



MISSISSIPPI UM PROGRAM

Provider Portal Group Administrator Registration Training

Overview

1. Provider Portal Overview
2. Registration for New Facilities
3. Logging In
4. Additional Resources and Support



Mississippi's Department of Finance and Administration on behalf of the State and School Health Insurance Management Board contracted with Kepro to provide comprehensive utilization management services including hospital admission, continued stay management, discharge planning, retrospective review, pre-admission and post discharge outreach and case management.

What is the Provider Portal?

Atrezzo Provider Portal

- **End to End Solution** – Efficient system that acts as the hub for the management of all services and aspects of the utilization management.
 - **Request Submission** for authorization of services
 - **Upload Clinical Information** to support the authorization requests
 - **Submit Reconsiderations** for services technically denied or denied for not meeting medical necessity
 - **Submit Peer-to-Peer Request** for services denied for not meeting medical necessity.
 - **Case Review** – Ability to review a submitted request with all clinical records, documentation, and determination letters all in one place.

Account Registration

Atrezzo Provider Portal Registration

- We encourage the use of **Kepto's Atrezzo Provider Portal** for submitting requests for prior authorization.
- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) must appoint **one person** to be the group administrator, or owner, of their Provider Portal account.
 - The account group administrator is typically a supervisor, as this user role holds the highest system permissions.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
 - Facilities, clinics, and doctor's offices only need to register one time.
 - After initial registration, the group administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.

Account Registration

Helpful Hints

- You will need the NPI for your facility or clinic.
- You will need the BCBS ID for your facility or clinic.
- The Group Administrator should be someone on your team who will be able to add and manage users in the system.

New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility or clinic.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility or clinic NPI and BCBS ID numbers.
 - Facilities or clinics without an NPI will utilize the BCBS ID as the NPI and Registration Code.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

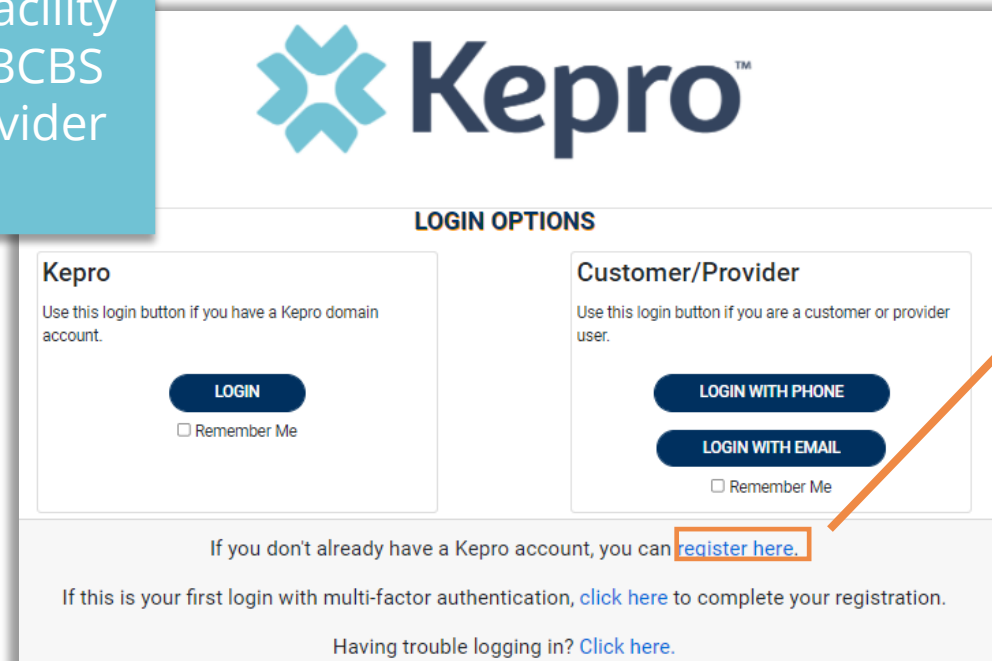
Creating an Account

New to Atrezzo?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- Click on the **register here** link under the LOGIN section.
- Enter your facility or clinic NPI and the facility or clinic BCBS ID as the registration code.

Helpful Hints

- Bookmark the Provider Portal URL for future use. Chrome is preferred browser.
- If you do not have a facility or clinic NPI, use the BCBS ID as the NPI and Provider Registration Code.



