

**ATREZZO PROVIDER PORTAL**  
INPATIENT CASE CREATION



# ACCESSING ATREZZO PROVIDER PORTAL



Website Address: <https://dmas.kepro.com>

Select “ Atrezzo Login”

To Register for Atrezzo Provider Portal :

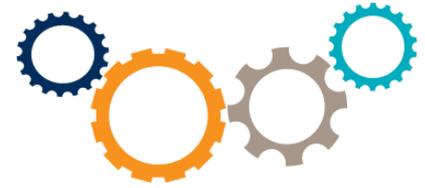
Enter your 10 digit National Provider Identifier (NPI) number and Provider Registration Code: YTD 1099 amount or Date of last Remittance advice received. If you are a new provider please contact KEPRO customer service at 1-888-827-2884 to obtain your registration code

Registered Provider- Enter your unique user name and password

**\*\*If you are a new or existing provider registering for Atrezzo Connect and you have multiple NPI numbers, you must register those NPI numbers under your administrative account in Atrezzo Connect. \*\***



# ATREZZO PROVIDER PORTAL

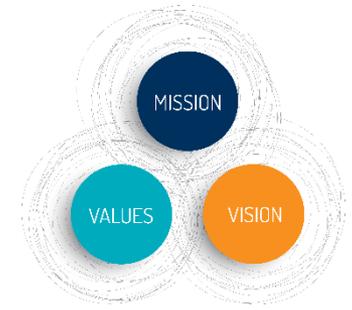


**KEPRO Atrezzo Provider Portal allows for:**

- **Secure access to Atrezzo Connect (Provider Portal)**
- **Via Atrezzo the provider will be able to access service authorization letters by case ID or Medicaid number, respond to pend request , and send/ receive messages to and from a Clinical Reviewer.**



# ATREZZO PROVIDER PORTAL



Successful Completion of setup/login, takes you to the Home Page

Click the New Request button (located at the bottom of the home screen)

or

Click Create New Request from the Requests tab

The screenshot shows the Atrezzo Provider Portal interface. At the top left is the logo for KEPRO | Atrezzo Intelligent Value. To the right of the logo is a contract information box with a redacted name and 'Contract: Medicaid'. Further right is a summary box with the text: '[Update Counts] Total (work-in-progress) Requests: 5, Total Saved (not submitted): 0, Total Submitted: 5'. Below these is a navigation bar with tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, and HELP. The main content area displays 'MESSAGES' with the message 'You have 0 unread messages - Go to Message Center'. Below that, it says 'REQUESTS SAVED BUT NOT SUBMITTED'. At the bottom left of the main content area, there is a 'New Request' button. A large grey arrow points from the bottom of the slide up to this button. At the bottom of the page is a footer with the text: 'Privacy Policy/Terms of Use | Powered by KEPRO | Copyright © 2011 KePortal | All Rights Reserved | Version 1.7.3.7986 (Atrezzo\_Train)'. The bottom right corner of the slide features a stylized 'K' logo.

# ATREZZO PROVIDER PORTAL



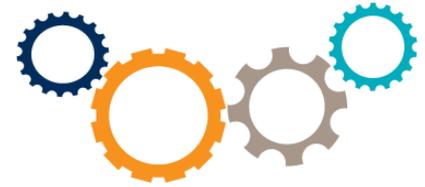
Search for Member by: Member ID or Last Name and Birthdate

Click the Search button

The screenshot shows the Atrezzo Provider Portal interface. At the top left is the logo for KEPRO | Atrezzo, with the tagline 'Intelligent Value'. To the right of the logo is a box containing 'Contract: [redacted]' and 'Medicaid'. Further right is a summary box titled '[Update Counts]' showing: 'Total (work-in-progress) Requests: 5', 'Total Saved (not submitted): 0', and 'Total Submitted: 5'. A 'Logout' link is in the top right corner. Below the header is a navigation menu with links for HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, and HELP. The main content area is titled 'MEMBER SEARCH' and includes the instruction 'Search for a member using the criteria below.' Below this is a search form with three input fields: 'Member ID:' (containing '1111111111'), 'Member Last Name:', and 'Member Birthdate:'. A 'Search' button is positioned below the fields, with a mouse cursor pointing to it. The footer contains the text: 'Privacy Policy/Terms of Use | Powered by KEPRO | Copyright © 2011 KePortal | All Rights Reserved | Version 1.7.3.7986 (Atrezzo\_Train)'.



