Kepro

SUBMITTING A REQUEST TO KEPRO

Atrezzo Submission Guide

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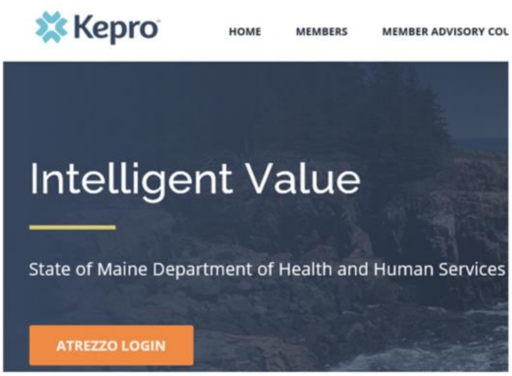
Hello and Welcome to the Kepro training on how to submit a request. This video has been created to provide general guidance for Providers on how to submit request for services in Atrezzo.

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



Visit www.qualitycareforme.com to access the Atrezzo portal

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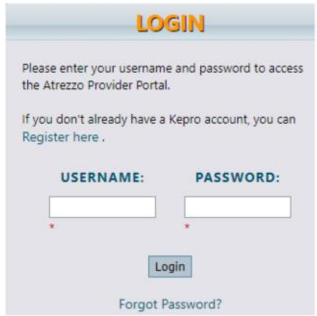
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button

Atrezzo Login

Enter in your username and password



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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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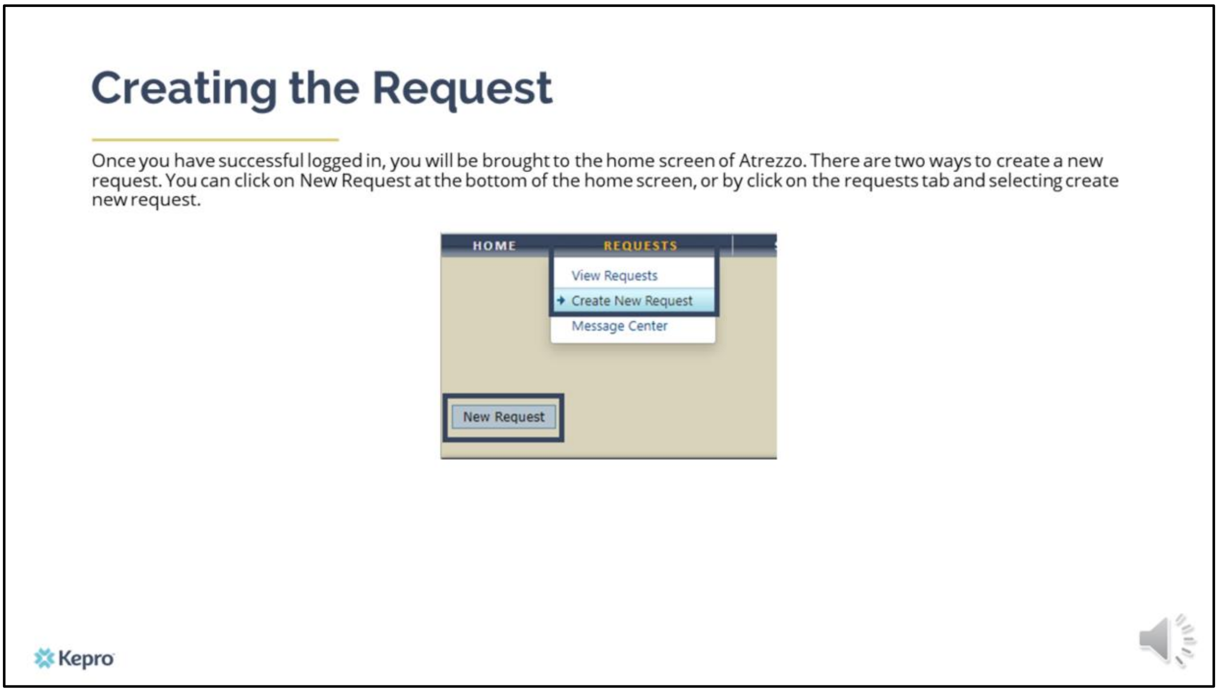
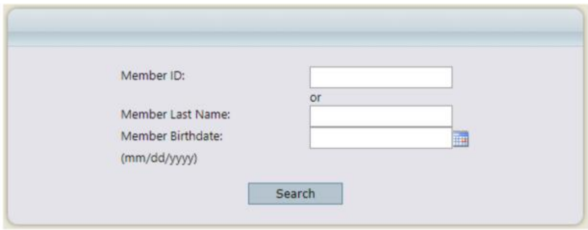


Once you have successfully logged in to Atrezzo, you will be brought to the home screen of Atrezzo. There are two ways to create a new request. You can click on New Request at the bottom of the home screen, of by clicking on the requests tab and selecting create new request.

