



SUBMITTING A REQUEST TO KEPRO

Atrezzo Submission Guide

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Hello and Welcome to the Kepro training on how to submit a request. This video has been created to provide general guidance for Providers on how to submit request for services in Atrezzo.

Member's must have active MaineCare in order to submit a request and must meet eligibility criteria for the service requested. To review criteria, please visit www.maine.gov to access the MaineCare Benefits Manual.

The guidance presented in this presentation is meant to give providers a basic understanding of the submission process in Atrezzo.

Accessing Atrezzo



HOME

MEMBERS

MEMBER ADVISORY COL

Intelligent Value

State of Maine Department of Health and Human Services

ATREZZO LOGIN

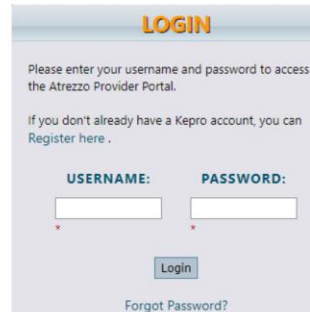
Visit www.qualitycareforme.com to access the Atrezzo portal



To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button

Atrezzo Login

Enter in your username and password

A screenshot of the Atrezzo Login page. The page has a light blue header with the word "LOGIN" in orange. Below the header, there is a text prompt: "Please enter your username and password to access the Atrezzo Provider Portal." followed by a link: "If you don't already have a Kepro account, you can Register here." Below this, there are two input fields labeled "USERNAME:" and "PASSWORD:". Each field has a small red "x" below it. A "Login" button is centered below the fields. At the bottom of the form, there is a link that says "Forgot Password?".

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?](#)



Once you click on the Atrezzo login button, you will be brought to the actual login page. Here you will enter in your username and password. If you have forgotten your password, click on the I forgot password link. This will ask you to provide your username and the answer to your security question. Once you have answered your security question, you will be able to reset your own password.

Home Screen

The Home screen allows you to see any requests that you may have saved. This is also where you are able to search for any requests that you have already submitted. In addition to creating cases, you are also able to view daily reports and manage users and log in information.

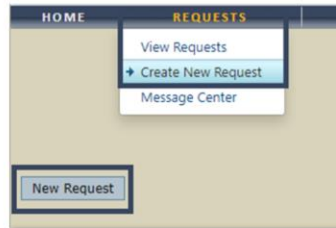


The screenshot displays the Kepro Home Screen. At the top left is the Kepro logo. To its right, a user profile box shows '[Change Context] BIDDEFORD IMAT-018 MARK MACDONALD Contract: Maine DHHS'. Further right, a statistics box titled '[Update Counts]' shows: 'Total (work-in-progress) Requests: 3', 'Total Saved (not submitted): 1', and 'Total Submitted: 2'. A 'Logout' link is in the top right. Below the header is a navigation bar with links: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area features a 'MESSAGES' section stating 'You have 0 unread messages - Go to Message Center' and a 'REQUESTS SAVED BUT NOT SUBMITTED' section with a 'New Request' button. A footer bar contains 'Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2011 KePortal | All Rights Reserved | Version 5.2.0.21830 (ATRE220_UAT_TEST)'. At the bottom, there are six categorized menu boxes: REQUESTS (View Requests, Create New Request, Message Center), SEARCH (Member, Request/Case), MANAGEMENT (Manage Providers and Preferences, Manage Users), REPORTS (All Reports, ME Authorizations, ME Census, ME Custom, ME Invoicing, ME Waitlist), MY ACCOUNT (My Account, Change Security Question), and HELP (User Guide (PDF), F.A.Q. (PDF), Latest Release Notes (PDF), Password Guidelines (PDF)). A speaker icon is located in the bottom right corner.

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Creating the Request

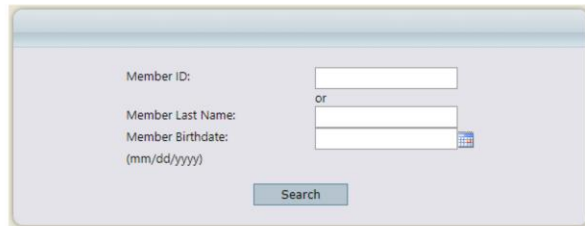
Once you have successfully logged in, you will be brought to the home screen of Atrezzo. There are two ways to create a new request. You can click on New Request at the bottom of the home screen, or by clicking on the requests tab and selecting create new request.



Once you have successfully logged in to Atrezzo, you will be brought to the home screen of Atrezzo. There are two ways to create a new request. You can click on New Request at the bottom of the home screen, or by clicking on the requests tab and selecting create new request.

Creating the Request


Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth

A screenshot of a web form for searching members. The form has a light blue header bar. Below it, there are three input fields: 'Member ID:', 'Member Last Name:', and 'Member Birthdate:'. The 'Member ID:' field is on the left, and the 'Member Last Name:' and 'Member Birthdate:' fields are on the right, separated by an 'or' label. The 'Member Birthdate:' field has a date picker icon. Below the input fields is a 'Search' button. The form is set against a light gray background.