# ATREZZO PROVIDER PORTAL



Ensure accuracy of the members name and Medicaid ID prior to proceeding.

Select the Member from the search results by clicking on the Select link.

KEPRO | Atrezzo  
Intelligent Value

Contract: [Redacted]  
Medicaid

[Update Counts]  
Total (work-in-progress) Requests: 5  
Total Saved (not submitted): 0  
Total Submitted: 5

Logout

HOME | REQUESTS | SEARCH | MANAGEMENT | MY ACCOUNT | HELP

### MEMBER SEARCH

Search Again

Member ID	Last Name	First Name	Address	DOB	Case Count	Actions
111111111	Test1	Test1		01/01/1970	0	Select

Records per page: 10

Records: 1 - 1 of 1 - Pages: 1

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# ATREZZO PROVIDER PORTAL



Verify member information and click the New Request button

The screenshot displays the Atrezzo Provider Portal interface. At the top left is the logo for KEPRO | Atrezzo Intelligent Value. To the right, a box shows contract information: 'Contract: [redacted] Medicaid'. Further right, a summary box titled '[Update Counts]' displays: 'Total (work-in-progress) Requests: 5', 'Total Saved (not submitted): 0', and 'Total Submitted: 5'. A 'Logout' link is in the top right corner. A navigation bar contains links for HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, and HELP. The main content area is titled 'REQUESTS FOR TEST1 TEST1' and features a member information card for 'Test1 Test1' with details: Member ID: 1111111111, Birth Date: 01/01/1970, Address: 7900 International Drive, Bloomington, MN 55425, and Contact: Primary Phone: 866-433-3658. Below this is a tabbed interface with 'Submitted Requests' and 'Servicing/Attending/PCP Requests'. A table with columns for Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers is shown. A 'New Request' button is overlaid on the 'Request Info' column, with a large arrow pointing to it from below. The footer contains: 'Privacy Policy/Terms of Use | Powered by KEPRO | Copyright © 2018 Atrezzo Portal | All Rights Reserved | Version 1.7.3.7986 (Atrezzo\_Train)'.



# ATREZZO PROVIDER PORTAL



- Select Inpatient request type
- Select Sub contract DMAS or Expansion based on Members Medicaid Eligibility
- Click Create Request

**KEPRO | Atrezzo**  
Intelligent Value

Contract:  Medicaid

[Update Counts]  
Total (work-in-progress) Requests: 5  
Total Saved (not submitted): 0  
Total Submitted: 5

Logout

HOME | REQUESTS | SEARCH | MANAGEMENT | MY ACCOUNT | HELP

### REQUESTS FOR TEST1 TEST1

**Test1 Test1**  
Member ID: 1111111111 Birth Date: 01/01/1970  
Address: 7900 International Drive Contact: Primary Phone: 866-433-3658  
Bloomington, MN 55425-

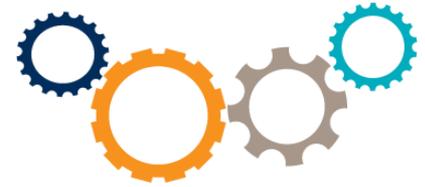
Submitted Requests | Servicing/Attending/PCP Requests

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers
Select request type: <input type="text" value="Inpatient"/> <input type="button" value="Create Request"/> <input type="button" value="Cancel"/>					
Select sub contract: <input type="text"/> <input type="button" value="▼"/>					

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# ATREZZO PROVIDER PORTAL



- Patient Detail information defaults.
- Click either the next section link or the Next button to continue through the Inpatient Service Request process

## INPATIENT SERVICES REQUEST

<input checked="" type="checkbox"/> <b>Patient Detail</b> Requesting Provider	<b>PATIENT DETAIL</b>
<input checked="" type="checkbox"/> Facility Attending Physician Service Detail Procedures Diagnoses Clinical Information Attached Documents	<b>Name</b> Mya Browman
<input checked="" type="checkbox"/> Questionnaires	<b>Member ID</b> 999999999999
	<b>DOB</b> 07/09/2011
	<b>Address</b> 1901 Hounds Way Midlothian VA 23113--8902



# ATREZZO PROVIDER PORTAL



Requesting provider information can only be changed if you have more than 1 NPI number registered to your Atrezzo Provider portal account. To change the requesting provider you must cancel your existing case creation and select the applicable provider from the change context section. .

