



Atrezzo Connect
Health Homes Provider Portal
End User Guide

October 2019

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Section 1

Register an Account, Login, & Basic Navigation

Use the link below for the Atrezzo log in page:

<https://atrezzo.kepro.com/account/login.aspx>

Atrezzo
Advancing Care Management

WELCOME
PLEASE LOGIN
5/3/2012 8:28:53 AM

Login

LOGIN

Please enter your username and password to access the Atrezzo Provider Portal.

If you don't already have a KePRO account, you can [Register here](#).

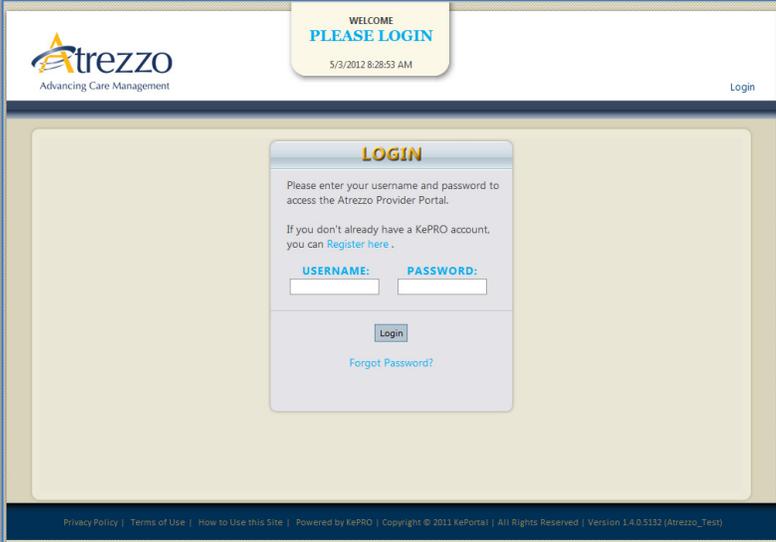
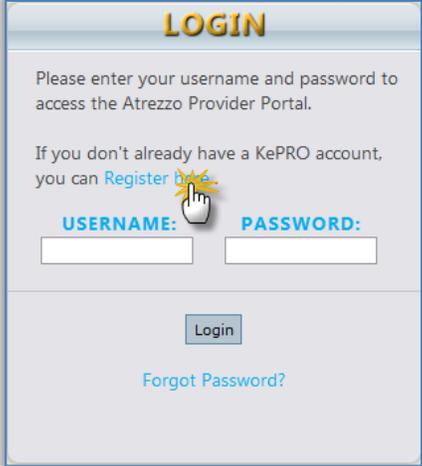
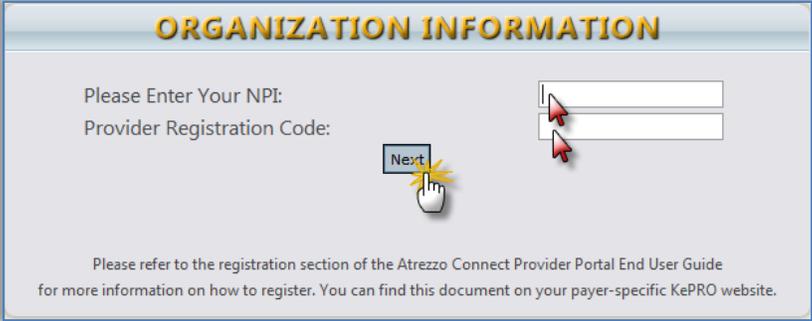
USERNAME: **PASSWORD:**

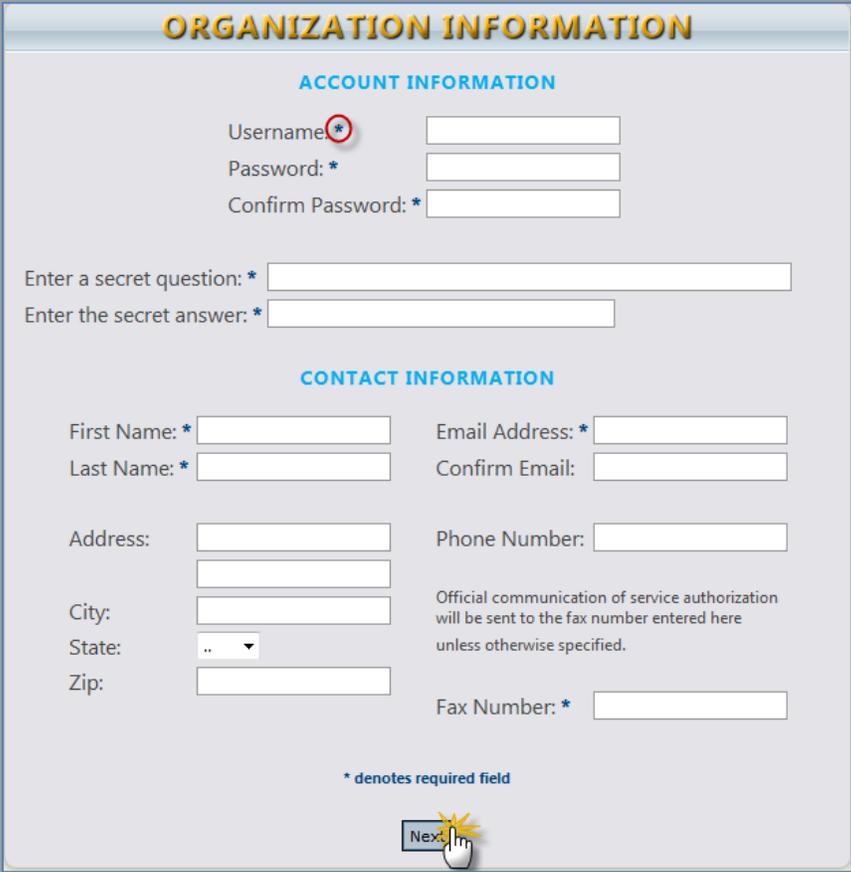
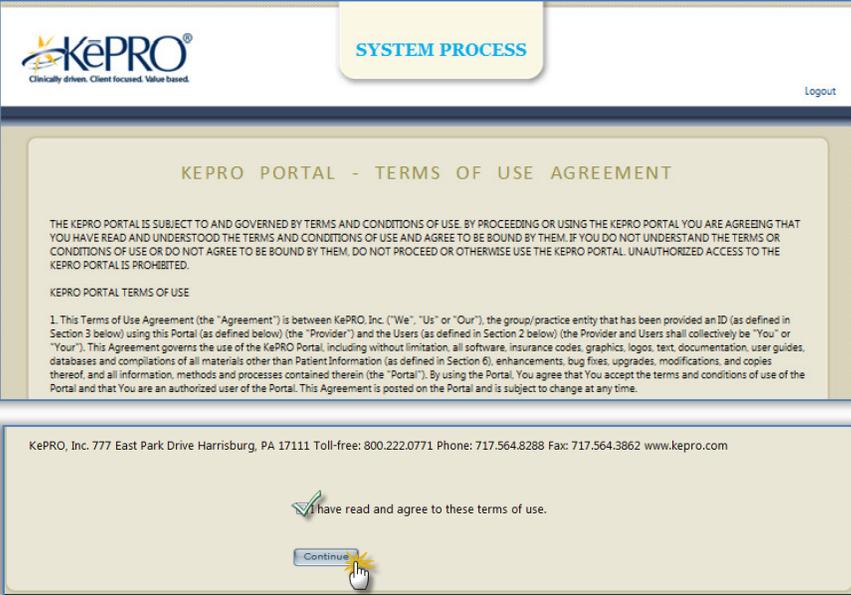
Login

[Forgot Password?](#)

[Privacy Policy](#) | [Terms of Use](#) | [How to Use this Site](#) | Powered by KePRO | Copyright © 2011 KePortal | All Rights Reserved | Version 1.4.0.5132 (Atrezzo_Test)

Register an Account & Login (New Users)

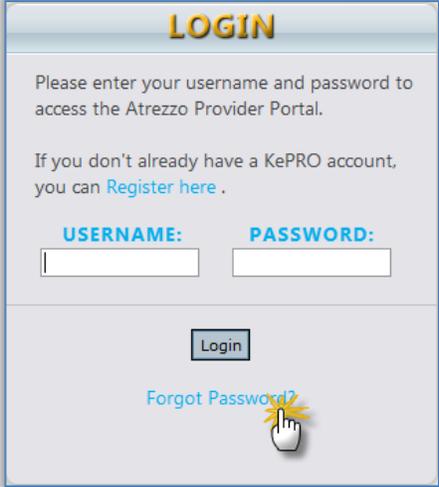
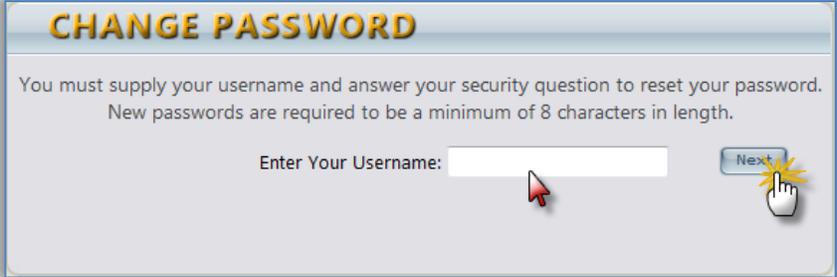
Step	Instruction	Example
1.	The user is brought to the Login page .	
2.	Click the Register Here link to begin the account set up process.	
3.	<p>Enter your organization's NPI and Provider Registration Code.</p> <p>**Call KEPRO WV IT Department to get the registration code.**</p> <p>Click Next.</p>	

Step	Instruction	Example
<p>4.</p>	<p>Enter a user name, select and confirm a password (minimum of 8 alpha/numeric characters).</p> <p>Enter a secret question and secret answer.</p> <p>Complete the Contact Information.</p> <p>Note: Fields that have an asterisk (*) by them are required fields.</p> <p>Click Next.</p>	
<p>5.</p>	<p>Review the Terms of Use Agreement.</p> <p>Click the checkbox that states "I have read and agree to these terms of use."</p> <p>Click Continue.</p>	

Step	Instruction	Example								
6.	<p>If you complete steps 1 through 6 successfully, the Homepage appears.</p> <p>The top right box displays counts for submission statuses and saved records.</p>	 <p>The screenshot shows the Atrezzo homepage. At the top left is the Atrezzo logo with the tagline 'Advancing Care Management'. To the right, a user profile box displays 'UCH CARROLLWOOD OUTPATIENT' and 'STEPHEN FELTNER' with a 'Logout' link. Further right is a statistics box with the following data:</p> <table border="1"> <tr> <td>[Update Counts]</td> <td></td> </tr> <tr> <td>Total (work-in-progress) Requests:</td> <td>8</td> </tr> <tr> <td>Total Saved (not submitted):</td> <td>0</td> </tr> <tr> <td>Total Submitted:</td> <td>8</td> </tr> </table> <p>Below the navigation bar (HOME, REQUESTS, SEARCH, MANAGEMENT, MY ACCOUNT, HELP), the message center displays 'MESSAGE CENTER' and a message: 'Message Center is currently unavailable, but will return shortly.' Below this, it says 'REQUESTS SAVED BUT NOT SUBMITTED' and has a 'New Request' button.</p>	[Update Counts]		Total (work-in-progress) Requests:	8	Total Saved (not submitted):	0	Total Submitted:	8
[Update Counts]										
Total (work-in-progress) Requests:	8									
Total Saved (not submitted):	0									
Total Submitted:	8									

