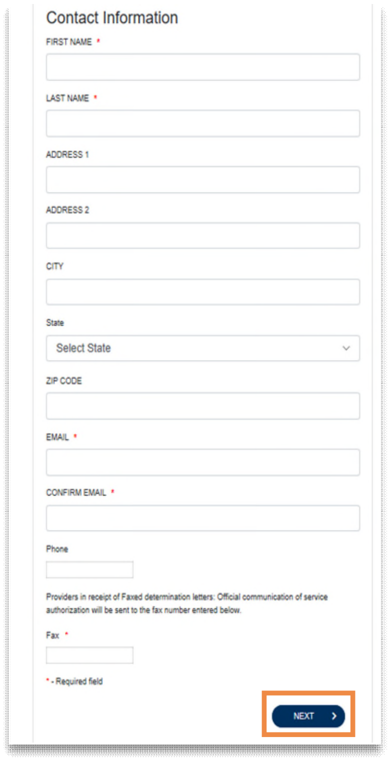
Helpful Hints

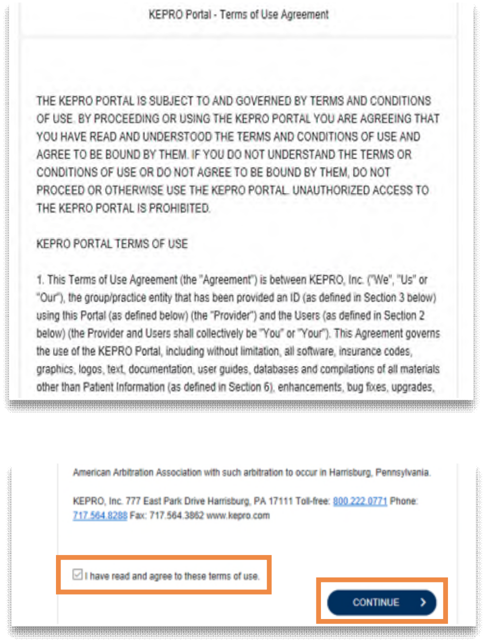
- Passwords must be 8-16 characters
    - One upper case letter
    - One lower case letter
    - One number
    - One special character
- Fields that have an asterisk (*) by them are required fields.

What to Know

- Complete your **Account Information** by creating a username, password and security question and answer. This will be used if you need to reset your password in the future.
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **acknowledgement** check box, then click **Continue**.







Staff User Login & Reset Password

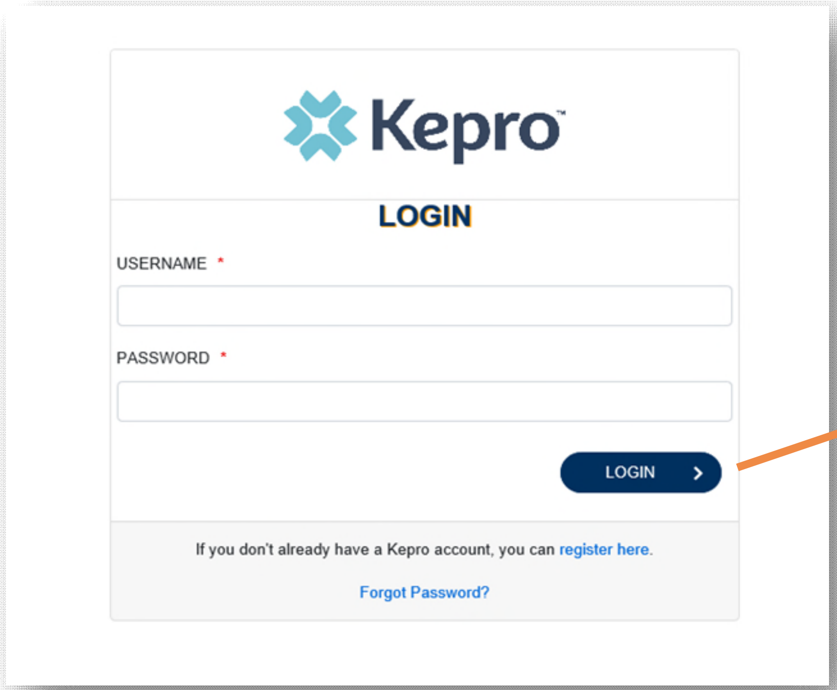
Helpful Hints

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

What to Know?

- The Provider Portal is accessible at https://portal.kepro.com.
- An Administrator at your facility can provide you with a username and password.
- You may reset your password at any time by clicking the "**Forgot Password**" link.

https://portal.kepro.com



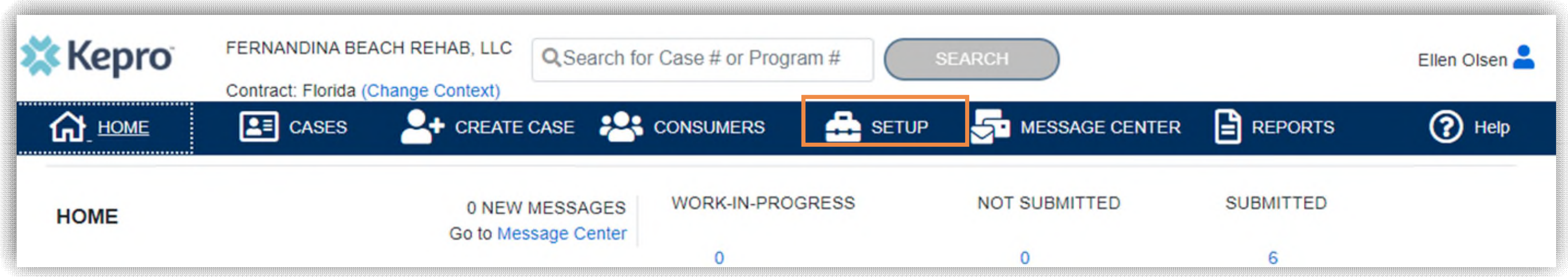
Administrator Registration – Create Account

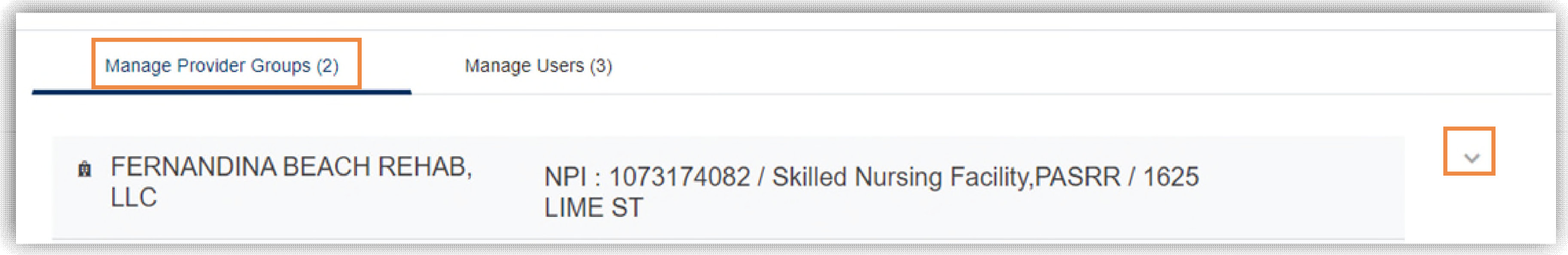
What to Know

- Click on **SETUP** on the top navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the **arrow** on the far right to expand the section.

Helpful Hints

- Provide each user at your facility with their new username and password.
- Always use Manage Providers Groups Tab

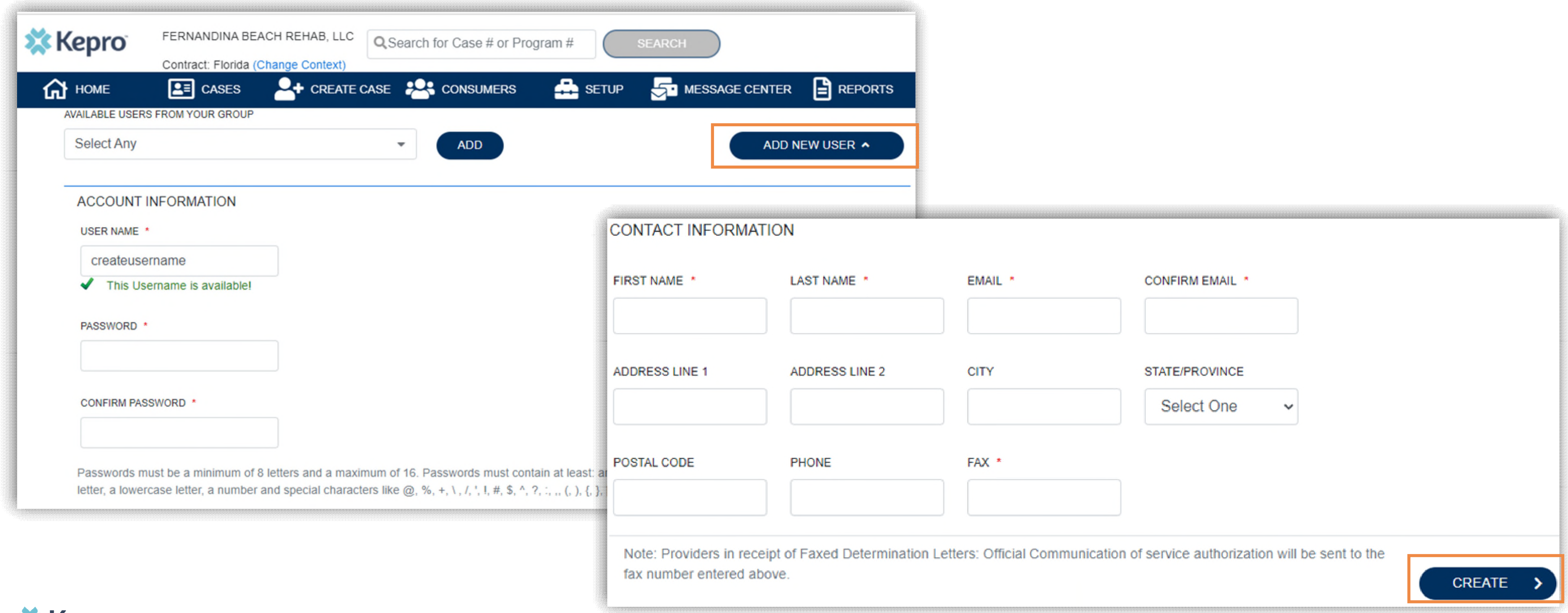




Administrator Registration – Create Account

What to Know

- Click on **Add New User**.
- Create a **username** and **password**, complete the contact information section, click **Create**.