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



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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

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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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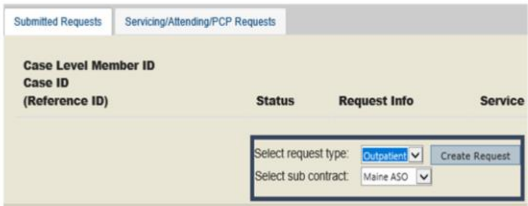
Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type



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.

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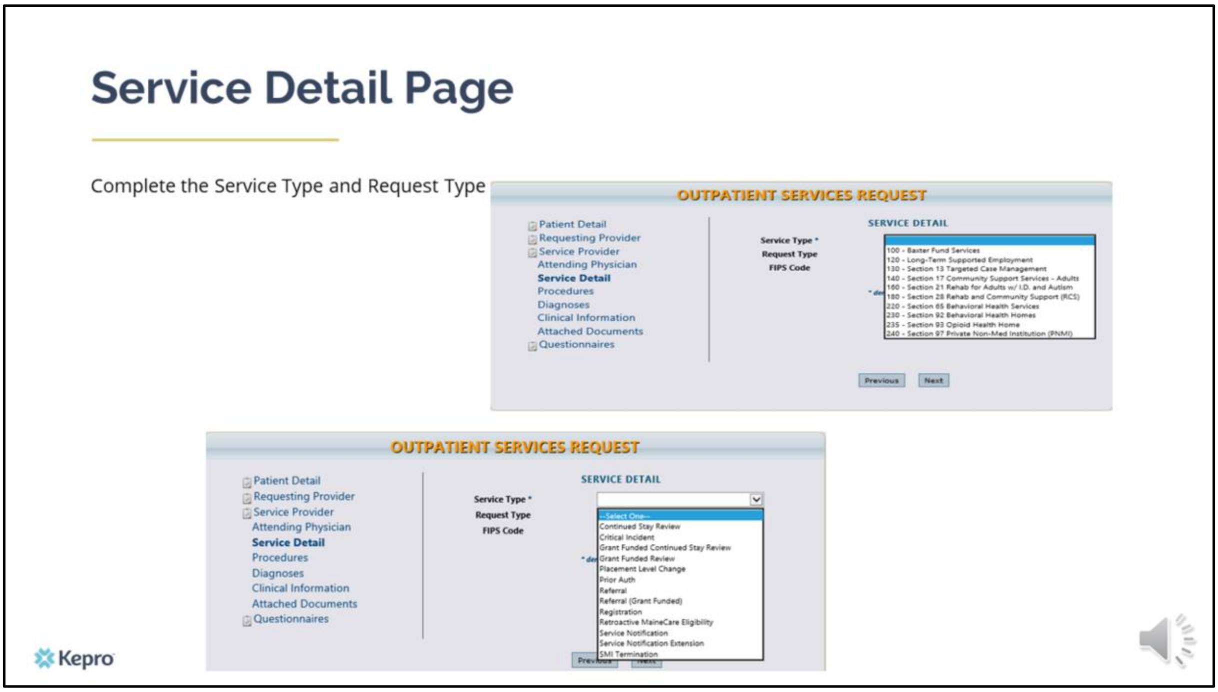
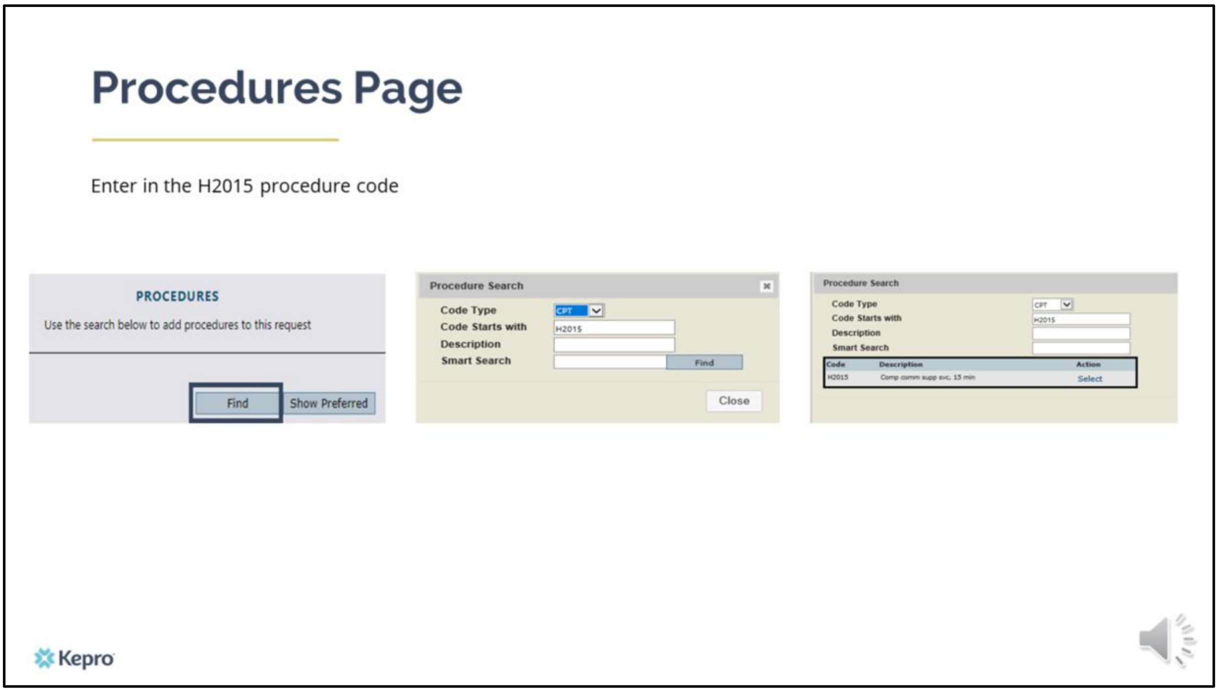
Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Service Provider and Attending Physician pages are generally not required for Requests.