END ACCOUNT REGISTRATION AND LOGIN PROCESS FOR NEW USERS

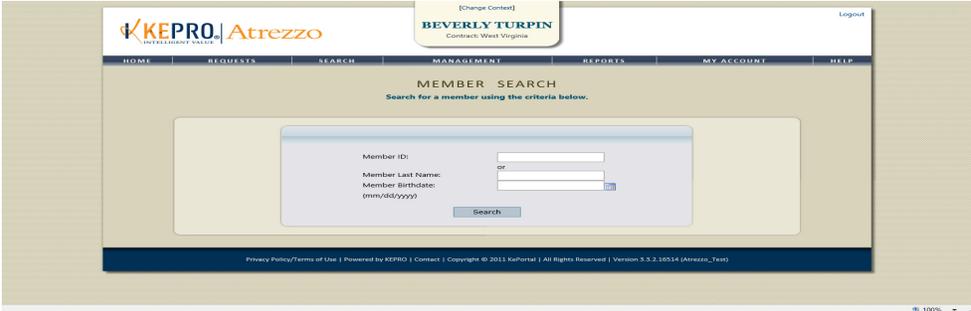
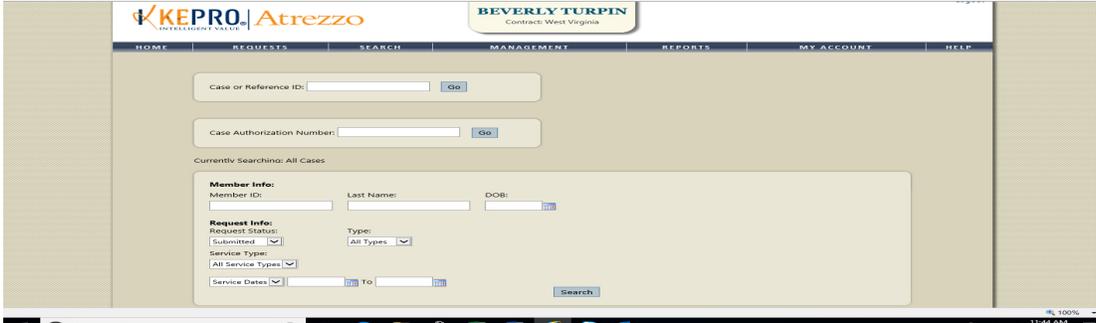
Resetting a Password

Step	Instruction	Example
1.	<p>Click the Forgot Password link on the Login page.</p>	
2.	<p>Enter your Username.*</p> <p><i>*Please contact Customer Service if you cannot remember your Username.</i></p> <p>Click Next.</p>	
3.	<p>Enter the answer to the secret question you set during the initial registration.</p> <p>Enter in (and confirm) a new password.*</p> <p><i>*New passwords are required to me a minimum of 8 characters in length.</i></p> <p>Click Finish.</p> <p>You will be brought back to the Login page to enter your username and new password.</p>	

Homepage Tabs

Tab	Example
Home Tab (Home Page)	
Requests Tab & Dropdown Selections	
Search Tab & Dropdown Selections	
Management Tab & Dropdown Selections	
Report Tab Results	
My Account Tab & Dropdown Selections	
Help Tab & Dropdown Selections	

Requests Tab

Instruction	Example
<p>Request Tab</p> <p>Click Create New Request on the Request Tab.</p> <p>Search for member by ID or last name and DOB.</p>	
<p>To View All Requests:</p> <p>Click the View Request selection from the dropdown to display different search options.</p>	

Search Tab

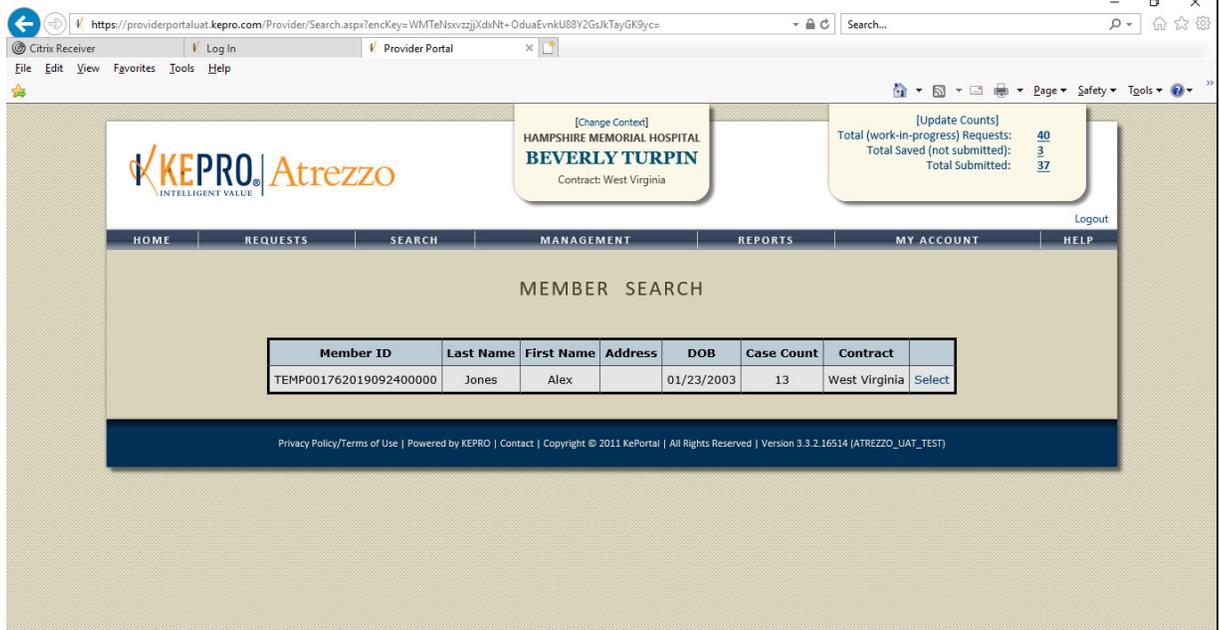
Instruction

Example

Click Member to search using Member ID or Last Name/DOB.

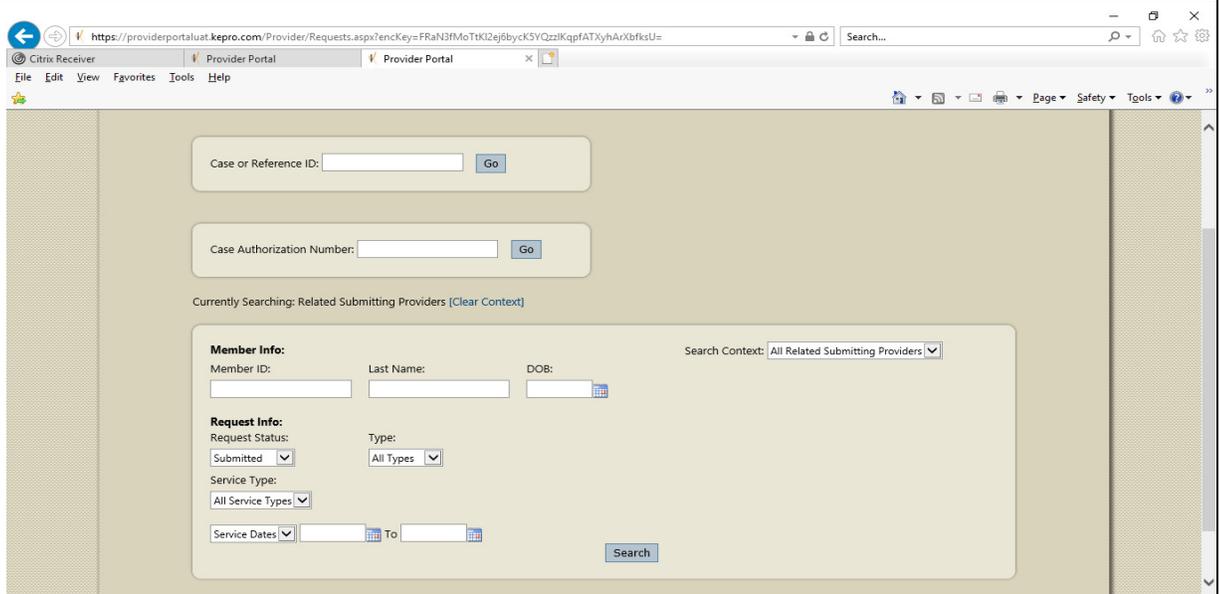


Click Select to open that Member's search results.



Click Request/Case to search using Case ID, Case Auth Number, Member Info, or Request Info.