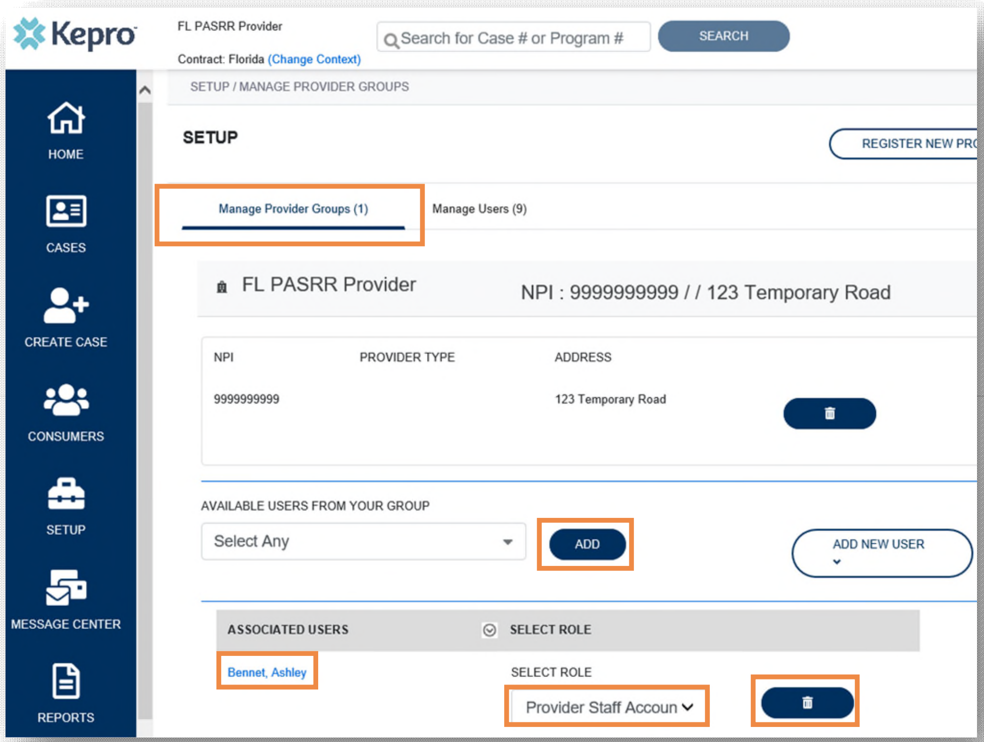
Administrator Manage Users

Helpful Hints

- Always use **Manage Providers Groups** Tab to change roles or deactivate staff
- Any role with "**Admin**" in the name works the same. These roles have access to create new accounts

Need to Deactivate or Change a User Role?

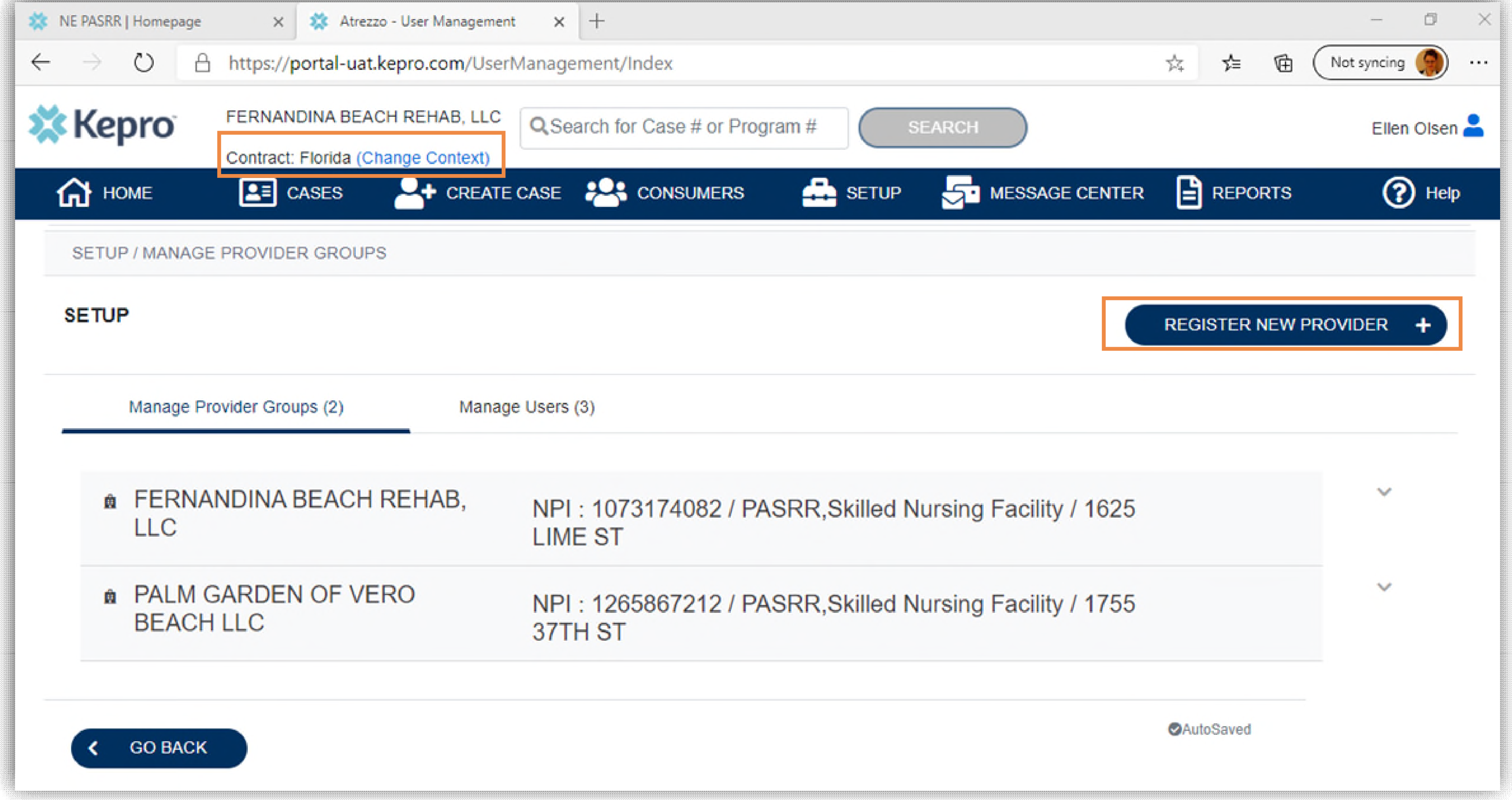
- On the **Manage Provider Groups** tab, you may select a user and edit a user's information or delete the user.
- You can also assign the user to different provider groups that you manage and change his/her role.
- Each provider group that the user has access to will be listed under their name along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



Administrator – Registering Multiple Facilities

Prefer to register more than one facility under your one login?