Member ID:

or

Member Last Name:

Member Birthdate: 

(mm/dd/yyyy)



Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth and click search

Creating the Request

Click on select once the member appears in the member search screen.

MEMBER SEARCH							
Member ID	Last Name	First Name	Address	DOB	Case Count	Contract	
TEMP00000000	Doe	Jane		10/01/1968	0	Maine DHHS	Select



Once the member appears in the member search screen, click on select to start the request

Creating the Request

Click on New Request at the bottom of the Request screen

Submitted Requests		Servicing/Attending PCP Requests			
Case Level Member ID Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers
<div>New Request</div>					



Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type

Submitted Requests		Servicing/Attending/PCP Requests	
Case Level Member ID			
Case ID			
(Reference ID)			
	Status	Request Info	Service
		Select request type: Outpatient ▼ Create Request	
		Select sub contract: Maine ASO ▼	



In the select request type box, choose outpatient. The select sub contract will default to Maine ASO. Click Create request to continue.

Requesting Provider Page

Enter in your agency's fax number if not already indicated.

REQUESTING PROVIDER	
Name	PINES HEALTH SERVICES
Provider ID	1923449834
Provider Type	78 - Facility-Agency-Organization NR Provider
Address	1260 MAIN ST WADE ME 04786
Phone	207-498-1164
Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.	
Fax *	<input type="text" value="555-555-5555"/>

* denotes required field



Once you have clicked create request, you will be brought to the Requesting Provider page. If your agency's fax number is not already indicated, please enter in the fax number and click next.

Service Detail Page

Click on the Service Detail page



Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Service Provider and Attending Physician pages are generally not required for Requests.

Service Detail Page

Complete the Service Type and Request Type

OUTPATIENT SERVICES REQUEST

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

Service Type *
Request Type
FIPS Code

SERVICE DETAIL

- 100 - Better Fund Services
- 120 - Long-Term Supported Employment
- 130 - Section 13 Targeted Case Management
- 140 - Section 17 Community Support Services - Adults
- 160 - Section 21 Rehab for Adults w/ ID and Autism
- 180 - Section 28 Rehab and Community Support (RCS)
- 220 - Section 65 Behavioral Health Services
- 230 - Section 92 Behavioral Health Homes
- 235 - Section 93 opioid Health Home
- 240 - Section 97 Private Non-Med Institution (PNMI)

Previous Next

OUTPATIENT SERVICES REQUEST

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

Service Type *
Request Type
FIPS Code

SERVICE DETAIL

Select One
Continued Stay Review
Critical Incident
Grant Funded Continued Stay Review
Grant Funded Review
Placement Level Change
Prior Auth
Referral
Referral (Grant Funded)
Registration
Retroactive MaineCare Eligibility
Service Notification
Service Notification Extension
SMI Termination

Previous Next

In the service type box, enter in the appropriate service you are requesting from the drop down menu. For the request type, this will be where you choose whether you are submitting a registration, continued stay reviews, etc..

Procedures Page

Enter in the H2015 procedure code

PROCEDURES

Use the search below to add procedures to this request

Procedure Search

Code Type:

Code Starts with:

Description:

Smart Search:

Procedure Search

Code Type:

Code Starts with:

Description:

Smart Search:

Code	Description	Action
H2015	Comp comm supp inc. 15 min	<input type="button" value="Select"/>



On the procedures page, you will be able to select the service code. Click on find, then enter in the procedure code or description of the code and click find. For example, you would enter H2015 if you are looking for Community Integration. When the procedure appears, click on select under action. This will add the code to your request.

Procedures Page

Enter in the start and end date as the date you are submitting the request.

The screenshot shows a web application titled "OUTPATIENT SERVICES REQUEST". On the left is a sidebar menu with links: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures (highlighted), Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main content area is titled "PROCEDURES" and contains the instruction "Use the search below to add procedures to this request". Below this is a search form with the following fields: "H2015 - Community Integration (CI)" with a dropdown and a "[remove]" link; "Date: *" with a calendar icon, "to" with a calendar icon; "Qty: *" with a dropdown, "-Frequency-" with a dropdown, and "Rate: " with a text input; and "MOD(S):" with a dropdown. At the bottom of the search area are "Find" and "Show Preferred" buttons. A footnote at the bottom states "* denotes required field".



Once the code has been added, indicate the start as the date the request is being submitted. Then enter the units in the quantity box. Click Next.

Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.

DIAGNOSES

Diagnosis Search

Code Type

Code Starts with

Description

Smart Search

Diagnosis Search

Code Type

Code Starts with

Description

Smart Search

Code	Description	Action
F20.0	PARANOID SCHIZOPHRENIA	<input type="button" value="Select"/>



On the Diagnosis page, enter in the member's primary diagnosis and any other subsequent diagnosis at time of the request. Click on find, enter in the diagnosis code or description and click search. When the diagnosis code appears, click select under action to add the code to the request. Repeat the same steps to add each diagnosis code. Click next.

Clinical Information

The clinical information tab allows for any additional clinical information to be entered for consideration.