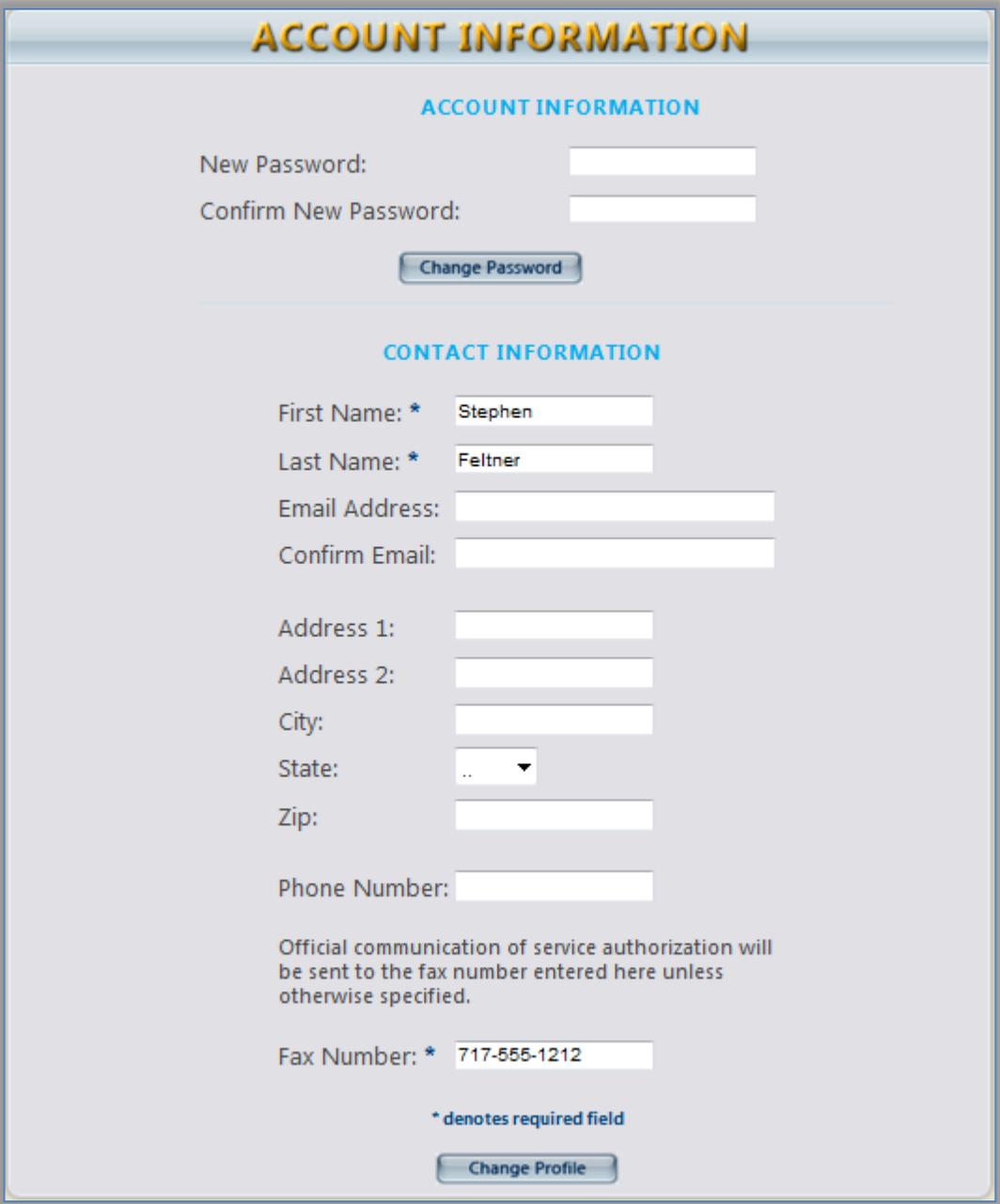
Select desired search options from the dropdown menus for Request Info.



Management Tab

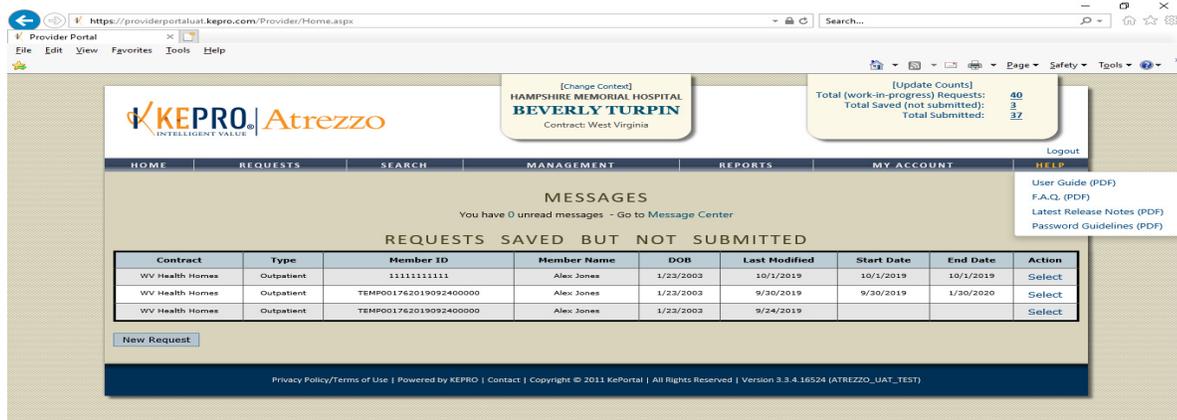
Instruction	Example
<p>Management Tab:</p> <p>Access under this tab will depend on your user roles in Atrezzo.</p>	
<p>Manage Providers and Preferences:</p>	
<p>Manage Users:</p> <p>Manage users for your agency.</p>	
<p>Register New Provider:</p> <p>*If your agency would need to register a new office location, you would do this function here.*</p>	

My Account Tab

Instruction	Example
<p>My Account Tab</p>	
<p>Use this tab to change your password or update your contact information.</p>	

Instruction	Example
<p>Use this tab to change your secret question and answer for resetting your password.</p>	

Help Tab

Instruction	Example
<p>Help Tab: Includes User Guide, F.A.Q.'s, Latest Release Notes, & Password Guidelines</p>	

Change Context Function (Submitting via a Different NPI)

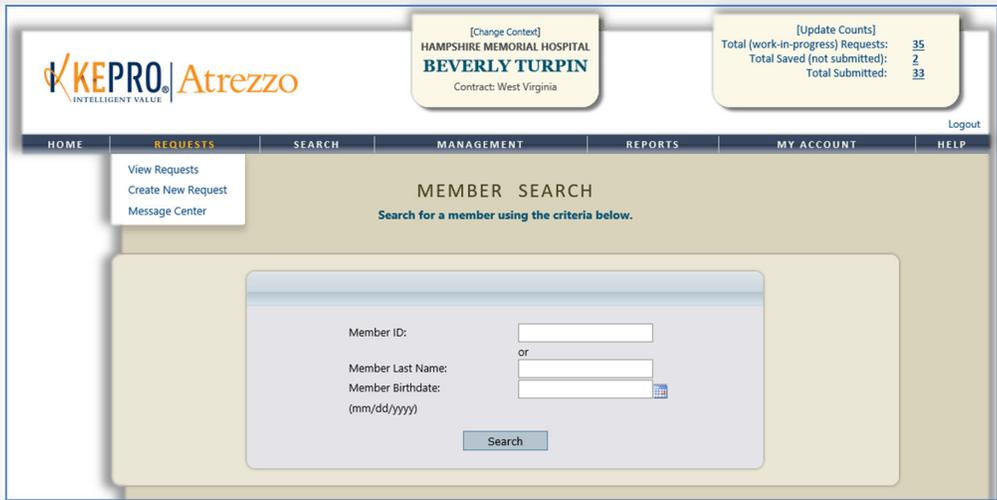
Step	Instruction	Example
<p>1.</p>	<p>To submit a request under a different NPI, click the Change Context link.</p>	
<p>2.</p>	<p>Search the provider by Provider ID/Provider Name and click on Find. The result should change the Provider name at top middle of screen above user's name.</p>	