**Note:** Enter in the FAX # where official communication about this service authorization should be sent.

## INPATIENT SERVICES REQUEST

- Patient Detail
- Requesting Provider**
- Facility
  - Attending Physician
  - Service Detail
  - Procedures
  - Diagnoses
  - Clinical Information
  - Attached Documents
- Questionnaires

### REQUESTING PROVIDER

**Name**  
**Provider ID**  
**Provider Type**

**Address**

**Phone**

Official communication of service authorization will be sent to the fax number entered here unless otherwise specified.

**Fax \***

\* denotes required field



# ATREZZO PROVIDER PORTAL



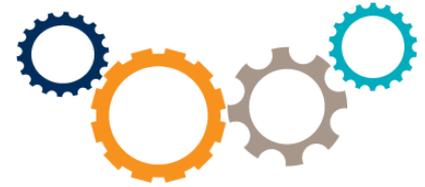
The Facility information will automatically default to reflect the providers name listed in the change context section ( Top Center of your screen ) .

If the listed provider is not applicable to the requested authorization click “Find” to complete a provider search.

The screenshot displays the 'INPATIENT SERVICES REQUEST' interface. On the left is a sidebar menu with the following items: Patient Detail, Requesting Provider, **Facility**, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The 'Facility' item is highlighted. The main content area is titled 'FACILITY' and contains the instruction 'Use the search criteria to find the Facility.' Below this are three labels: 'Name', 'Facility ID', and 'Location', each followed by a large, empty brown rectangular input field. At the bottom of the search section are two buttons: 'Find' and 'Show Preferred'. At the very bottom of the form are two navigation buttons: 'Previous' and 'Next'.



# ATREZZO PROVIDER PORTAL



**\*\*Attending Physician Section is optional\*\***

## INPATIENT SERVICES REQUEST

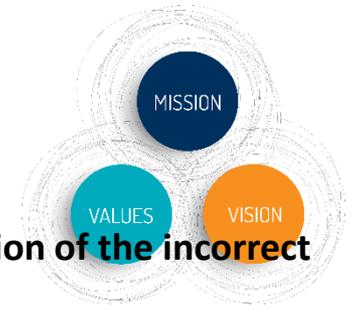
- Patient Detail
  - Requesting Provider
- Facility
  - Attending Physician**
  - Service Detail
  - Procedures
  - Diagnoses
  - Clinical Information
  - Attached Documents
- Questionnaires

### ATTENDING PHYSICIAN

Optional: Use the search below in order to add an attending physician to this request.



# ATREZZO PROVIDER PORTAL



- **Service type:** Select the applicable service type from the drop down listing(Selection of the incorrect service type will delay case processing time)
- **Admission Source = Prior Auth (New request), Retro ( Retrospective review due retroactive Medicaid eligibility**
- **Length of Stay:** Inpatient Acute Always enter “1” Intensive Rehab enter the requested length of stay
- **Rate:** Leave this filed BLANK
- **Admit Date:** Enter Admission Date
- **Start Date/ End Date** will automatically populate based on the Admission date and Length of stay entered
- **FIPS Code-** Does not apply ( Leave this field BLANK)

**\*\*Screen shot available on slide 14\*\***



# ATREZZO PROVIDER PORTAL



## INPATIENT SERVICES REQUEST

- Patient Detail
  - Requesting Provider
- Facility
  - Attending Physician
  - Service Detail**
  - Procedures
  - Diagnoses
  - Clinical Information
  - Attached Documents
- Questionnaires

### SERVICE DETAIL

**Service Type \***

**Admission Source**

**Request Type**

**Length of Stay \***  **Rate**

**Admit Date \***

**Start Date**

**End Date**

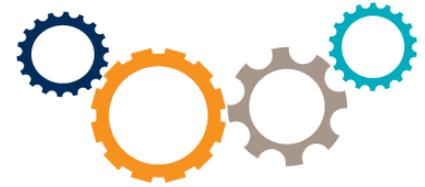
**FIPS Code**

type code or county name and select from list

\* denotes required field



# ATREZZO PROVIDER PORTAL



Procedures: Does not apply to Inpatient request. Proceed to the next screen.