The image shows the 'LOGIN OPTIONS' section of the Kepro portal. It features two main login paths: 'Kepro' (for those with a domain account) and 'Customer/Provider' (for customers or provider users). Each path has a 'LOGIN' button and a 'Remember Me' checkbox. Below these options, there is a link to 'register here' which is highlighted with an orange box. An orange arrow points from this link to the registration form on the right. At the bottom, there are links for users who are having trouble logging in.

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

LOGIN
☐ Remember Me

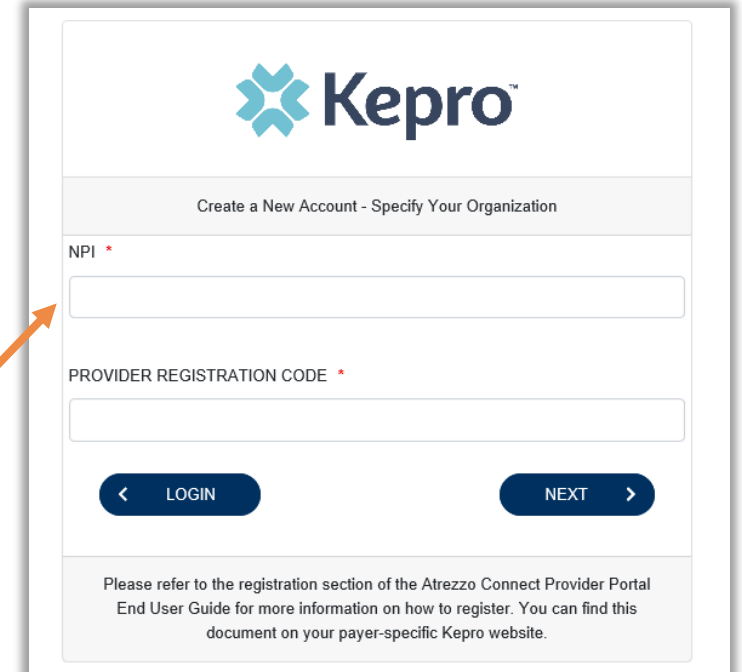
Customer/Provider
Use this login button if you are a customer or provider user.

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.](#)



The image shows the registration form titled 'Create a New Account - Specify Your Organization'. It includes fields for 'NPI' and 'PROVIDER REGISTRATION CODE', both marked with a red asterisk. Below the fields are 'LOGIN' and 'NEXT' buttons. A footer note directs users to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information.

Kepro™

Create a New Account - Specify Your Organization

NPI *

PROVIDER REGISTRATION CODE *

< LOGIN **NEXT >**

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.

Creating an Account

What to Know

- Complete your **Account Information** by creating a username (this cannot be changed in the future).
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

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 >](#)



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 >](#)

Helpful Hints

- Provide each user at your facility with their new username and instruct them to complete registration by clicking the link in their registration confirmation email.
- Always use Manage Providers Groups Tab

Adding New Users

What to Know

- Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the **arrow** on the far right to expand the section.
- Click on **Add New User**.
- Create a **username** and complete the contact information section, click **Create**.

The screenshot shows the Kepto application interface. The top navigation bar includes links for HOME, CASES, CREATE CASE, CONSUMERS, SETUP (highlighted with a red box), MESSAGE CENTER, REPORTS, and Help. Below the navigation bar, the 'SETUP' section is active, showing 'Manage Provider Groups (1)' and 'Manage Users (2)'. Under 'Manage Users', there is a list of users. One user, 'MATTHEW', is shown with details: NPI, PROVIDER TYPE (Physicians), and ADDRESS (PO BOX 2010). To the right of the user list, there is a red box around an upward-pointing arrow icon. At the bottom of the user list, there is a red arrow pointing to the 'ADD NEW USER' button.

The screenshot shows the user registration form. It has two main sections: 'ACCOUNT INFORMATION' and 'CONTACT INFORMATION'. The 'ACCOUNT INFORMATION' section has a 'USER NAME' field. The 'CONTACT INFORMATION' section has fields for 'FIRST NAME', 'LAST NAME', 'EMAIL', 'CONFIRM EMAIL', 'ADDRESS LINE 1', 'ADDRESS LINE 2', 'CITY', 'STATE/PROVINCE' (a dropdown menu), 'POSTAL CODE', 'PHONE', and 'FAX'. At the bottom of the form, there is a note: 'Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.' and a red arrow pointing to the 'CREATE' button.