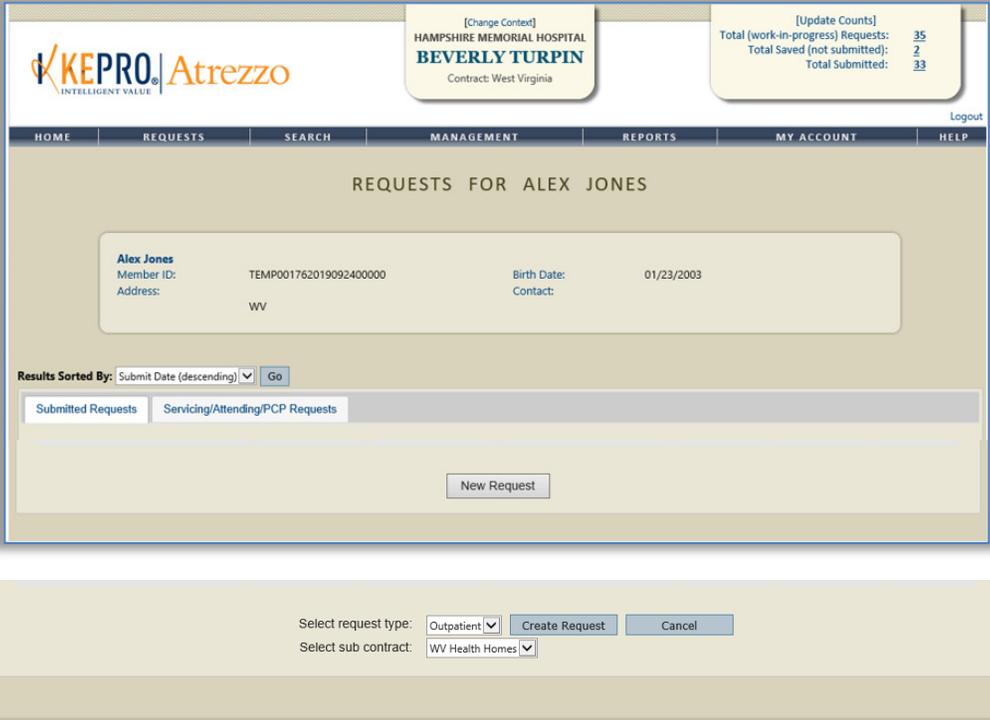


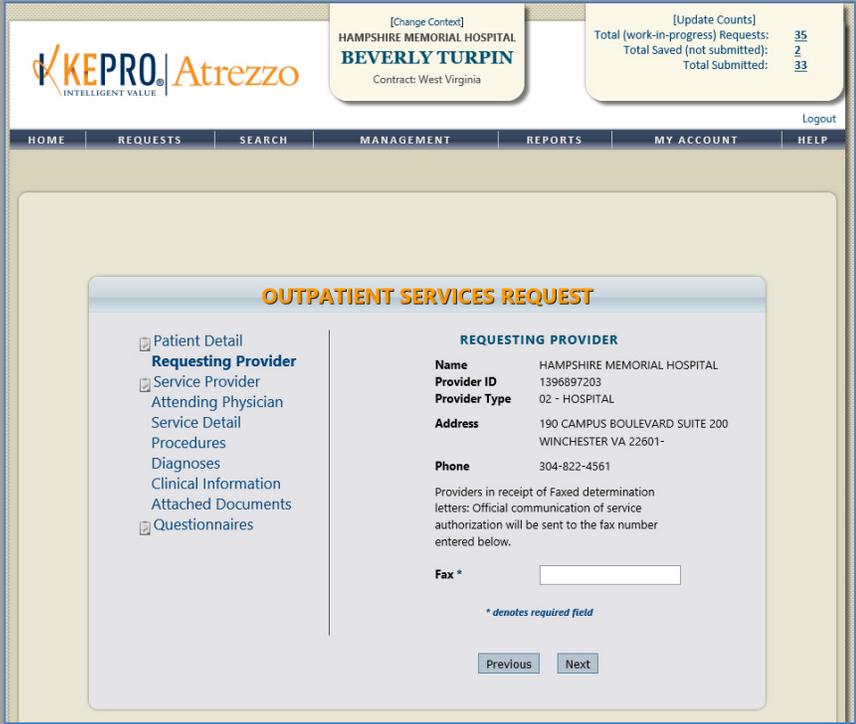
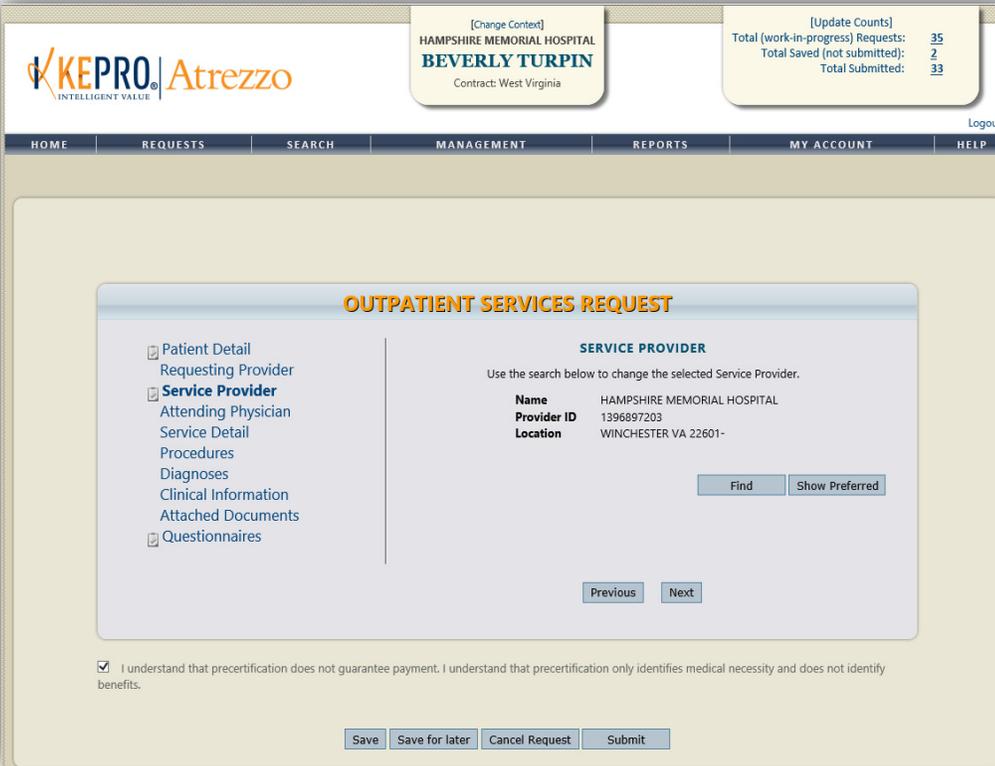
Section 2

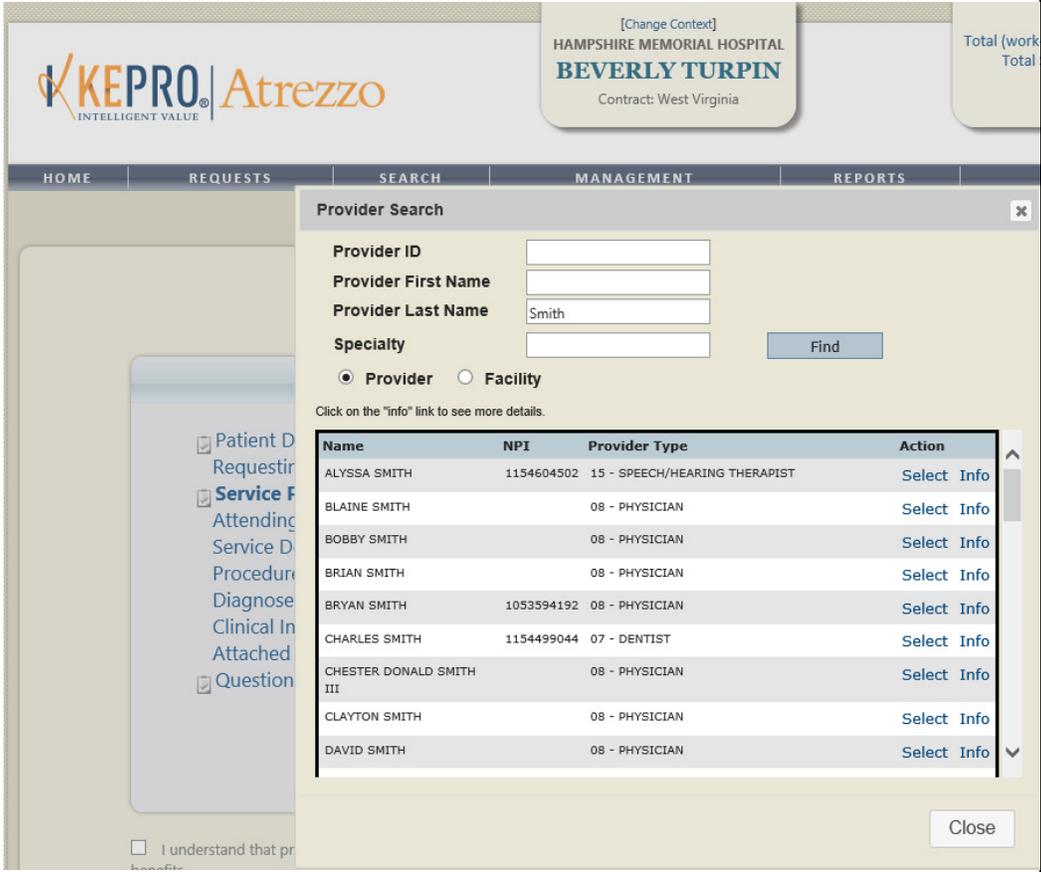
Prior Authorization Requests & Questionnaires

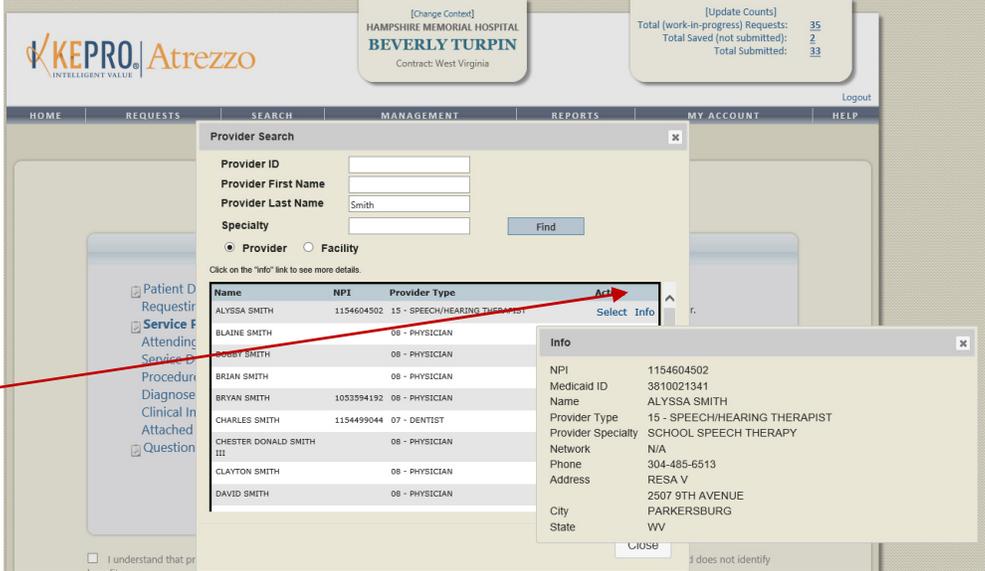
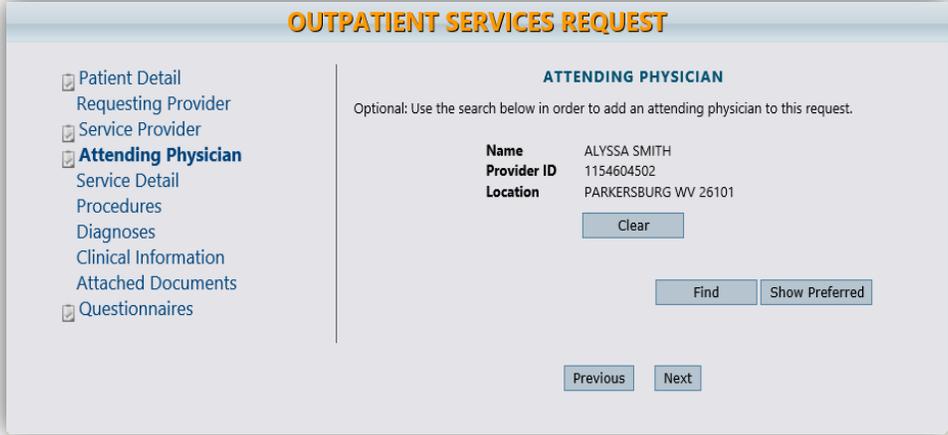
Prior Authorization Request