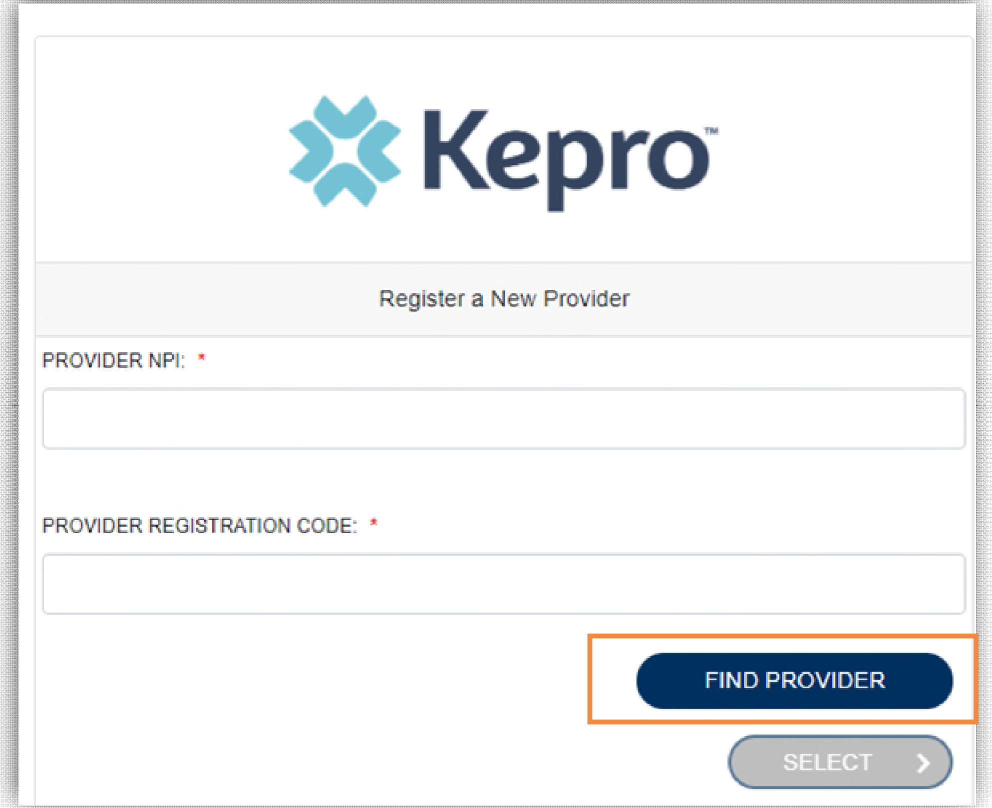
- On the **Manage Provider Groups** tab, click on "Register new Provider"
- Add the facility NPI and the Registration Code from Kepro
- Search and then choose the facility once displayed
- Click **select** and the new facility will be added to your one username/account (see next slide)
- You can change between facility accounts by clicking on "**Change Context**"

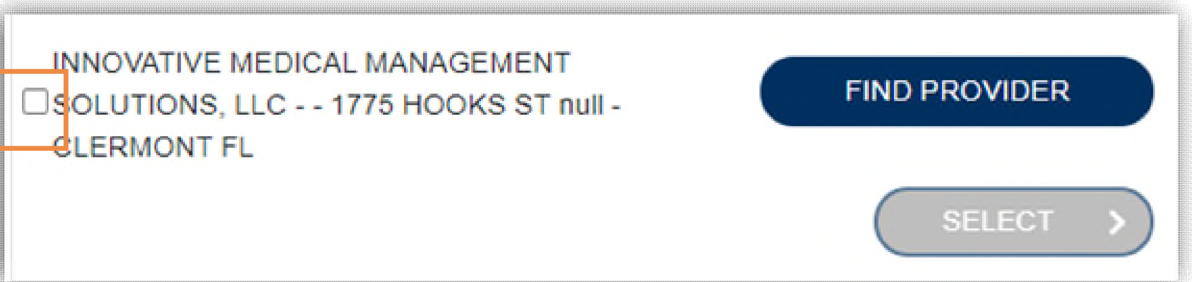


Administrator – Registering Multiple Facilities

Helpful Hints

- Add each facility's NPI and then each unique registration code received from Kepro and click Find Provider and then check the provider box then "select"
- You can add as many facilities as you would like under your role
- You can add users to one or more facility account depending on access needs

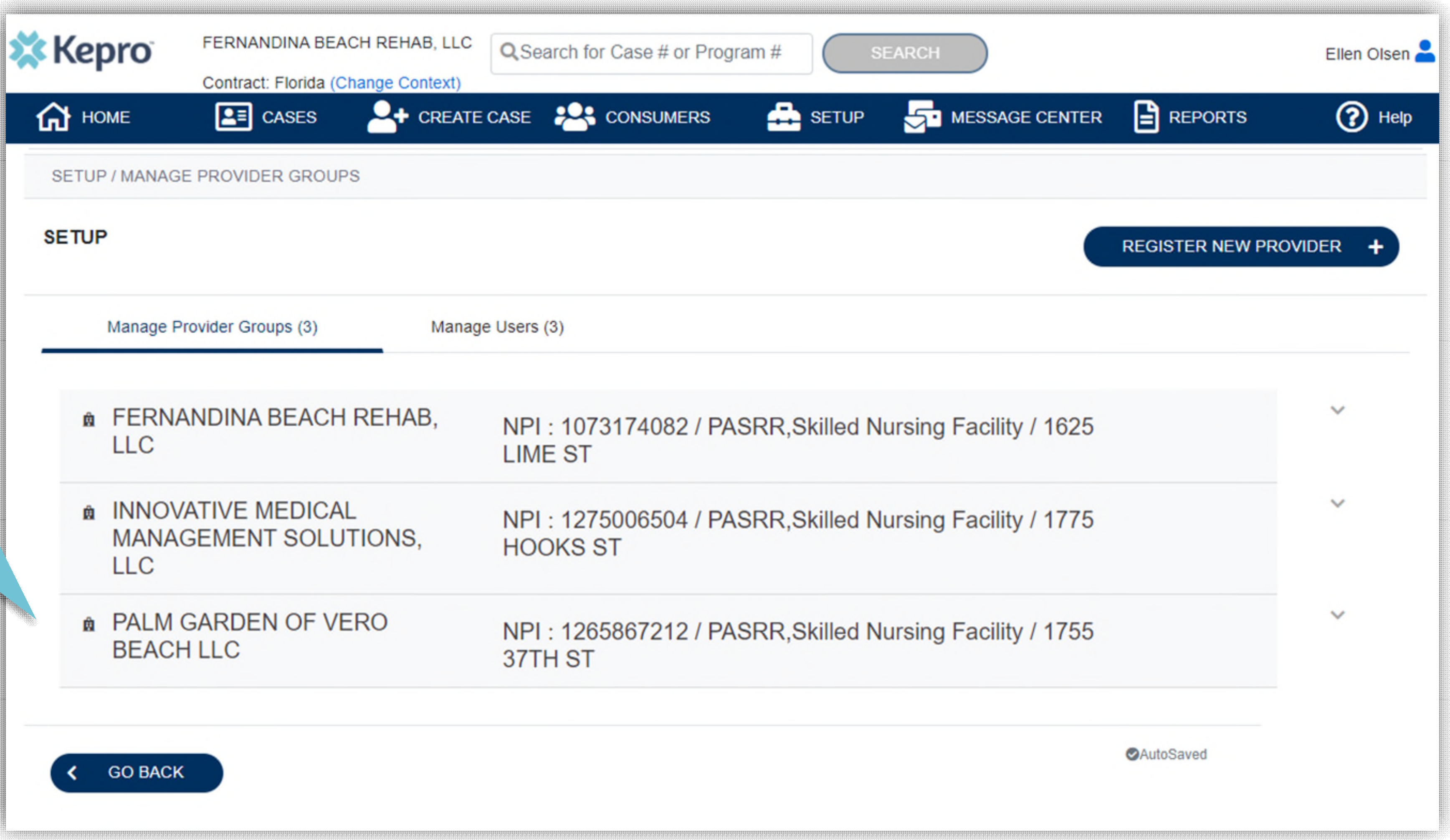




Administrator – Registering Multiple Facilities

Helpful Hints

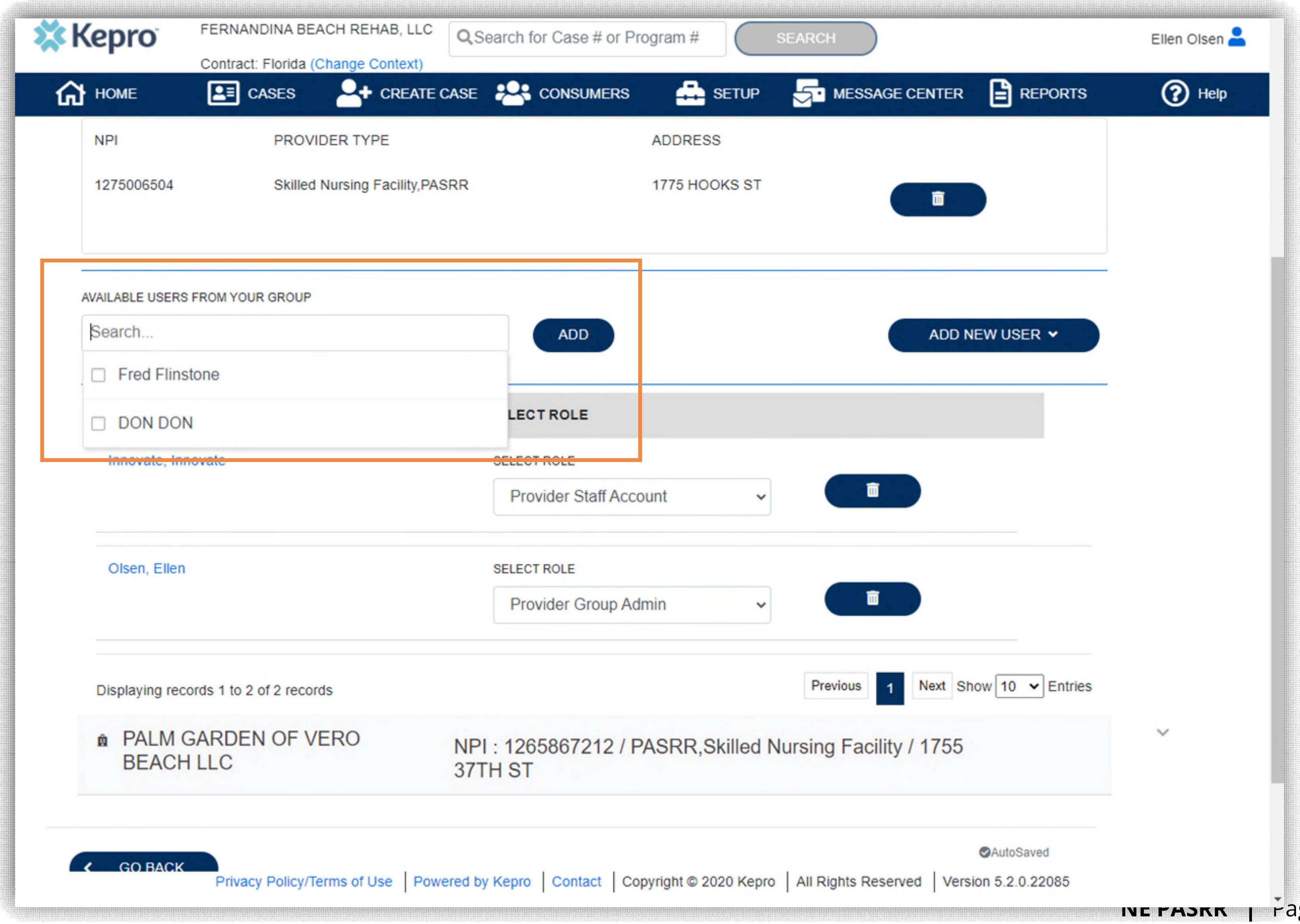
- Always use **Manage Providers Groups** Tab to update role access or add someone to a specific facility account
- New users should be created in the appropriate facility but can be added to more than one facility group once created



