



Provider Retrospective Review FAQs

#1 We have access to the Atrezzo portal for a different audit type w/KEPRO - would these portal users have the same access or do they need to do a completely new registration for ND DHS?

if providers already have access to the portal, there is no need to register again

#2. Are there training slides on the website we can print out?

yes, training documents, including videos and PowerPoint slides, are on the website

#3. Do the record request letters come individually per patient or do you also get a list of all the record requests?

*** record request letters will be mailed individually to providers***

#4. Is there a list of the cases ND Medicaid has contracted with you? (ex: DRGs)

*** NDDHS has pre-determined DRGs which will be requested for review. Providers will be notified of cases when their record request letters arrive in the mail***

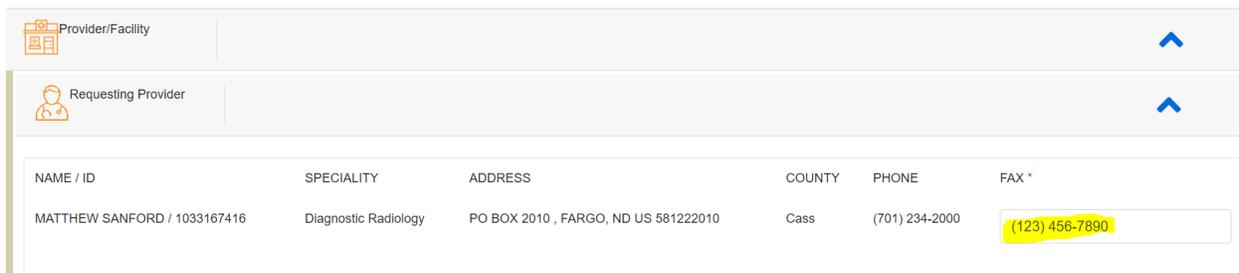
#5. Can you see all of the cases for your NPI in the Atrezzo portal all together so providers can see the case status?

yes, providers can search the Atrezzo portal by NPI number and all of the cases will be visible

Provider Retrospective Review FAQs Cont.

#6. Where do we look to see what fax # communications will be sent to?

** if a provider's fax information is listed already in the Atrezzo portal, it will be found in the location example depicted below**



NAME / ID	SPECIALITY	ADDRESS	COUNTY	PHONE	FAX *
MATTHEW SANFORD / 1033167416	Diagnostic Radiology	PO BOX 2010 , FARGO, ND US 581222010	Cass	(701) 234-2000	(123) 456-7890

#7. How long do you estimate it will take to get the results (after records are received)?

** retrospective reviews will be completed within 30 days after receipt of records**

#8. Is this type of review only for inpatient claims or could there be outpatient as well?

** at this time, Kepro is only requesting inpatient records**

#9. Are Medicaid Expansion members included in this initiative?

*** no - Kepro is not reviewing expansion members for ND DHS***