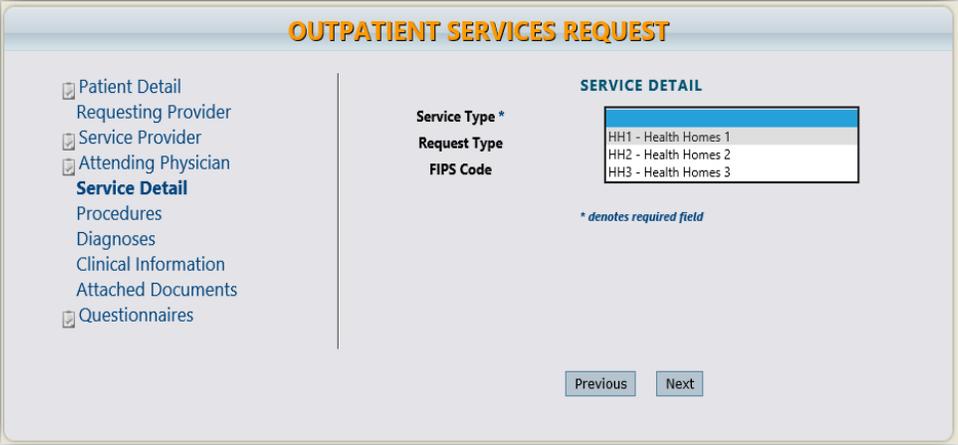
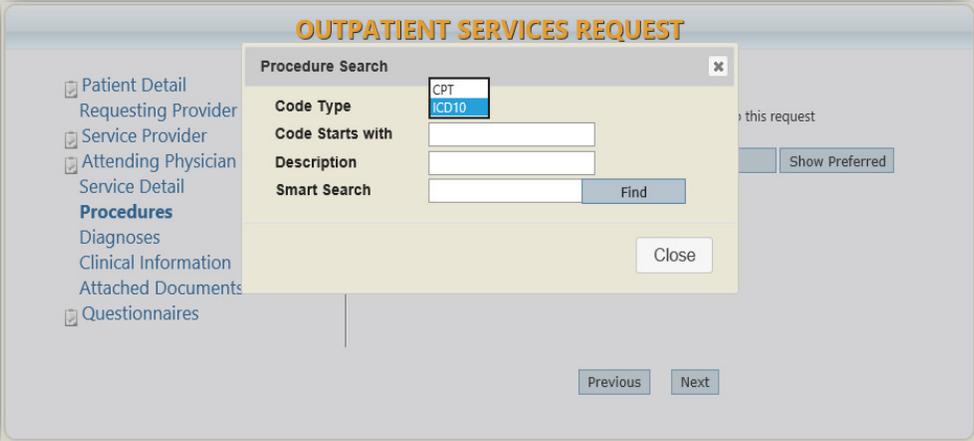
Step	Instructions	Example																
<p>1.</p>	<p>Click Create New Request from the Requests tab.</p> <p>Or</p> <p>Click the New Request button (located at the bottom left of the home screen).</p>																	
<p>2.</p>	<p>Search for member by:</p> <ul style="list-style-type: none"> • Member ID • Last Name • Birthdate <p>Click the Search button.</p>																	
<p>3.</p>	<p>Select the Member from the search results by clicking on the Select link.</p>	 <table border="1" data-bbox="662 1419 1349 1476"> <thead> <tr> <th>Member ID</th> <th>Last Name</th> <th>First Name</th> <th>Address</th> <th>DOB</th> <th>Case Count</th> <th>Contract</th> <th></th> </tr> </thead> <tbody> <tr> <td>TEMP001762019092400000</td> <td>Jones</td> <td>Alex</td> <td></td> <td>01/23/2003</td> <td>8</td> <td>West Virginia</td> <td>Select</td> </tr> </tbody> </table>	Member ID	Last Name	First Name	Address	DOB	Case Count	Contract		TEMP001762019092400000	Jones	Alex		01/23/2003	8	West Virginia	Select
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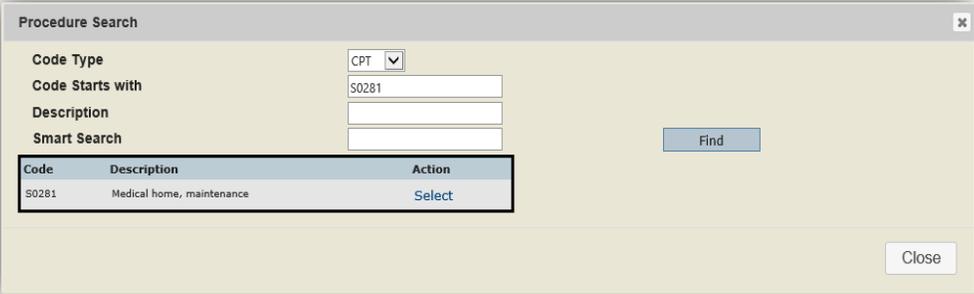
Step	Instructions	Example
<p>4.</p>	<p>Verify member information and click the New Request button.</p> <p>Request type (Outpatient) and sub contract (WV Health Homes) will be pre-populated and will always be chosen this way. Click Create Request.</p>	
<p>5.</p>	<p>Click on Patient Detail to the left first. Patient detail information will be prepopulated.</p> <p>**Make sure to check for correct eligibility (Member ID) for member before moving to next page**</p> <p>***Click SAVE at bottom of each page before clicking Next to continue throughout request process***</p>	

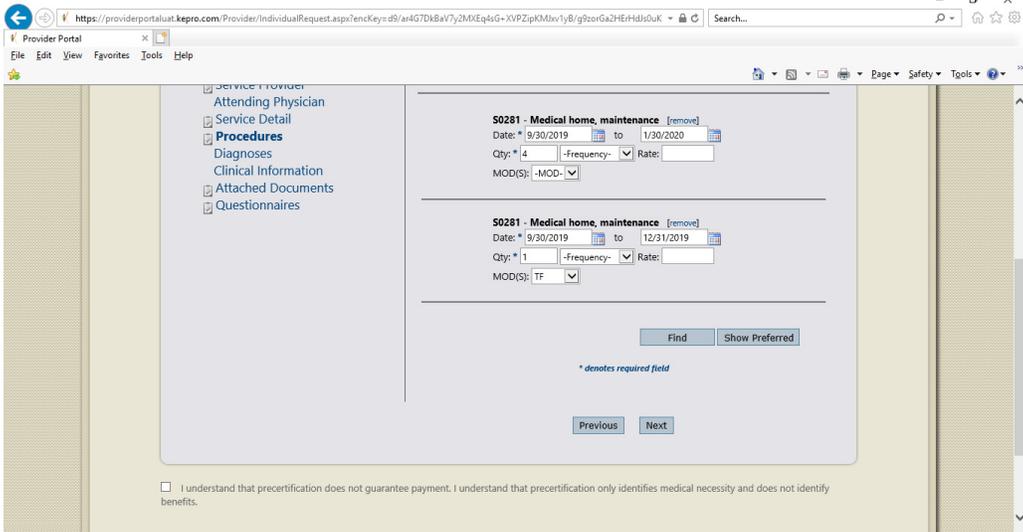
Step	Instructions	Example
<p>6.</p>	<p>Requesting Provider Information data defaults. This is your provider agency information.</p> <p>Note: FAX # is required (10 digits long with no dashes (-).)</p> <p>Click SAVE & Next to continue.</p>	
<p>7.</p>	<p>Service Provider Information defaults. This should be your provider agency information.</p> <p>Click SAVE and Next to continue.</p>	

Step	Instructions	Example																																								
<p>8.</p> <p>To search for a different Provider: Type in a keyword in the appropriate field and click Find.</p> <p>This search is only needed if your agency has more than one agency NPI (different locations billing separately). Requesting and servicing provider should always match!</p>		 <p>The screenshot shows the Atrezzo Provider Search interface. At the top, there is a header with the KEPRO logo and 'Atrezzo' text. Below the header is a navigation bar with tabs for HOME, REQUESTS, SEARCH, MANAGEMENT, and REPORTS. The 'SEARCH' tab is active, and a 'Provider Search' modal window is open. The modal contains input fields for Provider ID, Provider First Name, Provider Last Name (with 'Smith' entered), and Specialty. There are radio buttons for 'Provider' (selected) and 'Facility'. A 'Find' button is present. Below the search fields is a table of search results with columns for Name, NPI, Provider Type, and Action. The table lists several providers with names like ALYSSA SMITH, BLAINE SMITH, BOBBY SMITH, etc. Each row has 'Select' and 'Info' links in the Action column. A 'Close' button is at the bottom right of the modal.</p> <table border="1" data-bbox="813 779 1495 1123"> <thead> <tr> <th>Name</th> <th>NPI</th> <th>Provider Type</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>ALYSSA SMITH</td> <td>1154604502</td> <td>15 - SPEECH/HEARING THERAPIST</td> <td>Select Info</td> </tr> <tr> <td>BLAINE SMITH</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>BOBBY SMITH</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>BRIAN SMITH</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>BRYAN SMITH</td> <td>1053594192</td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>CHARLES SMITH</td> <td>1154499044</td> <td>07 - DENTIST</td> <td>Select Info</td> </tr> <tr> <td>CHESTER DONALD SMITH III</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>CLAYTON SMITH</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> <tr> <td>DAVID SMITH</td> <td></td> <td>08 - PHYSICIAN</td> <td>Select Info</td> </tr> </tbody> </table>	Name	NPI	Provider Type	Action	ALYSSA SMITH	1154604502	15 - SPEECH/HEARING THERAPIST	Select Info	BLAINE SMITH		08 - PHYSICIAN	Select Info	BOBBY SMITH		08 - PHYSICIAN	Select Info	BRIAN SMITH		08 - PHYSICIAN	Select Info	BRYAN SMITH	1053594192	08 - PHYSICIAN	Select Info	CHARLES SMITH	1154499044	07 - DENTIST	Select Info	CHESTER DONALD SMITH III		08 - PHYSICIAN	Select Info	CLAYTON SMITH		08 - PHYSICIAN	Select Info	DAVID SMITH		08 - PHYSICIAN	Select Info
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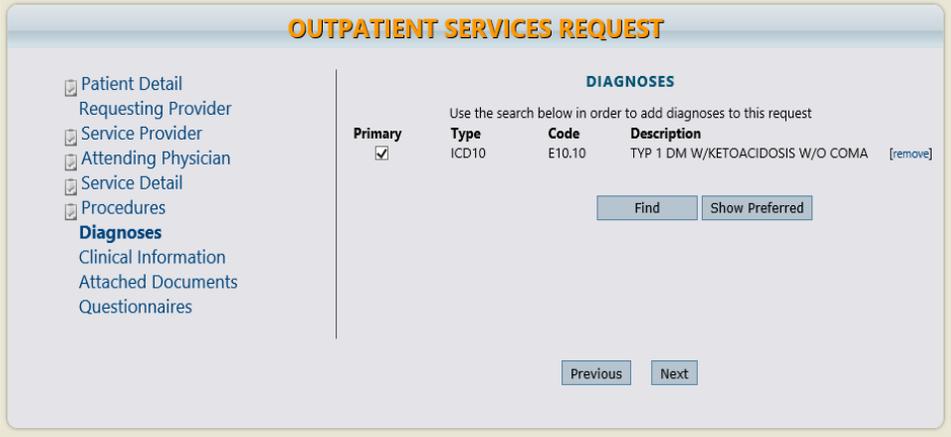
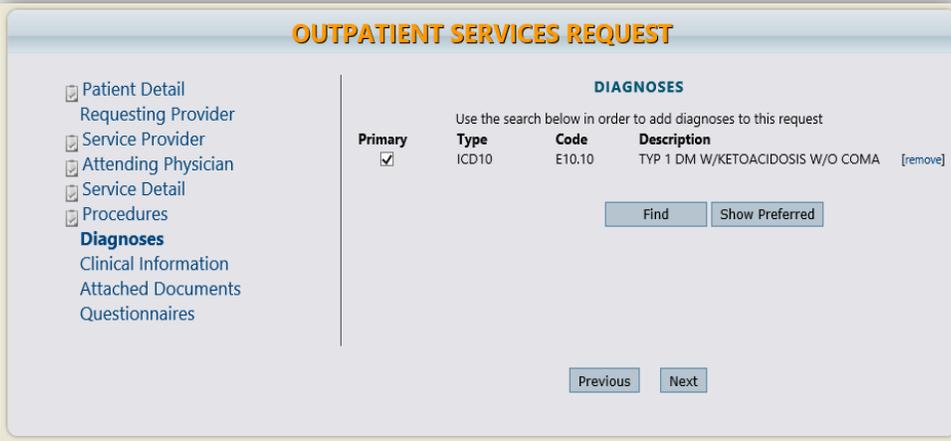
Step	Instructions	Example
<p>9.</p>	<p>Select the facility or provider from the search results.</p> <p>Note: Hovering the cursor over the Info column will cause a bubble to appear with more detailed provider information that can be reviewed before selecting.</p> <p>If you select a different Provider, you must click SAVE and Next to continue.</p>	 <p>The screenshot shows the Atrezzo Provider Portal interface. At the top, there is a header with the logo and user information for Beverly Turpin at Hampshire Memorial Hospital. Below the header is a navigation menu with options like HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area displays a 'Provider Search' window with a table of search results. The table has columns for Name, NPI, and Provider Type. An 'Info' popup window is open over the first row, showing detailed information for Alyssa Smith, including her NPI, Medicaid ID, name, provider type, specialty, network, phone, address, city, and state. A red arrow points from the 'Info' column in the table to the popup window.</p>
<p>10.</p>	<p>Attending Physician is not required for Health Homes Requests. You may click Next to continue to the next page.</p>	 <p>The screenshot shows the 'OUTPATIENT SERVICES REQUEST' form. On the left is a sidebar menu with options like Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main content area is titled 'ATTENDING PHYSICIAN' and includes a search box with the text 'Optional: Use the search below in order to add an attending physician to this request.' Below the search box, there is a form with fields for Name (ALYSSA SMITH), Provider ID (1154604502), and Location (PARKERSBURG WV 26101). There are 'Clear', 'Find', and 'Show Preferred' buttons. At the bottom, there are 'Previous' and 'Next' buttons.</p>