The screenshot shows a web application window titled "OUTPATIENT SERVICES REQUEST". On the left is a sidebar menu with the following items: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, **Clinical Information** (highlighted), Attached Documents, and Questionnaires. The main content area is titled "CLINICAL INFORMATION" and contains a large, empty text box for entering information. Above the text box, a message reads: "Please click Save button before proceeding to the next section of the case submission process." At the bottom of the main area are two buttons: "Previous" and "Next".



On the clinical information page, you will enter any additional information for the member. Once you have entered the information into the text box, click save. Press Next to continue.

Attached Document Page

Click on the Attached Documents Page

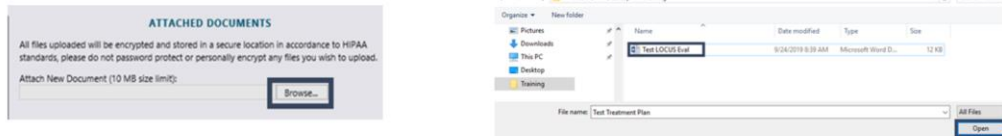
- ☒ Patient Detail
- ☒ Requesting Provider
- ☒ Service Provider
- ☒ Attending Physician
- ☒ Service Detail
- ☒ Procedures
- Diagnoses**
- ☒ Clinical Information
- ☒ **Attached Documents**
- ☒ Questionnaires



Using the tabs on the left-hand side of your screen, click on the Attached documents page.

Attached Document Page

Attach any necessary documents that pertain to the service you are requesting.



On the Attached Documents page, the following are examples of documents that may be uploaded to a request; Medical Necessity Physician Order Form, Release of Information and treatment plans.

Kepro is able to accept documents that are no larger than 10 megabytes and that meet the acceptable file types of PDF's, TIFs, word, txt, rich text format, gif, or jpeg files.

Click on browse and locate the document on your computer. Once you've found the document, double click on it, or select it and click open.

Attached Document Page

Attach any necessary documents

Acceptable File Types: pdf, tif, doc, docx, xls, xlsx, txt, rtf, gif, jpg, jpeg.

Document Type (required): Assessment

(Select a file and document type to activate 'Attach Selected Document' button)

Attach Selected Document



Once you have selected the document, in Atrezzo, select the type of document you are uploading from the drop-down list and then click attached selected document.

Attached Document Page

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.

Attach New Document (10 MB size limit):
 No file chosen

Acceptable File Types: pdf, tif, doc, docx, xls, xlsx, txt, rtf, gif, jpg, jpeg.

Document Type (required):

(Select a file and document type to activate 'Attach Selected Document' button)

Larger files will take longer to upload/download. Please be patient.

Attached:
[test locus eval.docx](#) Assessment



Allow a few moments for the document to attach. Once successfully uploaded, you will see the document listed as a hyperlink at the bottom of the Attached Documents page. Repeat the same process for each additional document you are uploading. Click next to navigate to the Questionnaire page.

Questionnaire Page

Complete any questionnaires that apply to the service you are requesting. Questionnaires will vary by service and at times questionnaires will not apply.



The screenshot shows a web form titled "OUTPATIENT SERVICES REQUEST". On the left is a sidebar with a list of sections, each preceded by a checkbox icon. The sections are: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The "Questionnaires" section is highlighted in blue. The main content area on the right is titled "QUESTIONNAIRES" and contains the text "There are no questionnaires to fill out for this request at this time". At the bottom right of the main area is a "Previous" button.



Click the Questionnaire that appears and complete the questionnaire. Please note, that as you answer the questionnaire, some questions will cascade to additional questions if more information is required. Questionnaires will vary by service and at times may not apply.

Questionnaire Page

Save changes and return to request

Edit Questionnaire

Save Changes

Mark as Completed

Status: Incomplete

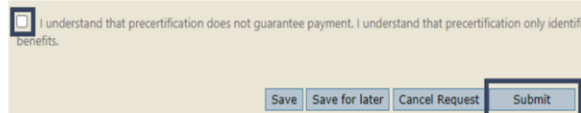
Return To Request



When the questionnaire has been completed, click on the save changes button and then click on Return to Request.

Submitting the Request

Select the pre-certification statement and click submit.



☐ I understand that precertification does not guarantee payment. I understand that precertification only identifies benefits.

[Save](#) [Save for later](#) [Cancel Request](#) [Submit](#)



Once you have returned to the request, scroll to the bottom of the page and check the pre-certification statement and then click submit.

Submitting the Request



REQUEST OVERVIEW

CASE INFORMATION [PRINT CASE](#) 

Case ID: Case Submit Date: SRV Auth: Reference ID:



If the case has been successfully submitted, you will be brought to the request overview page and a case ID number will be generated. Here you are able to print your request or view it at any time.

Questions?



Toll-Free Phone: (866) 521-0027

Option 1 – Member Services
Option 2 – Katie Beckett
Option 3 – Provider Relations
Option 4 – Care Management
Option 5 – Appeals

Email: ProviderRelationsME@Kepto.com

www.qualitycareforme.com



This concludes the training. If you do have any questions, please contact our customer service agents at 1-866-521-0027 for assistance. Thank you for watching and have a great day!