## OUTPATIENT SERVICES REQUEST

- Patient Detail
  - Requesting Provider
- Service Provider
  - Attending Physician
- Service Detail
- Procedures**
- Diagnoses
- Clinical Information
- Attached Documents
- Questionnaires

### PROCEDURES

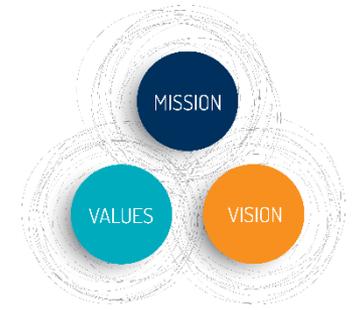
Use the search below to add procedures to this request

---

\* denotes required field



# ATREZZO PROVIDER PORTAL



- Click Find to select a diagnosis code for this case.
  - Enter the code or the description. Select the code from the list that displays.
- \*\*\*Recommendation: Complete search utilizing the Diagnosis code versus the description to minimize search results**

## INPATIENT SERVICES REQUEST

- Patient Detail
  - Requesting Provider
- Facility
  - Attending Physician
  - Service Detail
  - Procedures
- Diagnoses**
  - Clinical Information
  - Attached Documents
- Questionnaires

### DIAGNOSES

Find Show Preferred

Previous Next



# ATREZZO PROVIDER PORTAL



- At least one diagnosis code must be attached to the case. If there is more than one, one must be selected as the primary.
- Diagnosis codes cannot be changed once a case is submitted.
- Primary diagnosis code must reflect acute medical/surgical diagnosis

## INPATIENT SERVICES REQUEST

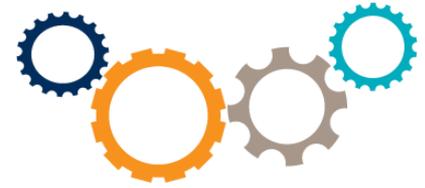
- Patient Detail
- Requesting Provider
- Facility
- Attending Physician
- Service Detail
- Procedures
- Diagnoses**
- Clinical Information
- Attached Documents
- Questionnaires

### DIAGNOSES

Use the search below in order to add diagnoses to this request

Primary	Type	Code	Description	
<input checked="" type="checkbox"/>	ICD9	799.9	UNKN CAUSE MORB/MORT OT	[remove]

# ATREZZO PROVIDER PORTAL



Enter Clinical documentation to support the requested services

## INPATIENT SERVICES REQUEST

- Patient Detail
  - Requesting Provider**
- Facility
  - Attending Physician
  - Service Detail
  - Procedures
  - Diagnoses
  - Clinical Information**
  - Attached Documents
- Questionnaires

### CLINICAL INFORMATION

Previous Next



# ATREZZO PROVIDER PORTAL



## Upload Clinical documentation

Click “Browse” locate the file and click open to attach. File Name will appear when it is successfully uploaded

Refer to slide 20 for steps 2-4

Step 1

### INPATIENT SERVICES REQUEST

- Patient Detail
  - Requesting Provider
- Facility
  - Attending Physician
  - Service Detail
  - Procedures
  - Diagnoses
  - Clinical Information
  - Attached Documents**
- Questionnaires

#### ATTACHED DOCUMENTS

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.