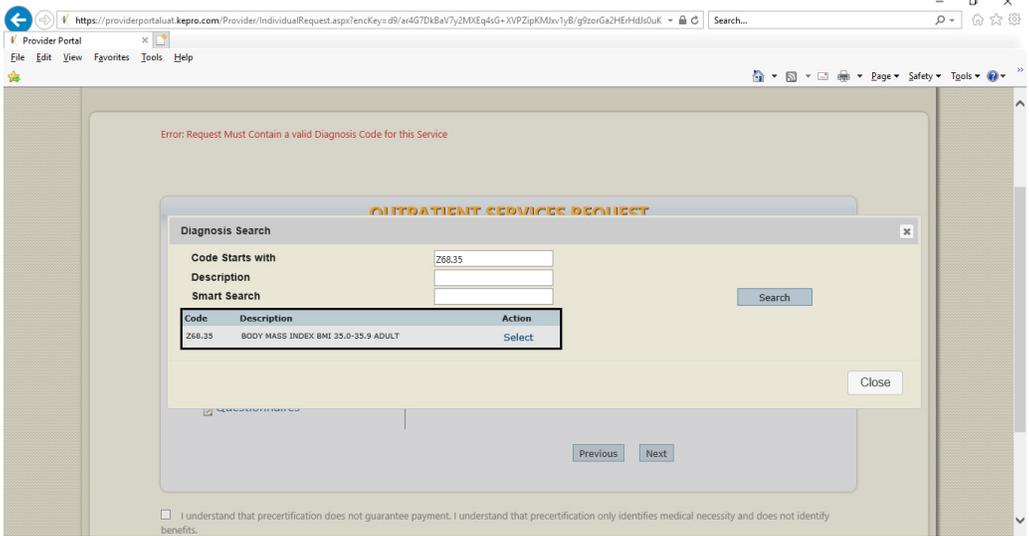
Step	Instructions	Example
<p>11.</p>	<p>Service Detail: Choose Health Homes 1, Health Homes 2 or Health Homes 3 for Service Type.</p> <p>Click SAVE & Next to continue.</p>	
<p>12.</p>	<p>Select the Request Type from the drop down.</p> <p>Request Type should always be prior authorization. Retro request is only chosen for requests where eligibility was delayed for a member.</p> <p>FIPS Code is left blank.</p> <p>Click SAVE & Next.</p>	
<p>13.</p>	<p>Click Find for Procedure Code. Code Type will always be CPT.</p> <p>Code starts with: Type in S0281 (Level I service) every time. (If you need a Level II Service (S0281 TF), you will choose the modifier later when adding the date range and units for the service).</p>	

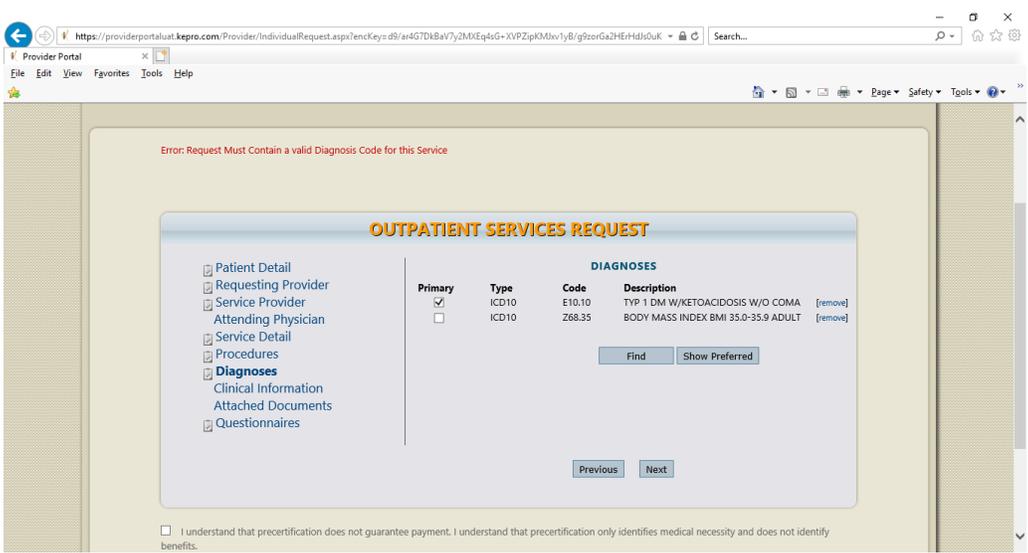
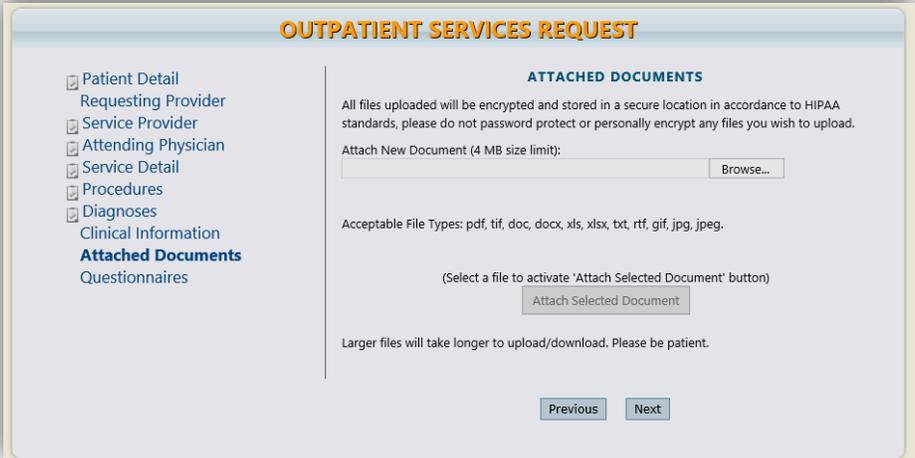
Step	Instructions	Example
	<p>Click Select.</p>	
<p>14.</p>	<p>Enter the Start Date and End Date. (Use a date calculator to figure out the end date).</p> <p>Start date cannot be before 9/1/19.</p> <p>For S0281, use a date span of 4 months to calculate end date.</p> <p>For S0281 TF, the end date is always the last day of the calendar year you are currently in. Example: 12/31/2019</p>	

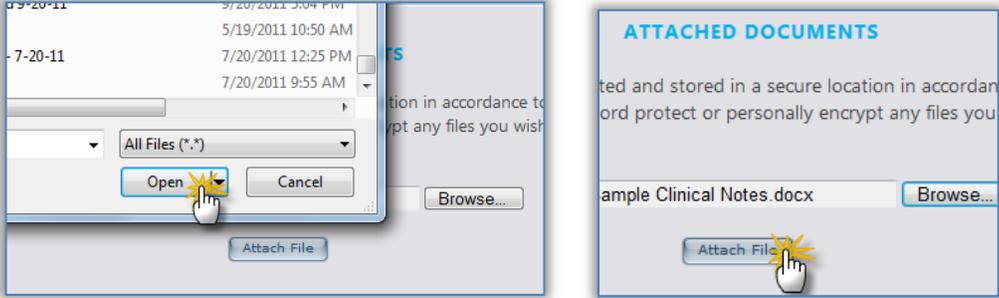
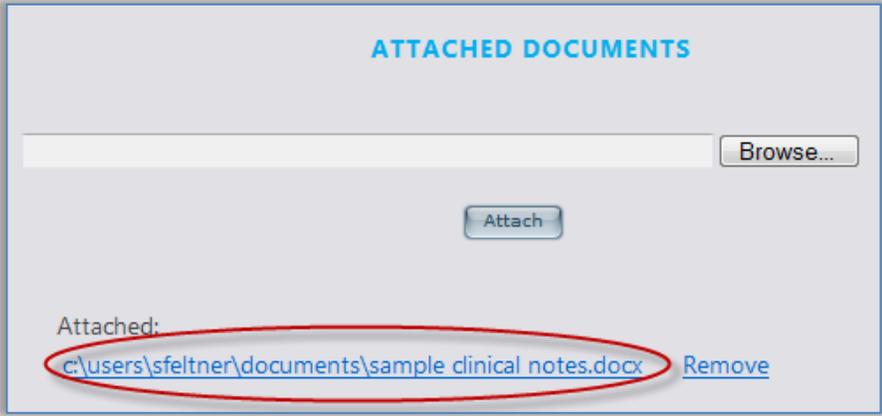
Step	Instructions	Example
<p>15.</p>	<p>Enter the quantity:</p> <p>Level I service: For S0281 - request 4 units.</p> <p>Level II service: For S0281 TF - request 1 unit.</p> <p>Frequency and Rate can be left blank always. Mod is chosen only when requesting S0281TF.</p> <p>Click SAVE & Next.</p>	
<p>16.</p>	<p>If you want to add 2 services at one time: (Level I and Level II Service on same request)</p> <p>Click SAVE & Next.</p>	