Administrator – Adding Users to Additional Facility Group

Need to add a person to one or more of your facilities?

- On the **Manage Provider Groups** tab, click on the appropriate facility row and add the new user.
- That person will only have access to the facility in which they were added.
- To add the person to one or more other facility accounts, go to the **Manage Provider Groups** tab and click on the appropriate facility row.
- Choose the person from the “Available Users From Your Group” dropdown and then click on **Add**.



Nebraska PASRR Training

Homepage Overview

What to Know?

- When you log in, you will see the Home Page. There are several ways to search for consumers and cases in the Provider Portal. You will most commonly want to use the **CREATE CASE** tab when creating a new request.
- You will also want to review the status of your submitted cases, which can be done from the home page or by searching the **CONSUMERS** or **CASES** tabs.

Helpful Hints

- Click on the **person icon** next to your name to change your security question or to log out.
- "Change Context" link is only used if you have access to submit requests under multiple provider groups.

Search all Cases CASES

Create a new Case (Level I or Resident Review Screen) CREATE CASE

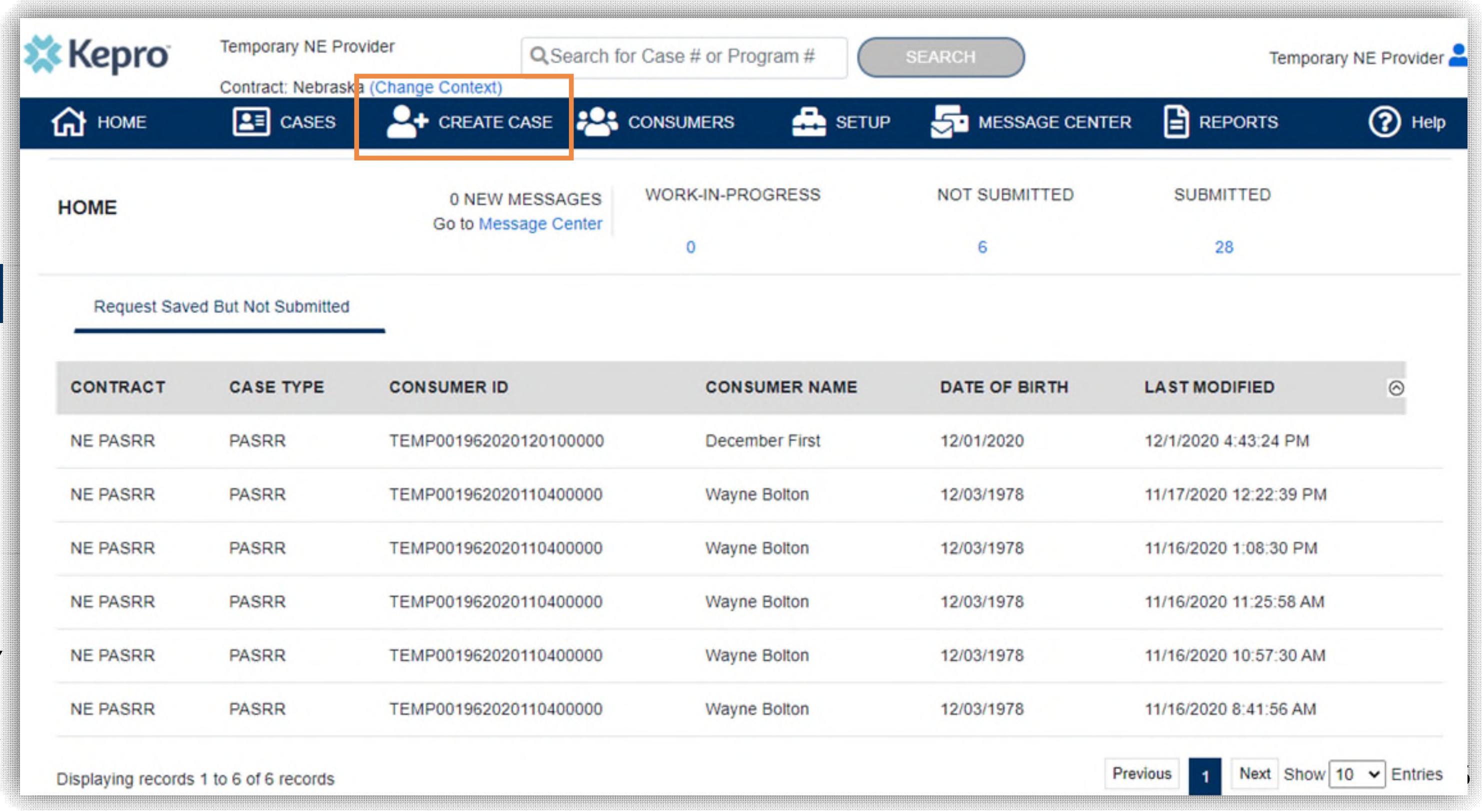
Search all Consumers for your Facility CONSUMERS

Manage users (Administrators) SETUP

Messages from Kepro about submitted cases MESSAGE CENTER

REPORTS *Coming soon to all Admins! Run reports for your facility*

Help *Training materials & other resources*



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Nebraska PASRR Training

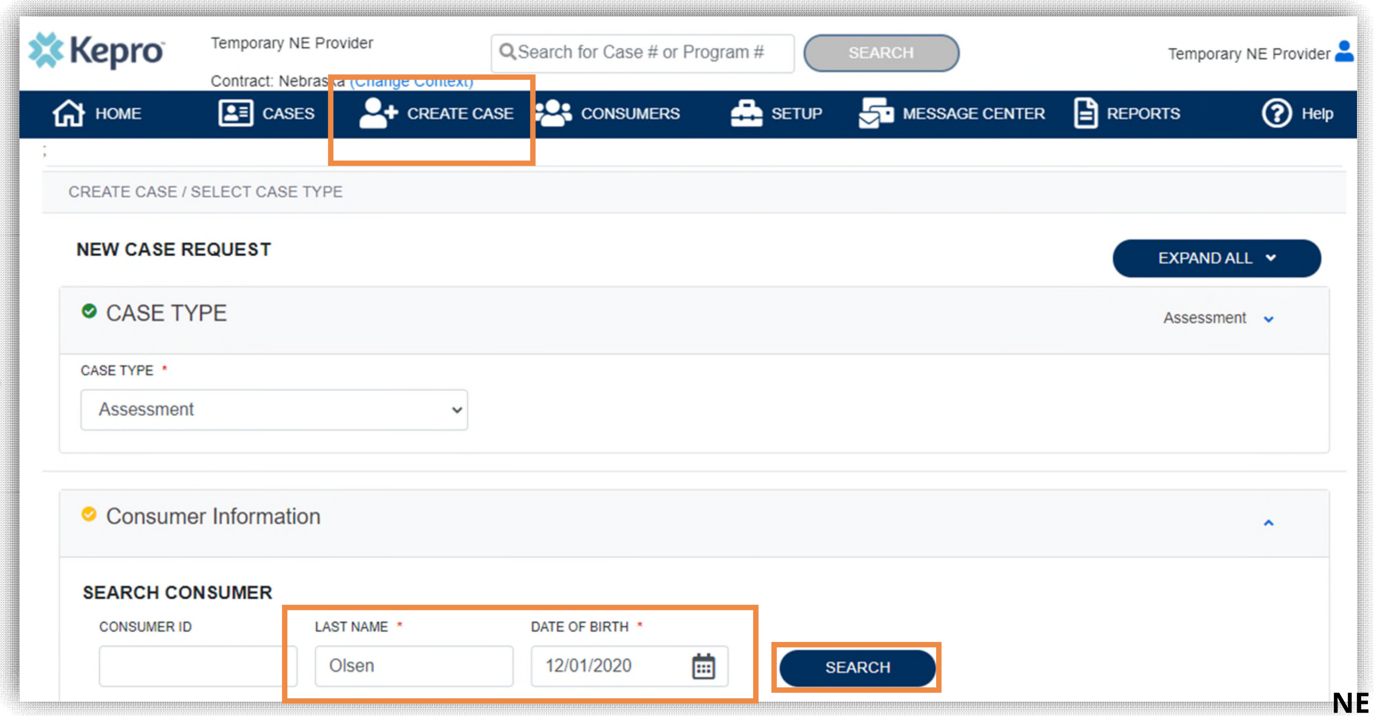
Create Case – Search Consumer

What to Know?