Managing Users

Helpful Hints

- Always use **Manage Providers Groups** Tab
- Any role with “**Admin**” in the name can add and manage users.

Need to Deactivate or Change a User Role?

- On the **Manage Provider Groups** tab, you may select a user to edit or delete.
 - Provider Group administrators are responsible for adding users upon hire and removing users upon separation
- 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.

SETUP

Manage Provider Groups (1) Manage Users (2)

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

NPI	PROVIDER TYPE	ADDRESS	
1033167416	Physicians	PO BOX 2010	[Delete]

AVAILABLE USERS FROM YOUR GROUP

Select Any [Dropdown] [ADD] [ADD NEW USER ▼]

ASSOCIATED USERS [SELECT ROLE]

Provider, ND	SELECT ROLE Provider Staff Account [Dropdown]	[Delete]
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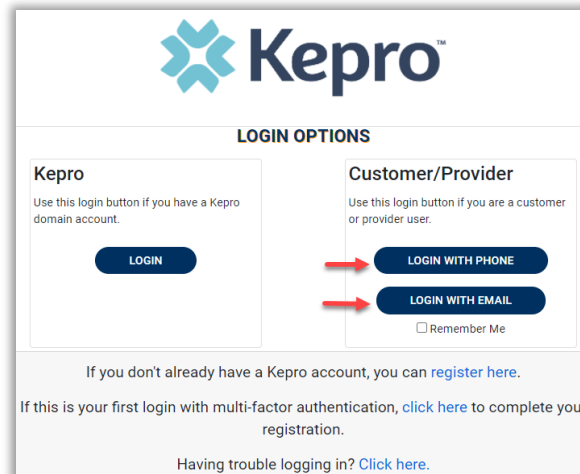
Helpful Hints

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

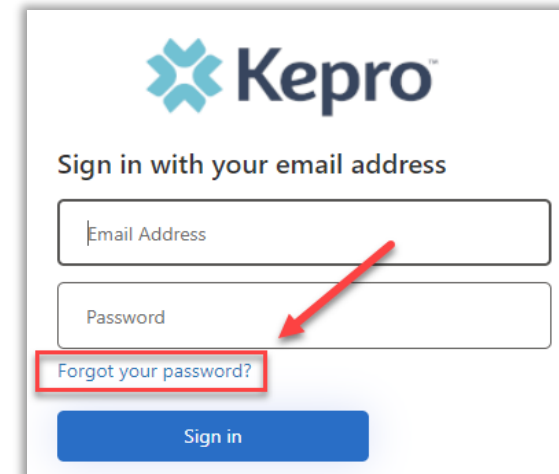
Forgot or Reset Password

What to Know?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- You may reset your password at any time by selecting a login method then clicking the **"Forgot Password"** link.
- Follow the MFA verification prompts then enter a new password.
 - Resetting a password will require MFA verification either by phone or email.
 - The MFA verification method will vary based on the login method selected at the time the Forgot Password link is clicked.



The image shows the 'Kepro LOGIN OPTIONS' screen. It features the Kepro logo at the top. Below it, there are two main login paths: 'Kepro' (for domain accounts) and 'Customer/Provider' (for customer or provider users). The 'Kepro' path has a 'LOGIN' button. The 'Customer/Provider' path has 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, with a 'Remember Me' checkbox. Red arrows point from the 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons to the 'Forgot your password?' link on the adjacent screen. At the bottom, there are links for 'register here' and 'click here' to complete registration, and a 'Click here' link for 'Having trouble logging in?'.



The image shows the 'Kepro Sign in' screen. It features the Kepro logo at the top. Below it, the text 'Sign in with your email address' is displayed. There are two input fields: 'Email Address' and 'Password'. A red arrow points from the 'Forgot your password?' link to the 'Password' field. The 'Forgot your password?' link is highlighted with a red box. At the bottom, there is a 'Sign in' button.

Additional Resources & Support

Contact Info



888.801.1910



MSUM@kepro.com



<https://MississippiSHP.kepro.com>