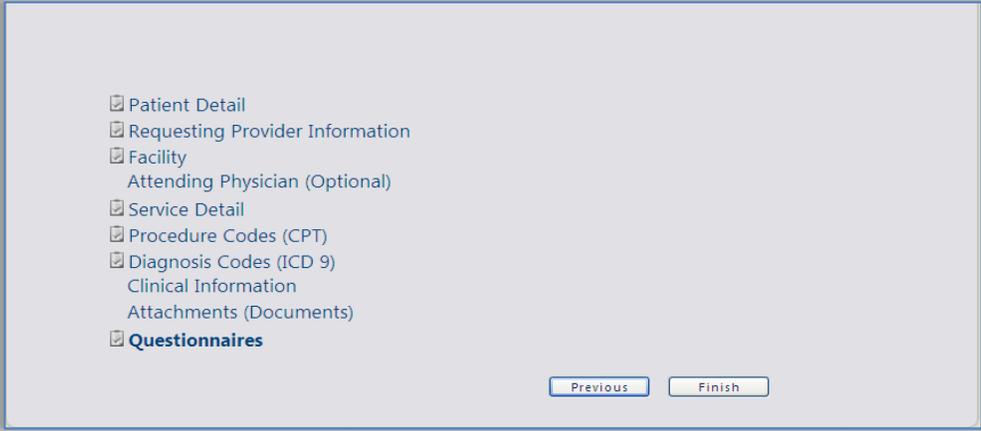
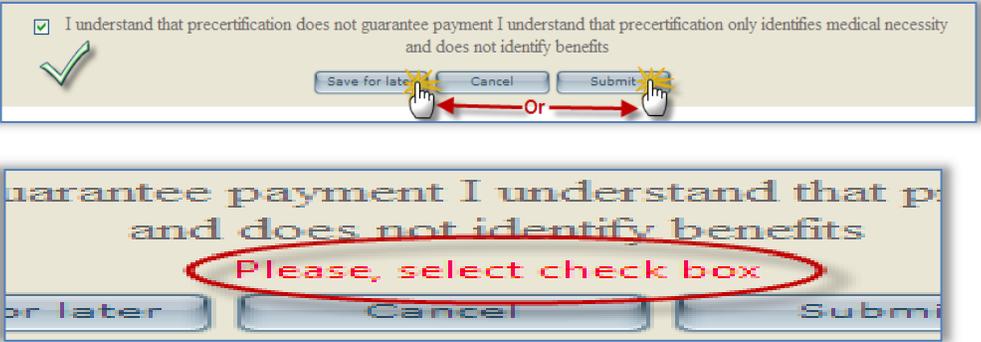
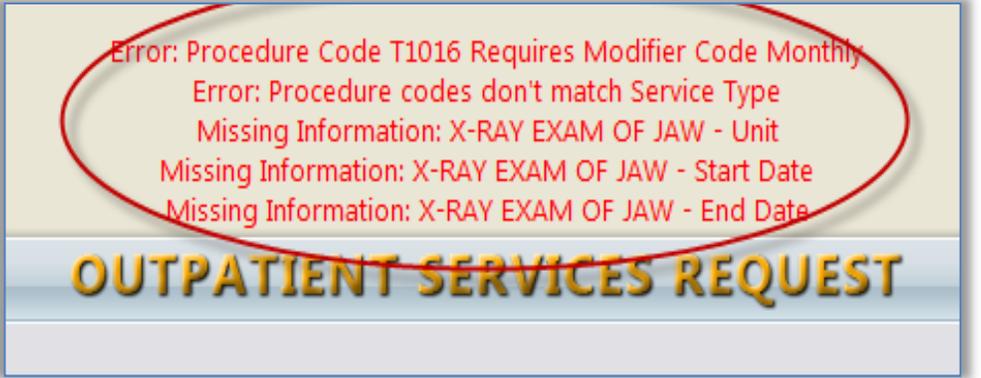
Step	Instructions	Example						
<p>17.</p>	<p>Add Diagnosis Code (ICD 10) by entering the code or description.</p> <p>See WV Medicaid manual for list of eligible diagnosis codes by Health Home.</p> <p>Click Find. Code Starts with: Enter Primary ICD10 code. Click Search.</p> <p>Click Select.</p>	<p>The example shows three sequential screenshots of the 'OUTPATIENT SERVICES REQUEST' interface:</p> <ul style="list-style-type: none"> First Screenshot: The 'DIAGNOSES' section is active. A search prompt reads 'Use the search below in order to add diagnoses to this request'. There are 'Find' and 'Show Preferred' buttons. Second Screenshot: A 'Diagnosis Search' modal is open. The 'Code Starts with' field contains 'E10.10'. There are fields for 'Description' and 'Smart Search', and a 'Search' button. Third Screenshot: The search results are displayed in a table: <table border="1" data-bbox="597 1402 1049 1444"> <thead> <tr> <th>Code</th> <th>Description</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>E10.10</td> <td>TYP 1 DM W/KETOACIDOSIS W/O COMA</td> <td>Select</td> </tr> </tbody> </table> 	Code	Description	Action	E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	Select
Code	Description	Action						
E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	Select						

Step	Instructions	Example										
	<p>Primary code will be checked.</p> <p>Click SAVE & Next.</p>	 <p>OUTPATIENT SERVICES REQUEST</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Patient Detail <ul style="list-style-type: none"> Requesting Provider Service Provider Attending Physician Service Detail Procedures Diagnoses <ul style="list-style-type: none"> Clinical Information Attached Documents Questionnaires <p>DIAGNOSES</p> <p>Use the search below in order to add diagnoses to this request</p> <table border="1"> <thead> <tr> <th>Primary</th> <th>Type</th> <th>Code</th> <th>Description</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>ICD10</td> <td>E10.10</td> <td>TYP 1 DM W/KETOACIDOSIS W/O COMA</td> <td>[remove]</td> </tr> </tbody> </table> <p>Find Show Preferred</p> <p>Previous Next</p>	Primary	Type	Code	Description		<input checked="" type="checkbox"/>	ICD10	E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	[remove]
Primary	Type	Code	Description									
<input checked="" type="checkbox"/>	ICD10	E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	[remove]								
<p>18.</p> <p>If you want to add additional diagnosis codes, click the find button again and search for the 2nd code.</p> <p>Enter ICD Code. Click Search.</p>		 <p>OUTPATIENT SERVICES REQUEST</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Patient Detail <ul style="list-style-type: none"> Requesting Provider Service Provider Attending Physician Service Detail Procedures Diagnoses <ul style="list-style-type: none"> Clinical Information Attached Documents Questionnaires <p>DIAGNOSES</p> <p>Use the search below in order to add diagnoses to this request</p> <table border="1"> <thead> <tr> <th>Primary</th> <th>Type</th> <th>Code</th> <th>Description</th> <th></th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td>ICD10</td> <td>E10.10</td> <td>TYP 1 DM W/KETOACIDOSIS W/O COMA</td> <td>[remove]</td> </tr> </tbody> </table> <p>Find Show Preferred</p> <p>Previous Next</p> <p>Diagnosis Search</p> <p>Code Starts with: <input type="text" value="Z68.35"/></p> <p>Description: <input type="text"/></p> <p>Smart Search: <input type="text"/></p> <p>Search</p> <p>Close</p> <p>Previous Next</p> <p><input type="checkbox"/> I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.</p>	Primary	Type	Code	Description		<input checked="" type="checkbox"/>	ICD10	E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	[remove]
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<input checked="" type="checkbox"/>	ICD10	E10.10	TYP 1 DM W/KETOACIDOSIS W/O COMA	[remove]								

Step	Instructions	Example
	Click Select.	

Step	Instructions	Example
<p>19.</p>	<p>Once all the codes have been added, make sure the primary diagnosis code is checked off.</p> <p>Click SAVE & Next.</p>	
<p>20.</p>	<p>Enter any clinical notes in the text field.</p> <p>Click SAVE & Next.</p>	
<p>21.</p>	<p>Attach clinical documentation by clicking the browse button, <u>if needed</u>.</p> <p>Click SAVE & Next.</p> <p>(If no documents uploaded, you may just click next to continue.)</p>	

Step	Instructions	Example
22.	<p>Browse and find the file and click Open to attach.</p> <p>Once attached, click Attach File.</p>	
23.	<p>File name will appear when it is successfully uploaded.</p>	
24.	<p>The indicator icons on the left of the screen should be visible in all service request areas to show that all required data has been inputted.</p>	

Step	Instructions	Example
25.	<p>Questionnaires: The proper assessment is displayed based on which Health Home was chosen in step 11.</p> <p><i>*See the Questionnaires section in this manual for more detailed information</i></p>	
26.	<p>VERY IMPORTANT!</p> <p>Click the checkbox at the bottom of the page and click either Save for Later or Submit.</p> <p>You will not be able to proceed if you do not click the checkbox.</p>	
27.	<p>If any required portion of the request is missing, there will be alerts that show up in RED at the top of the page. You will need to go back to these specific areas in the request in order to correct and SAVE those sections before trying to submit the request successfully again.</p>	