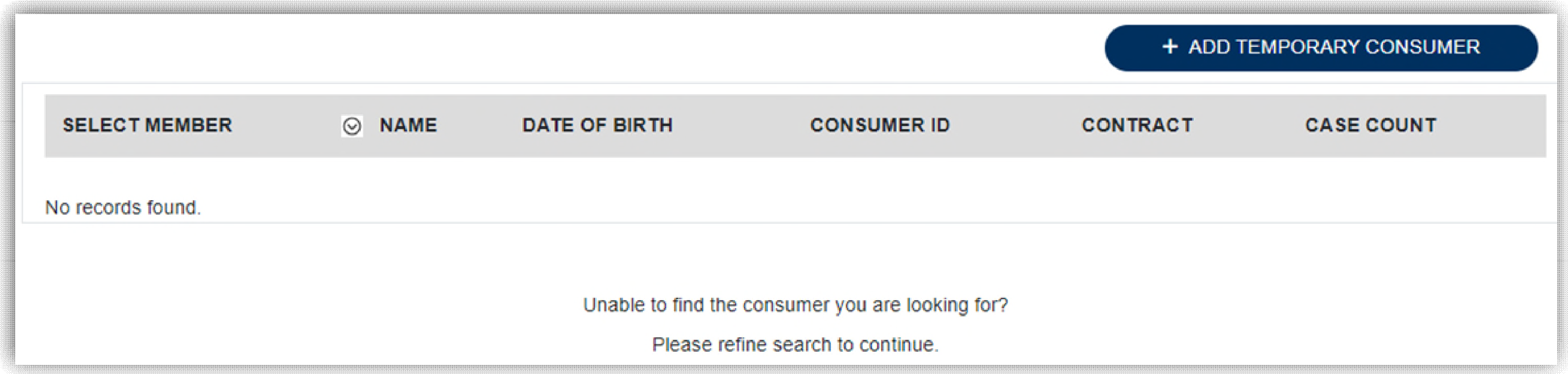
- To add a new case in order to complete a Level I screening, click **CREATE CASE** from the top navigation pane. Case Type is always Assessment.
- Search for the consumer using last name and date of birth.
- If the correct consumer match is found, you can click on the button left of **SELECT MEMBER** and click **NEXT** to proceed with the case.
- If a consumer match is not found, you will be able to add the consumer to the system by clicking on **+ADD TEMPORARY CONSUMER**.

Helpful Hints

- Enter the full last name when you search.
- If you do not find the person in your facility account, you will add them to the system.

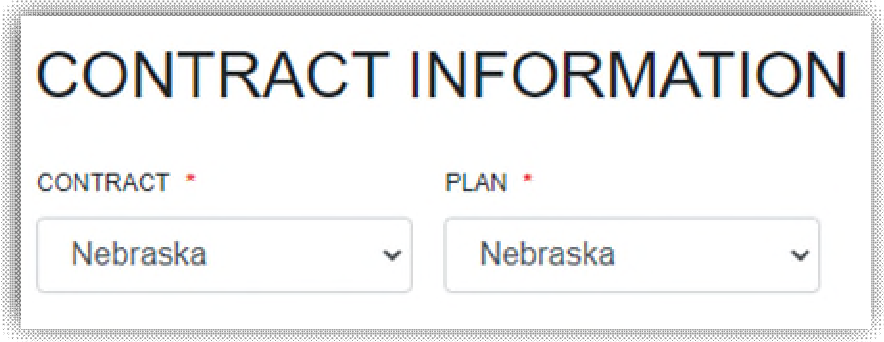


Create Case – Add Consumer



What to Know?

- After you click on **+ADD TEMPORARY CONSUMER,** add all required fields.
- Contract and Plan dropdowns will always be **Nebraska**
- **Complete** consumer information for all required fields



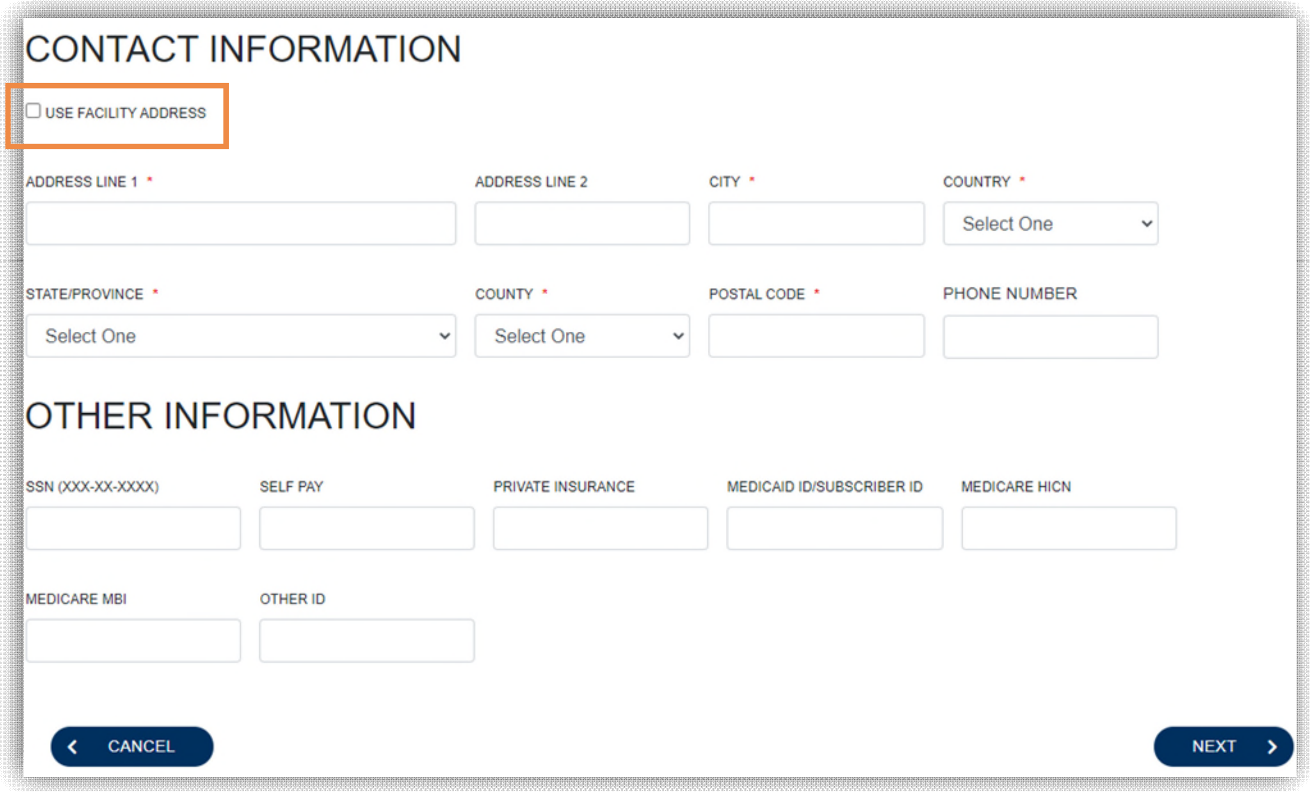
Create Case – Add New Consumer

Helpful Hints

- Selecting "**Use Facility Address**" will populate the address information to match your facility.
- Once you add a **Consumer**, you will be able to find them for future requests.
- All fields with a red asterisk are required.

What to Know?

- The contact address that you enter will print on the Level I form so feel free to use the current location (your facility address) by clicking the box next to **Use Facility Address** or enter in a mailing address for the person.
- You must add a third identifier, Social Security Number, **SSN**
- When finished, click on **Next** to load information and then click on **Create Case**



