Atrezzo Connect FAQs

1	Q:	When will the Atrezzo system go live?
	A:	*October 31, 2011. iEXCHANGE will taken down at 5pm on October 28, so any requests that need to be sent to KePRO between 5pm on the 28th – 6am on the 31st will need to be faxed.*
2	Q:	If you do not finish submitting a request, how long will it stay in the system?
	A:	*Indefinitely.*
3	Q:	Can you enter multiple diagnosis and procedure codes in a request?
	A:	*Yes, and there is no limit on Diagnosis codes. However, there are ACS edits that limit Procedure code lines submitted to 18. To prevent errors of this nature, we limit Procedure code entry to 15*
4	Q:	Can you attach multiple documents to a request?
	A:	*Yes.*
5	Q:	What do I do if my clinical notes exceed 4,000 characters?
	A:	*11/14/2011 – This area has been updated to allow indefinite amount of characters. You can add or continue lengthy clinical notes in the Clinical Notes field located at the bottom of the Request Overview if you need more space.*
6	Q:	Where will the link to the new system be located?
	A:	*On the KePRO-DMAS website (http://dmas.kepro.com).*
7	Q:	How should I submit a request in the event the Atrezzo system is down?
	A:	*Send requests via fax until the system is back up.*
8	Q:	Can I copy and paste into the Clinical Notes field?
	A:	*Yes.*
9	Q:	Can the Request Overview be printed?
	A:	*Yes. While on the Request Overview page, right-click and select Print. KePRO will be adding a "Print Friendly" Link*
10	Q:	How can I get to the system user manual?
	A:	*The Atrezzo Connect End User Guide and FAQ's are located on the DMAS.KePRO website under Training>General. This manual is now available via the "HELP" link in Atrezzo Connect. Also at the following link. http://dmas.kepro.com/content/training.aspx*
11	Q:	If I am a current iEXCHANGE user, but have been inactive for a long time and do not remember my ID and password, what do I do to access Atrezzo Connect?
	A:	*Contact Customer Service and they will help retrieve your iEXCHANGE admin number and issue a temporary password.*
12.	Q:	Will the system timeout?
	A:	*Yes there is a system Timeout. However there will be a warning message to alert you. Similar to what you might see when doing on-line banking*
13	Q:	Will my password expire?
	A:	*No, there is no time limit on passwords*
14	Q:	How can I get into system if I forgot my password?
	A:	*At system registration or migration, all users will be required to setup a Password recovery question, such as Mother's maiden name, etc*
15	Q:	Do passwords need to contain any special setup, such as upper/ lower case letters or have numbers in them?
	A:	*No, passwords need to be 8 characters in length and can be alpha or*

		numeric characters.
	Q	*How do I migrate my current iEXCHANGE account?*
		You will use the iEXCHANGE ID >then "–">then iEXCHANGE user ID. This will be placed in the Atrezzo User Name field. The initial password will be the iEXCHANGE ID. e.g user name = 12345-jdoe Password = 12345.
		## ATREZZO CONNECT FAQ (Cont'd)
16	*Q:*	*Do you have step by step on migrating an account to Atrezzo Connect?*

	A:	1. If you're already an iEXCHANGE user:
		   a. Go to dmas.kepro.com and click 'KePRO Atrezzo First Time Registration/Migration.'
		   b. Enter your special, migrated username and password directly on the next screen. Do *not* click 'Register here' on that screen.
		   c. The migrated username is equal to the 5-digit iEXCHANGE group ID, a hyphen, and the iEXCHANGE username, something like: 12345-username. The migrated password is equal to the 5-digit iEXCHANGE group ID. Note that your old iEXCHANGE password will not work.
		   d. You'll then be given a one-time opportunity to change your username and password to something different than the special migrated ones.
		2. If you're not an iEXCHANGE user:
		   a. Go to dmas.kepro.com and click 'KePRO Atrezzo First Time Registration/Migration.'
		   b. Click 'Register here if you don't have an account.'
		   c. You'll need NPI#, 1099 YTD (amount from most recent remittance advice to proceed), or the Last Remit date.
		
		Example: user name = 12345-jdoe then Password = 12345

17	*Q:*	Will KePRO only accept Service Authorization via Atrezzo Connect
	A:	No, KePRO will accept all current methods of submission, such as Faxing
18.	*Q:*	Officially Supported Browsers are: • Internet Explorer 7 and 8 • Fire Fox 3 o Unofficially Chrome
19.	*Q:*	Is there a limit on how large one document can be?
	A:	Any one document must be less than 2MB. As noted above, multiple documents can be attached. Other limitations in this area are the specific file extensions, which all documents have. **The allowed extensions are:** • .Pdf • . tif • . doc • .docx • .txt, • .rtf • . xls • . xlsx • . bmp • . Gif • . jpg
20.	*Q:*	What information can I change once the case has been submitted?
	A:	To protect its integrity, once the case has been submitted, the information cannot

		be changed through the portal.
21.	*Q:*	What should I do if information needs to be changed?
	A:	Send a message to KePRO with the correct information and KePRO staff will make the changes to the case. 1. From the Requests menu, select View Requests. 2. Click View on the case you need to correct. The Request Overview screen displays. 3. Scroll to the Messages section of the Request Overview screen. This section provides places to send messages, attach documents, and enter clinical information. 4. Click Send New Message. 5. Complete the information and click OK.