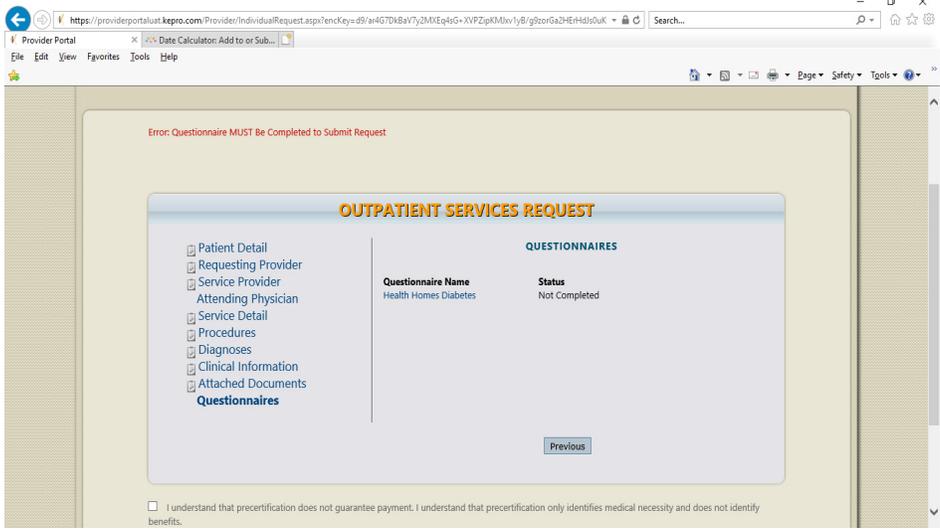
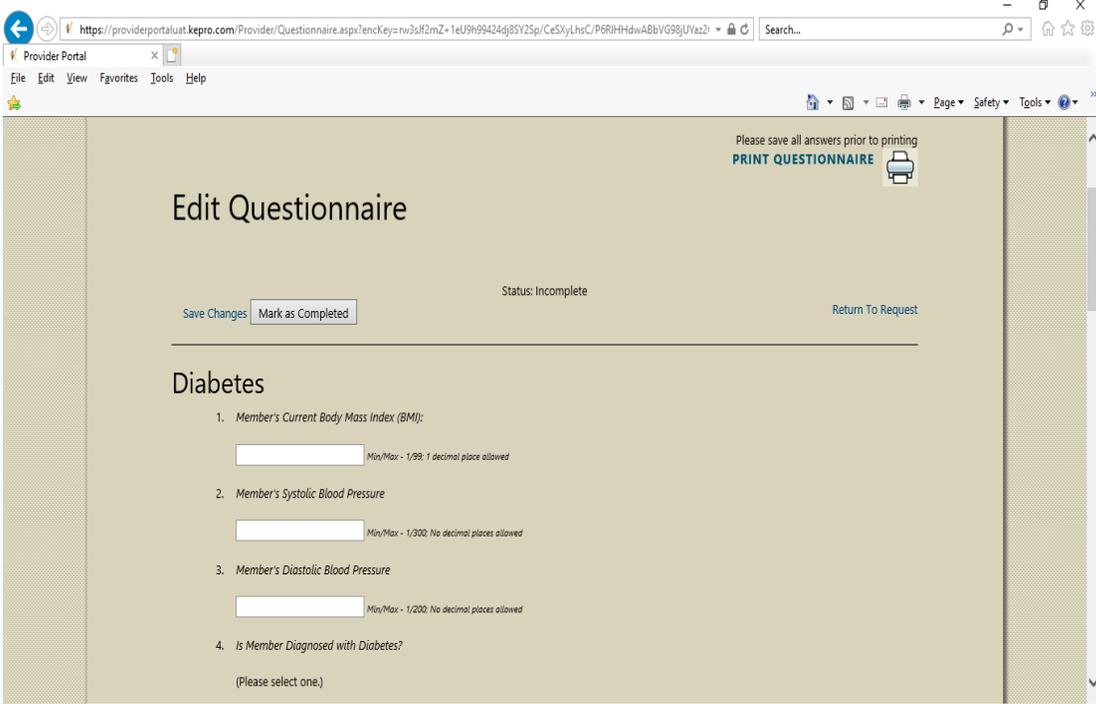
Step	Instructions	Example
28.	Once a request is successfully submitted, a Request Overview screen displays.	 <p>The screenshot displays the 'Request Overview' page in the KePRO system. At the top, there is a navigation bar with 'HOME', 'PROJECTS', 'SEARCH', 'MANAGEMENT', and 'MY ACCOUNT'. The user is logged in as 'STEPHEN FELTNER'. The main content area is titled 'REQUEST OVERVIEW' and is divided into several sections:</p> <ul style="list-style-type: none"> CASE INFORMATION: Case ID: 111540003, Case Submit Date: 9/16/2011, SEV Auth: N/A, Member ID: [REDACTED], Member Name: JONES, Gender: F, DOB: 12/0 [REDACTED], Service Type: 0400 - Inpatient Admission, Admission Source: [REDACTED], Intake Method: [REDACTED], Discharge Dispositions: [REDACTED]. REQUEST: Facility: INNOVATIVE BEHAVIOR TREATMENT CTR, Attending Physician: [REDACTED]. DIAGNOSIS: A table with columns 'Primary', 'Code', and 'Description'. The entry is 'SPRUE OF VERTEBRAL FRACTURE' with code '0323'. PROCEDURES: A table with columns 'Admit Date', 'Length of Stay', 'Status', 'Submitted', and 'Reason'. The entry shows 'Admit Date: 9/16/2011', 'Length of Stay: [REDACTED]', 'Status: [REDACTED]', 'Submitted: [REDACTED]', and 'Reason: N/A'. There are also columns for 'Requested', 'Certified', 'Mod', and 'Rate', all with 'N/A' values. MESSAGES AND ATTACHMENTS: Includes sections for 'MESSAGES' (New Messages, Save New Message), 'LETTERS' (09409-11771-2/11/2011 General.pdf, 09409-11771-2/11/2011 Request for additional information.pdf), 'DOCUMENTS' (No Documents exist for this request), and 'QUESTIONS/NOTES' (No Questions/Notes exist for this request). CLINICAL INFORMATION: A large empty text area at the bottom.

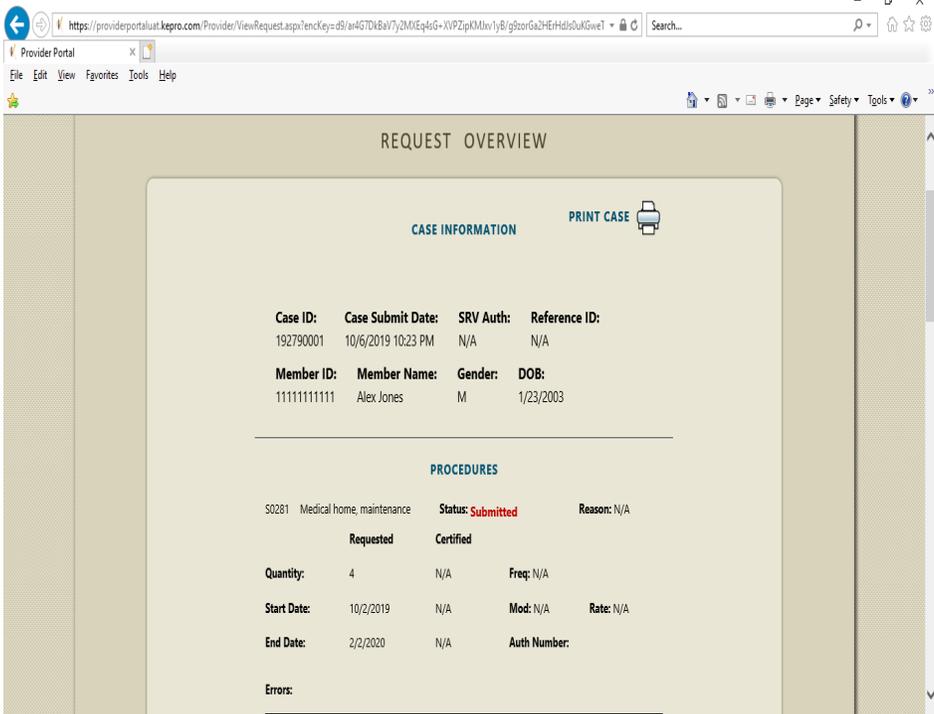
Prior Authorization Request Outpatient Summary

Step	Instruction
1.	<ul style="list-style-type: none"> Once you have searched and brought up a member, Check Patient Detail for correct eligibility from drop box. Click SAVE & Next to continue.
2.	<ul style="list-style-type: none"> Requesting Provider Information data will appear. Click SAVE & Next to continue if correct.
3.	<ul style="list-style-type: none"> Service Provider Information data will appear. If not correct, click the FIND button to search. Type in a keyword in the Facility Name field and click Find, only if you need to change Provider Name. Select different Provider. Requesting and Servicing Providers must match on request. Click SAVE & Next.
4.	<ul style="list-style-type: none"> Complete the drop down fields for Service Detail (HH1, HH2, or HH3). Always choose Prior Auth for Request Type. Click SAVE & Next.
5.	<ul style="list-style-type: none"> Attending Physician section can be skipped. Just click Next.
6.	<ul style="list-style-type: none"> Fill in the required information for Procedure Codes (CPT) and search. Select S0281 in search result. Enter the Start Date and End Date using the calendar dropdowns. Use Date Calculator to figure date ranges. Enter the quantity and select the number of Units, and only a Modifier if needed. If a second code needs to be added, then repeat steps. (Only if requesting S0281 & S0281TF together)
7.	<ul style="list-style-type: none"> Add eligible Diagnosis Code by clicking Find. Search by Code Starts With and enter eligible Diagnosis code. Click Search. At least one diagnosis code must be attached to the case (will be check marked as Primary). You may add additional codes, if needed. Repeat steps for additional codes. When finished, click SAVE & Next.
8.	<ul style="list-style-type: none"> Enter any clinical notes in the text field. Click SAVE & Next to continue.
9.	<ul style="list-style-type: none"> Attach documentation by clicking the browse button. Browse and find the file and click Open to attach and Select to upload. If no documentation is needed, click Next.
10.	<ul style="list-style-type: none"> Questionnaires (if applicable). Click on Questionnaire name in order for it to open. Fill out questionnaire, Save Changes from top of screen and click Mark as Complete.
11.	<ul style="list-style-type: none"> Click the checkbox at the bottom of the page. You will not be able to proceed if you do not click the checkbox. An error message will appear as shown to the right. Then Click Submit.
12.	<ul style="list-style-type: none"> The Request Overview is displayed. Your request is now submitted.

END OUTPATIENT PROCESS FLOW

Questionnaires

Step	Instruction	Example
<p>1.</p>	<p>Click on Questionnaire Name to open up questionnaire.</p>	
<p>2.</p>	<p>Complete the questionnaire.</p> <p>Status will show Incomplete when starting the questionnaire.</p> <p>Complete all the questions to complete the questionnaire.</p> <p>Once complete, click Save Changes at the top of the screen, and then click Mark as Completed.</p>	

Step	Instruction	Example																																												
<p>4.</p>	<p>The screen will then show you a request overview of what you just submitted. There will be a status showing at that point. If it was Approved, you will receive an authorization number the following business day. If the request was Submitted, the request has been sent for review and will be reviewed by KEPRO staff and authorized or closed for a specific reason.</p> <p>You will need to check your requests the following day to see if authorization numbers were issued or there will be a reason listed in the Clinical Information section as to why the request was closed.</p>	 <p>The screenshot shows a web browser window with the URL https://provideportal.atzrezzo.com/Provider/ViewRequest.aspx?enckey=d8/ta4GTdK8a/7y2MxEq4G+XVPZpKMjv1yB/gZorGa2HrHd5ouAGwe1. The page title is "REQUEST OVERVIEW".</p> <p>CASE INFORMATION PRINT CASE</p> <table border="1"> <tr> <td>Case ID:</td> <td>Case Submit Date:</td> <td>SRV Auth:</td> <td>Reference ID:</td> </tr> <tr> <td>192790001</td> <td>10/6/2019 10:23 PM</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Member ID:</td> <td>Member Name:</td> <td>Gender:</td> <td>DOB:</td> </tr> <tr> <td>11111111111</td> <td>Alex Jones</td> <td>M</td> <td>1/23/2003</td> </tr> </table> <hr/> <p>PROCEDURES</p> <table border="1"> <tr> <td>S0281</td> <td>Medical home, maintenance</td> <td>Status: Submitted</td> <td>Reason: N/A</td> </tr> <tr> <td>Requested</td> <td>Certified</td> <td>Freq:</td> <td>Rate:</td> </tr> <tr> <td>Quantity: 4</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>Start Date:</td> <td>Mod:</td> <td>Rate:</td> <td>Rate:</td> </tr> <tr> <td>10/2/2019</td> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>End Date:</td> <td>Auth Number:</td> <td></td> <td></td> </tr> <tr> <td>2/2/2020</td> <td>N/A</td> <td></td> <td></td> </tr> </table> <p>Errors:</p>	Case ID:	Case Submit Date:	SRV Auth:	Reference ID:	192790001	10/6/2019 10:23 PM	N/A	N/A	Member ID:	Member Name:	Gender:	DOB:	11111111111	Alex Jones	M	1/23/2003	S0281	Medical home, maintenance	Status: Submitted	Reason: N/A	Requested	Certified	Freq:	Rate:	Quantity: 4	N/A	N/A	N/A	Start Date:	Mod:	Rate:	Rate:	10/2/2019	N/A	N/A	N/A	End Date:	Auth Number:			2/2/2020	N/A		
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