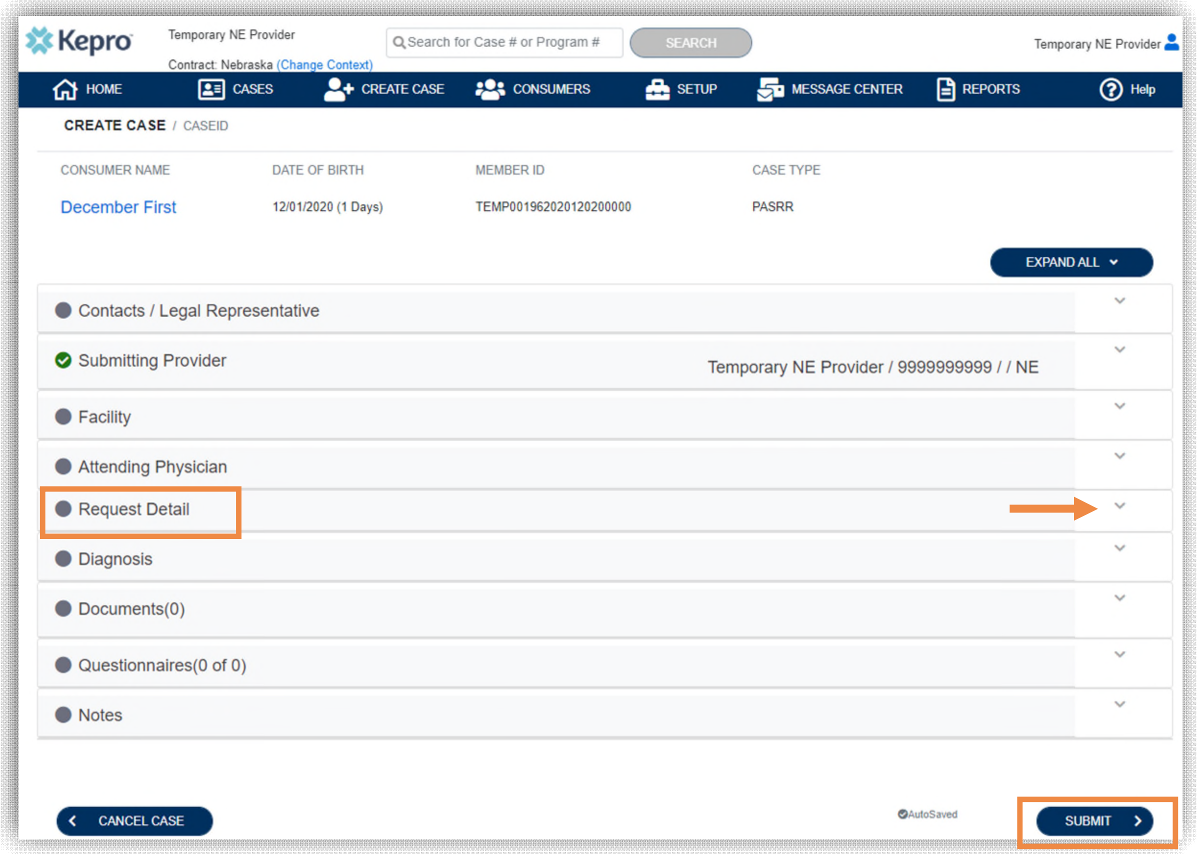
Create Case – Enter Case Details

Helpful Hints

- The sections that are complete will show a green check mark and the section in progress will show a yellow check mark.
- Your updates in each section are auto-saved as you move through the case.

What to Know?

- Once you have created a case, you must complete required sections in order to submit for an outcome. Level I Required Sections:
  - Request Details (See Next Slide)
  - Questionnaires (See Next Slide)
- To open the sections, click the **down arrow** on the right side of the section row and begin.
- Once all required sections are completed, click **Submit**.



Create Case – Request Detail & Questionnaire

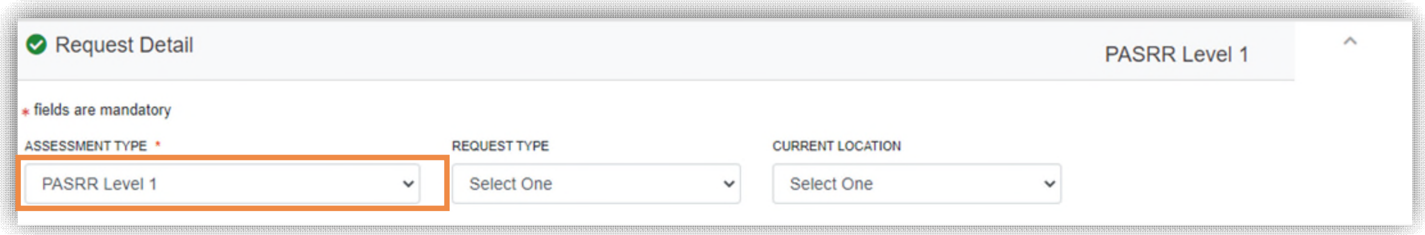
Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (*).
- Review all answers carefully, once you mark as complete, answers cannot be changed.

Level I & Resident Review

- In the **REQUEST DETAIL** section, select **PASRR Level I**
- In the **QUESTIONNAIRE** section, click on the blue link to complete the assessment:

  PASRR Level I and RR Screening



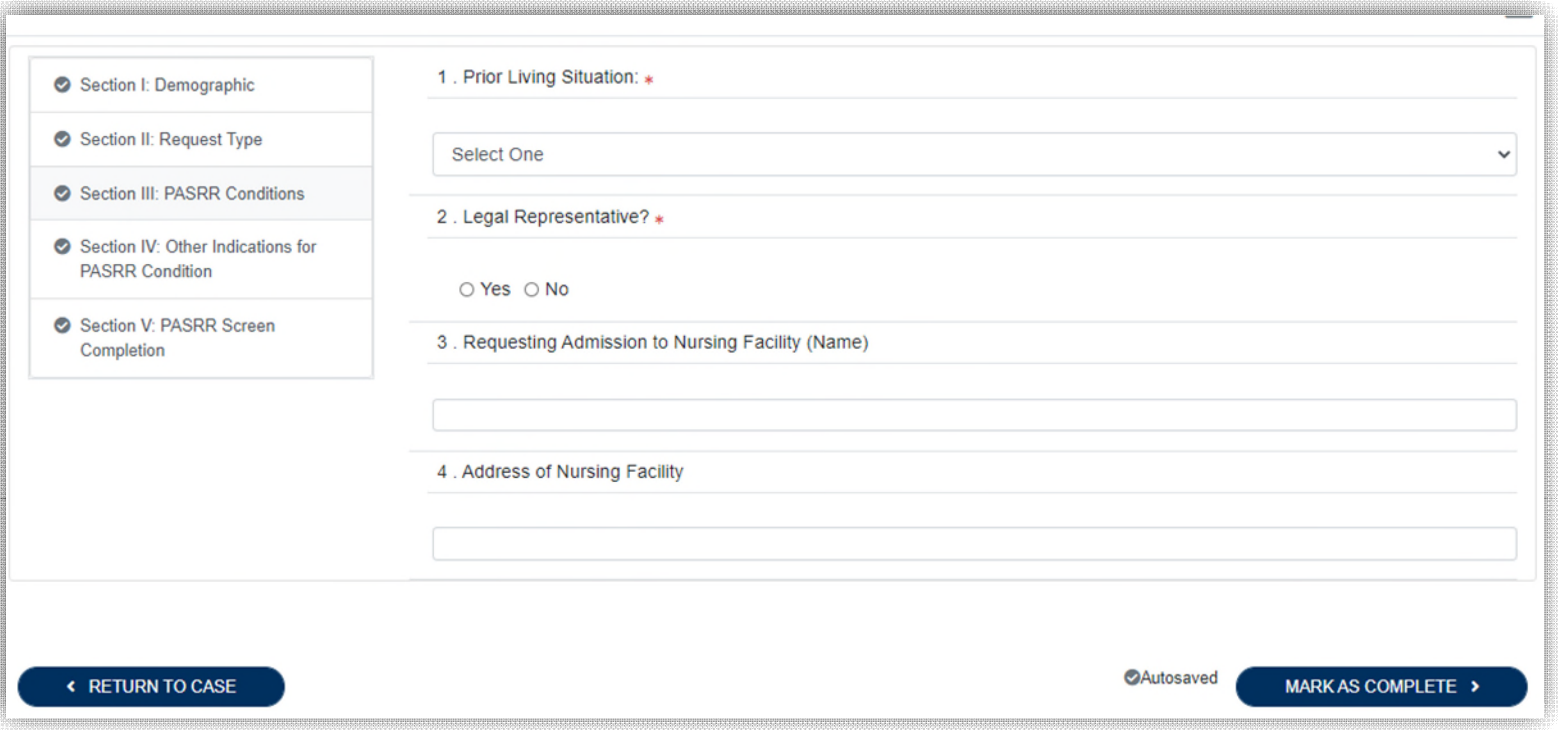
Create Case – Request Detail & Questionnaire

Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (*).
- Review all answers carefully, **once you mark as complete, answers cannot be changed.**

Level I & Resident Review

- Complete each section of the required questionnaire by answering a series of questions and inputting information where needed.
- When finished, click **Mark as Complete**.