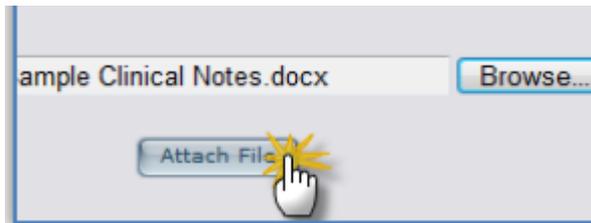
# ATREZZO PROVIDER PORTAL



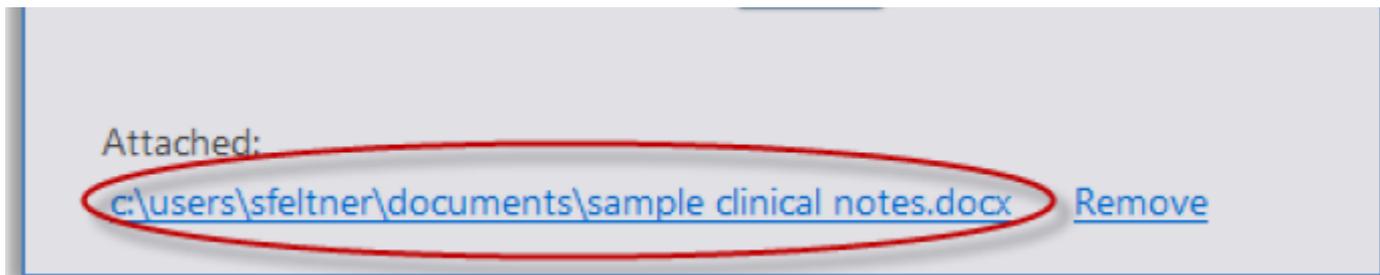
Step 2



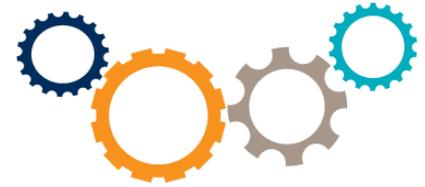
Step 3



Step 4



# ATREZZO PROVIDER PORTAL



- Click the check box of the case entry page acknowledging the below statement.
- Successful case entries requires selection of “ Submit”. Request overview page will now display your case entry and KEPRO case id number.
- Selecting “Save for Later” Saves the case entry up to the current point. Case will reflect on the provider Atrezzo Provider Portal home page awaiting final submission.

**\*\*\*Note: Case is not received by KEPRO until receipt of KEPRO case ID on the Request overview page.\*\*\***

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

Save

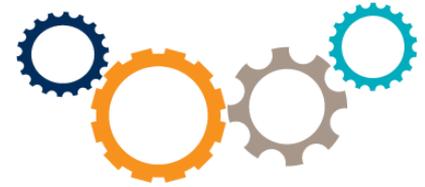
Save for later

Cancel Request

Submit



# ATREZZO PROVIDER PORTAL



Once a request is successfully submitted the following page will display. KEPRO case ID number is located to the upper left

The screenshot shows the 'REQUEST OVERVIEW' page with a navigation bar at the top containing 'HOME', 'REQUESTS', 'SEARCH', 'MANAGEMENT', and 'MY ACCOUNT', along with a 'logout' link. The main content area is divided into three sections: 'CASE INFORMATION', 'REQUEST', and 'DIAGNOSIS'. A red arrow points to the 'Case ID' field in the 'CASE INFORMATION' section.

**CASE INFORMATION**

Case ID:	Case Submit Date:	SRV Auth:	
112260002	4/16/2011	N/A	
Member ID:	Member Name:	Gender:	DOB:
[REDACTED]	[REDACTED] JONES	F	11/4 [REDACTED]
Service Type:	Admission Source:		
0400 - Inpatient Services			
Intake Method:	Discharge Dispositions:		
Web			

**REQUEST**

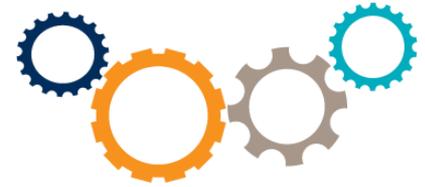
Facility:	Attending Physician:
INNOVATIVE BEHAVIOR TREATMENT CTR	

**DIAGNOSIS**

Primary	Code	Description
<input type="checkbox"/>	01.22	REPAIR OF VENTRAL STRUCTURE



# ATREZZO PROVIDER PORTAL



**Additional Trainings documents: Refer to Atrezzo Provider Portal user guide located under “HELP” tab within your Atrezzo Provider portal account.**

**KEPRO Customer Service Department : 1-888-827-2884**

**Email: [atrezzoissues@KEPRO.com](mailto:atrezzoissues@KEPRO.com)**

