



SUBMITTING A REQUEST TO KEPRO

Atrezzo Submission Guide

Presented by:

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11/12/2022 A small white speaker icon with three curved lines of increasing length to its right, indicating audio content.

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.

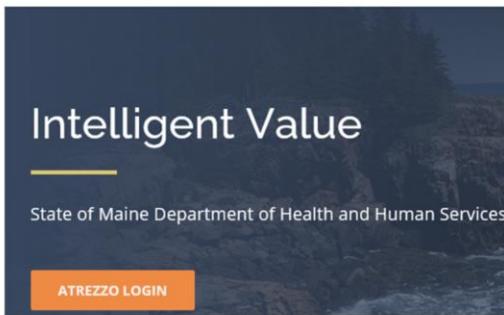
Member's must have active MaineCare in order to submit a request and must meet eligibility criteria for the service requested. To review criteria, please visit www.maine.gov to access the MaineCare Benefits Manual.

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 COUNCIL



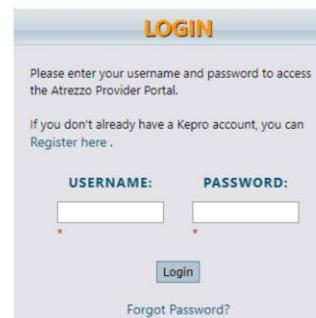
Visit www.qualitycareforme.com to access the Atrezzo portal



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



The screenshot shows the Atrezzo Provider Portal login page. At the top center is a yellow "LOGIN" button. Below it is a message: "Please enter your username and password to access the Atrezzo Provider Portal." Underneath that is a link: "If you don't already have a Kepro account, you can Register here." The main form area has "USERNAME:" and "PASSWORD:" labels with input fields. Below the fields is a "Login" button. At the bottom of the form is a "Forgot Password?" link. The background of the page is light blue.



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.



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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.



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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



The image shows a search interface for member identification. It features a light gray background with a white input area. At the top left, there is a label 'Member ID:' followed by a text input field. To the right of this, the word 'or' is centered. Below 'or', there is a label 'Member Last Name:' followed by a text input field. At the bottom left, there is a label 'Member Birthdate:' followed by a text input field and a small calendar icon. At the bottom center, there is a blue rectangular button labeled 'Search'.



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



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Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type

Case Level Member ID	Case ID (Reference ID)	Status	Request Info	Service

Select request type: Create Request
Select sub contract:

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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	1922449834
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"/> <input type="button" value="X"/>
<small>* denotes required field</small>	

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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



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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 - Baxter Fund Services
120 - Section 12 Employment
130 - Section 13 Targeted Case Management
140 - Section 17 Community Support Services - Adults
145 - Section 17 Community Support Services - Children
180 - Section 28 Rethabs and Community ID Services
220 - Section 65 Behavioral Health Services
230 - Section 65 Behavioral Health Services
235 - Section 93 Opioid Health Home
240 - Section 97 Private Non-Med Institution (PNI)

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
Crisis Review
Grant Funded Continued Stay Review
Grant Funded Review
Placement Level Change
Post Discharge
Referral
Referral (Grant Funded)
Registration
Request for MainCare Eligibility
Service Notification
Service Notification Extension
SMI Termination