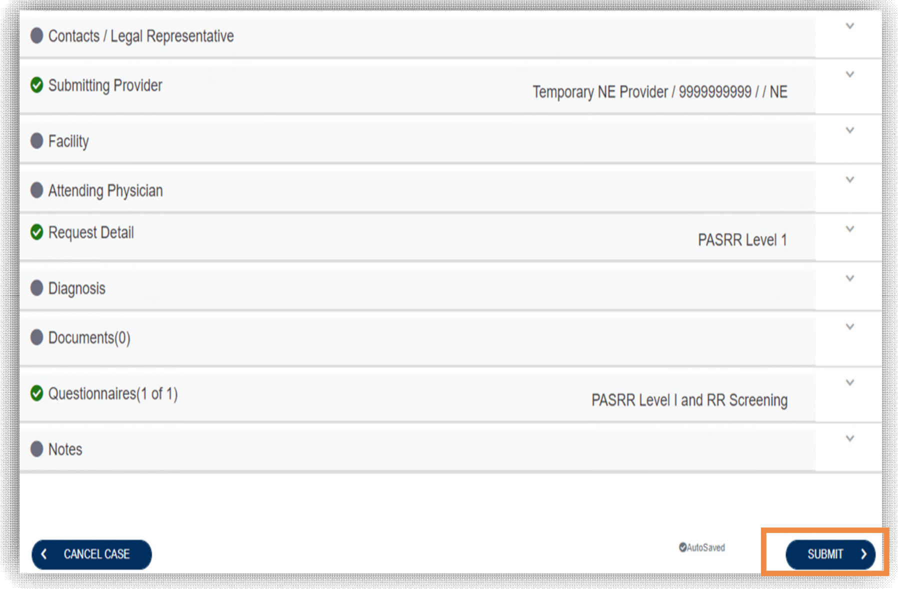
Submit Case & Review Outcomes

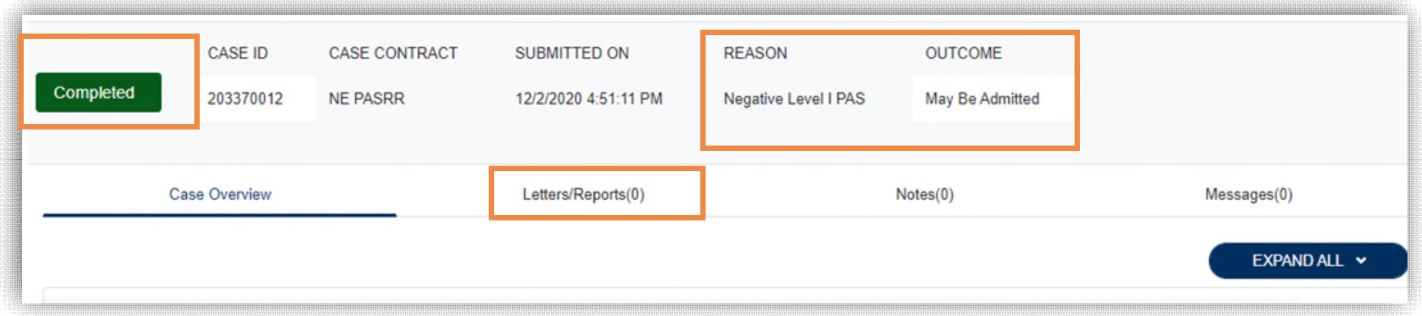
Helpful Hints

- Once the case is submitted, you can still add additional documents, notes and send messages to the Kepro team, this is especially critical if the case requires a Level I review or a Level II evaluation.
- If a Level II is required, Kepro will initiate a new case for you.

Almost Done

- After completing the electronic Level I/Resident Review questionnaire, you have completed all of the case details. Next, click **Submit** for your results.
- You will be redirected back to the **Case Summary** page with all information submitted with the case as well as the status and outcome of the request.
- You will also be able to view, print letters, and the entire case summary from this screen under the **Letters/Reports** tab.

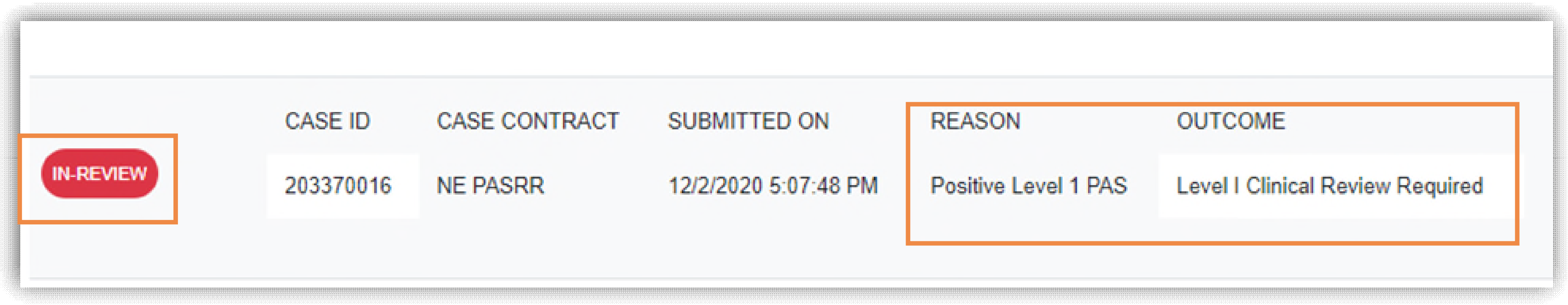




Positive Level I – Requires Clinical Review

Level I Clinical Review

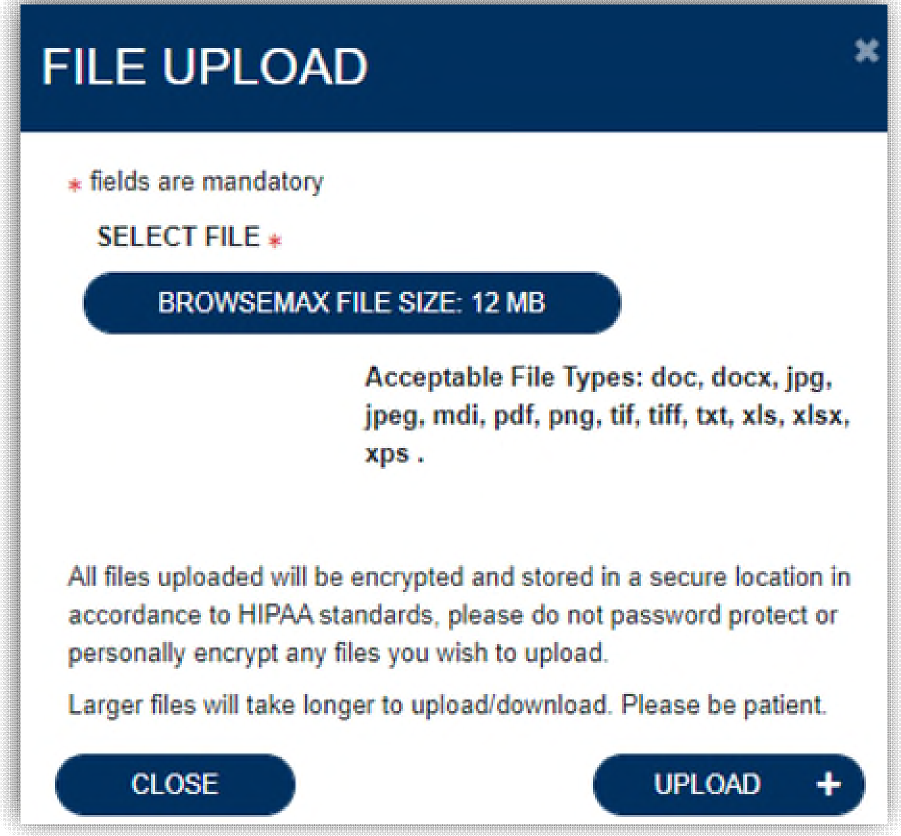
- The Outcome and Reason sections and the printable Level I form will tell you if the outcome is positive and if a Level I Clinical Review is required.
- Make sure to send supporting documentation if the individual has dementia or if you think a Level II evaluation is not required due to a serious medical condition. Also provide information if you believe that an individual does not meet criteria for a related condition. This will assist us in making the determination quickly and avoid delays in nursing home admissions.
- Documents can be uploaded or faxed to us at 844-421-3626.
- The status of the case will remain "**In Review**" until the determination has been made. Once it has been made, the status will change to green and show **Completed**.



Uploading Documents to the Level I Case

Level I Clinical Review Required

- Go to the Documents section, expand the row by clicking on the down arrow at the right side of the row and then click on "**CLICK HERE TO UPLOAD FILE**".
- Browse your files for the correct document to upload.
- Choose the file and then click on **Upload**



Helpful Hints

- Multiple file types are acceptable up to 12 MB
- You can upload as many documents as you would like

Positive Level I – Requires Level II Evaluation

Level II Evaluation

- The Outcome and Reason sections and the printable Level I form will tell you if the outcome is positive and if a Level II Evaluation is required.
- We have **3 business days** to complete the Level II Evaluation and Determination.
- Make sure to send all required and supporting documentation. This will assist us in making the determination quickly and avoid delays in nursing home admissions. If missing, you will receive a Pend letter from Kepro detailing what is needed to complete the case. You will have five business days to send. Please note turnaround time does not start until all required documentation is received.
- Documents can be uploaded or faxed to us at 844-421-3626.
- The status of the case will remain "**In Review**" until the determination has been made. Once it has been made, the status will change to green and show **Completed**.

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
IN-REVIEW	203370013	NE PASRR	12/2/2020 5:03:56 PM	Positive Level 1 PAS	May Not Be Admitted: Level II Required

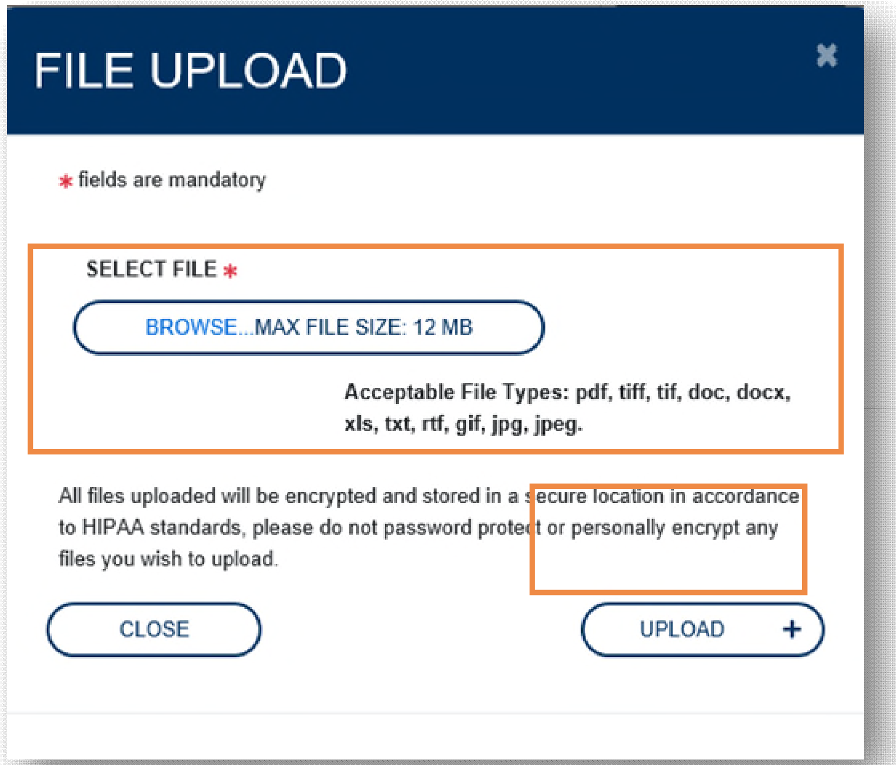
Upload Documents to Level I Case or Level II Case

Level II

- When a Level II is required, Kepro will create a new case for the individual. Required documents can be faxed or uploaded to either the original Level I case or the new Level II case, whichever is preferred.
- Browse your computer files and then click on the document(s) from your computer to upload. Once chosen, click **UPLOAD**. You can attach most types of files, up to 12MB, as shown below.

Required documents include:

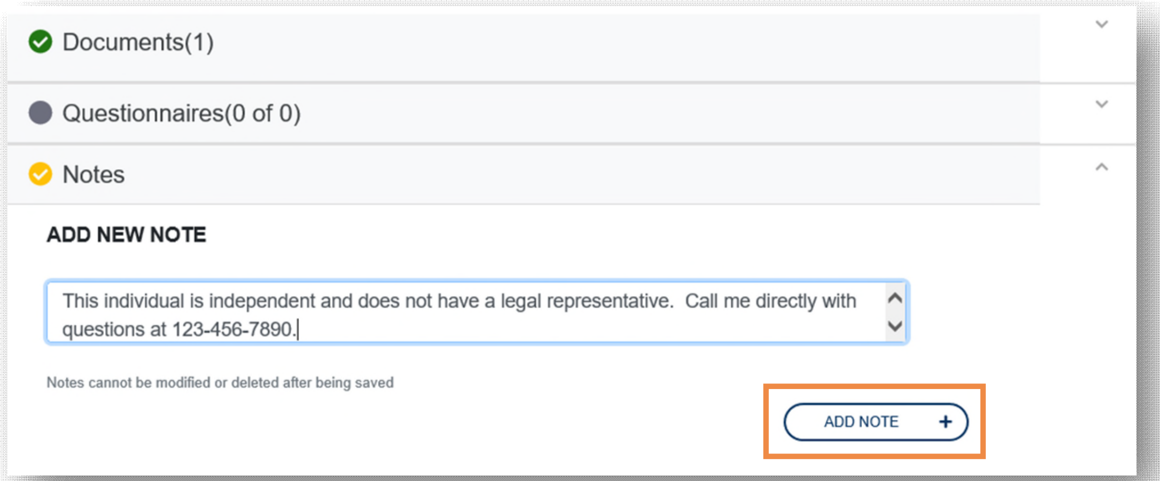
- OBRA-8
- History and Physical
- Relevant case notes or records of treatment
- Medication administration records (MAR)
- Psychiatric or psychological evaluation, if available
- Minimum Data Set A-Z (MDS) (Nursing Homes Only)

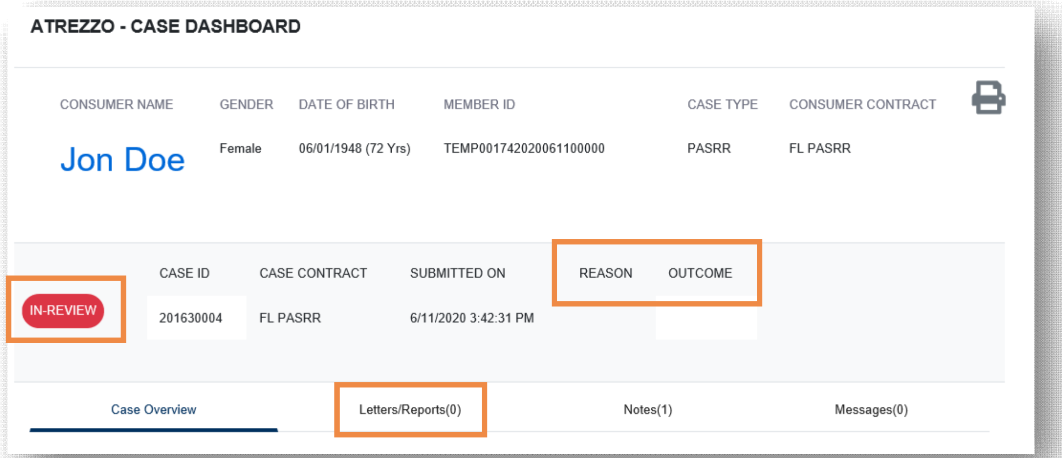


Level II Cases & Outcomes

Level II

- It's always a good idea to add a note or send a message to let us know additional details on the case. **Need an expedited review?** Adding it to the note section works as well as a phone call or an email.
- Once the review is completed, the status changes from "**In Review**" to "**Completed**" and you will be able to immediately see the outcome in the **OUTCOME** section and access determinations and notices in the Letters/Reports tab.





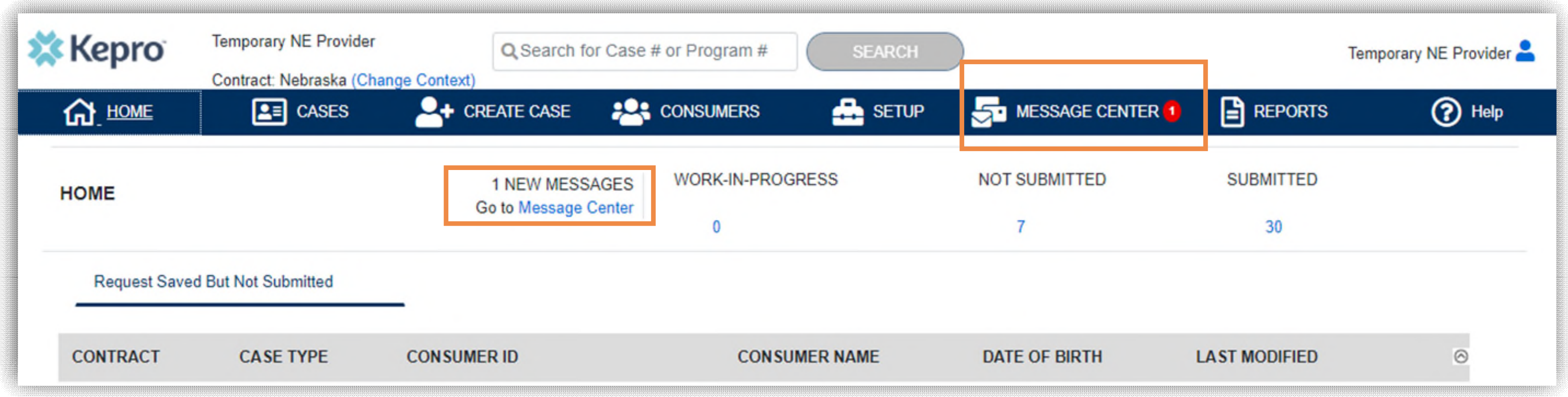
Review Case Status & Messages

Helpful Hints

- For Level I cases, you will receive an automatic determination.
- For Level I clinical review and Level II cases, you will be able to check the status of Kepro's review by entering the case.

What to Know?

- Messages from Kepro about the case will be accessible from the **MESSAGE CENTER** on the top navigation pane as well as directly within the **CASE** in the Messages tab.
- You can add additional documents within the **Case Overview** section and add notes within the **Notes** section.



Level I, Resident Review, & Level II Requests

What to Know?

Within the **Provider Portal**, a separate case is required for each review. The same basic case structure and process is used for each type of review. **Here are some tips for how the different types of Reviews are processed**:

	LEVEL 1	Level I Clinical Review	LEVEL II
Completed By	Provider Staff	Kepro Staff	Kepro Staff
Request Type	PASRR Level I	PASRR Level I	PASRR Level I
Questionnaire	PASRR Level I Questionnaire completed when submitting the case.	None required.	Kepro will complete PASRR Level II Questionnaire when completing the review.
Required Documents	None	Informed Consent, H&P, MAR, Nursing Notes, Psych, MDS	Informed Consent, MC-OBRA-8, H&P, MAR, Nursing Notes, Psych, any relevant treatment notes
Outcome Determination	Completed by the system based on Questionnaire results and state's algorithm	Completed by Kepro reviewer. **If not enough information is received to support a Level I Clinical Review, a Level II Evaluation will be required.**	Completed by Kepro reviewer during Level II review only after all required documents are received
Next Steps	• **Positive Determination:** Kepro submits a Level II Case if the individual is discharging into a Nursing Facility • **Negative Determination:** Consumer may be admitted to Nursing Facility	• Recommendation determined by Kepro based on Level I clinical review. • May result in admission to Nursing Facility or require a Level II evaluation.	• Recommendation determined by Kepro based on Level II review. • May result in admission to Nursing Facility with recommendations for services.

Additional Resources & Support

Contact Info

Toll-free 833.840.9945

nepasrr@kepro.com

http://nepasrr.kepro.com