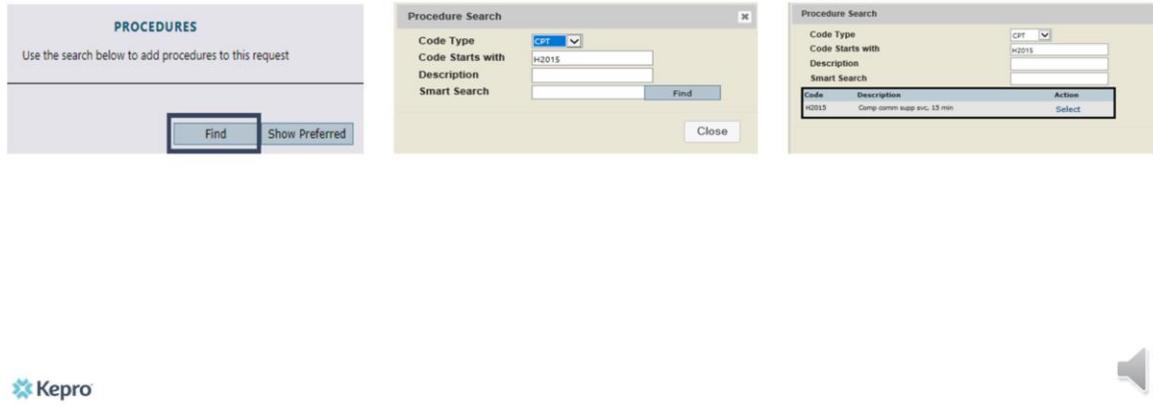
Previous Next



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



The image shows a user interface for selecting a procedure code. On the left, a 'PROCEDURES' section prompts the user to 'Use the search below to add procedures to this request' and features 'Find' and 'Show Preferred' buttons. In the center, a 'Procedure Search' dialog box is open, showing 'Code Type' as 'CPT', 'Code Starts with' as 'H2015', and a 'Find' button. On the right, the search results are displayed in a table with columns 'Code', 'Description', and 'Action'. The result for 'H2015' is shown with the description 'Comp commun supp svc, 15 min' and an 'Action' column containing the word 'Select'.

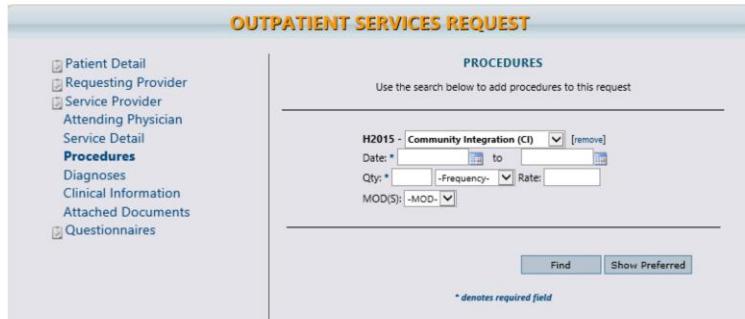
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On the procedures page, you will be able to select the service code. Click on find, then enter in the procedure code or description of the code and click find. For example, you would enter H2015 if you are looking for Community Integration. When the 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 the 'OUTPATIENT SERVICES REQUEST' form. On the left, a sidebar lists various sections: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, **Procedures**, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The 'Procedures' section is currently selected. The main panel is titled 'PROCEDURES' and contains a sub-instruction 'Use the search below to add procedures to this request'. Below this, a search interface is shown for procedure H2015 - 'Community Integration (CI)'. It includes fields for 'Date: *' (with 'to' and 'remove' buttons), 'Qty: *' (with 'Frequency' and 'Rate' dropdowns), and 'MOD(S): -MOD-' (with a dropdown). At the bottom of the panel are 'Find' and 'Show Preferred' buttons, and a note '* denotes required field'.

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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.



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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 software interface titled "OUTPATIENT SERVICES REQUEST". On the left, a sidebar lists several sections: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information (which is bolded), Attached Documents, and Questionnaires. A note at the top right says "Please click Save button before proceeding to the next section of the case submission process." The main area is labeled "CLINICAL INFORMATION" and contains a large, empty text box. At the bottom right of the main area are "Previous" and "Next" buttons.

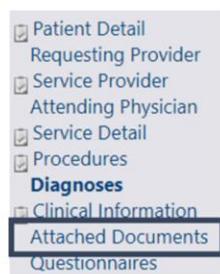
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On the clinical information page, you will enter any additional information for the member. Once you have entered the information into the text box, click save. Press Next to continue.

Attached Document Page

Click on the Attached Documents Page



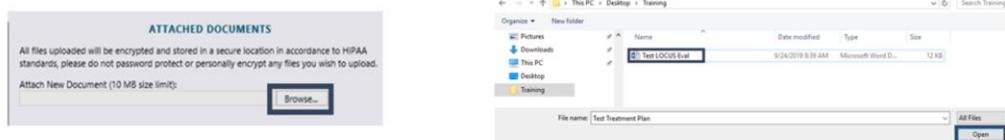
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Using the tabs on the left-hand side of your screen, click on the Attached documents page.

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):

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



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

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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 software interface titled "OUTPATIENT SERVICES REQUEST". On the left, a vertical list of service details is displayed, each preceded by a small checkbox icon. The items listed are: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The "Questionnaires" item is highlighted in blue. On the right, a section titled "QUESTIONNAIRES" contains the text "There are no questionnaires to fill out for this request at this time". At the bottom right of the interface is a small "Previous" button.

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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



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



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@Kepro.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!