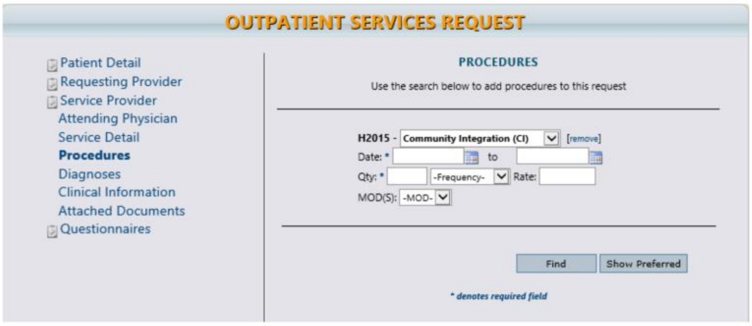
In the service type box, enter in the appropriate service you are requesting from the drop down menu. For the request type, this will be where you choose whether you are submitting a registration, continued stay reviews, etc..



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.



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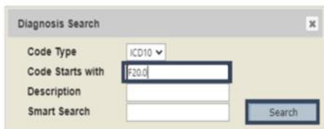
Once the code has been added, indicate the start as the date the request is being submitted. Then enter the units in the quantity box. Click Next.

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.

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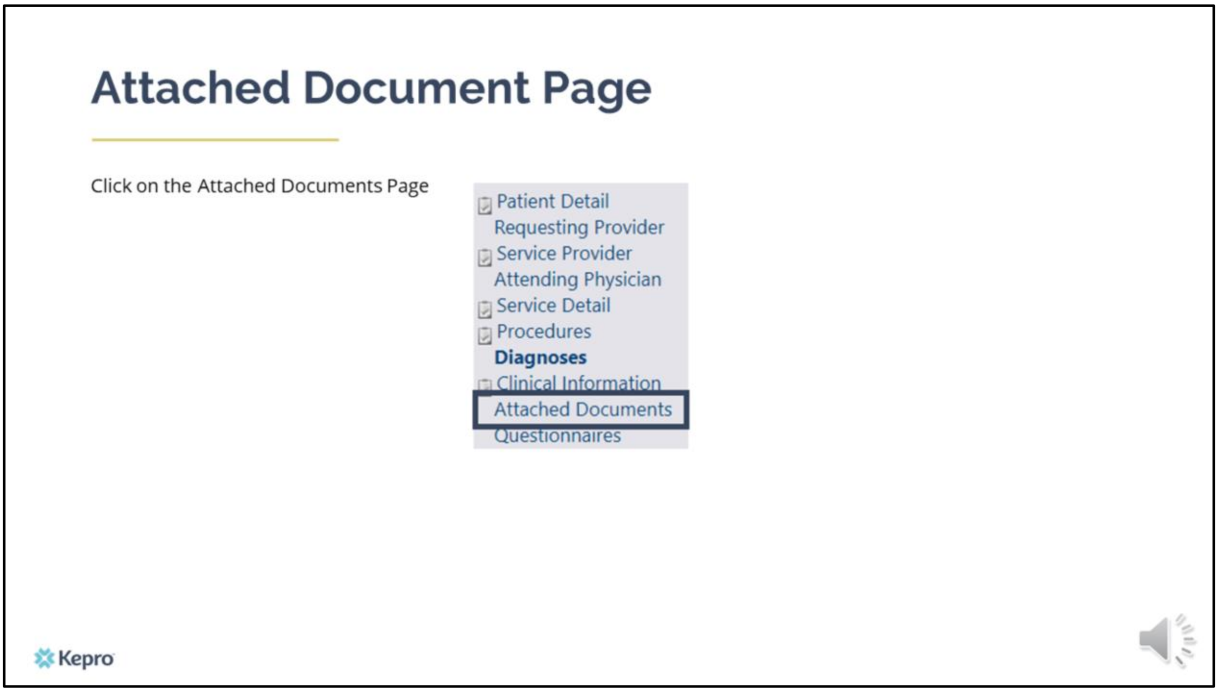
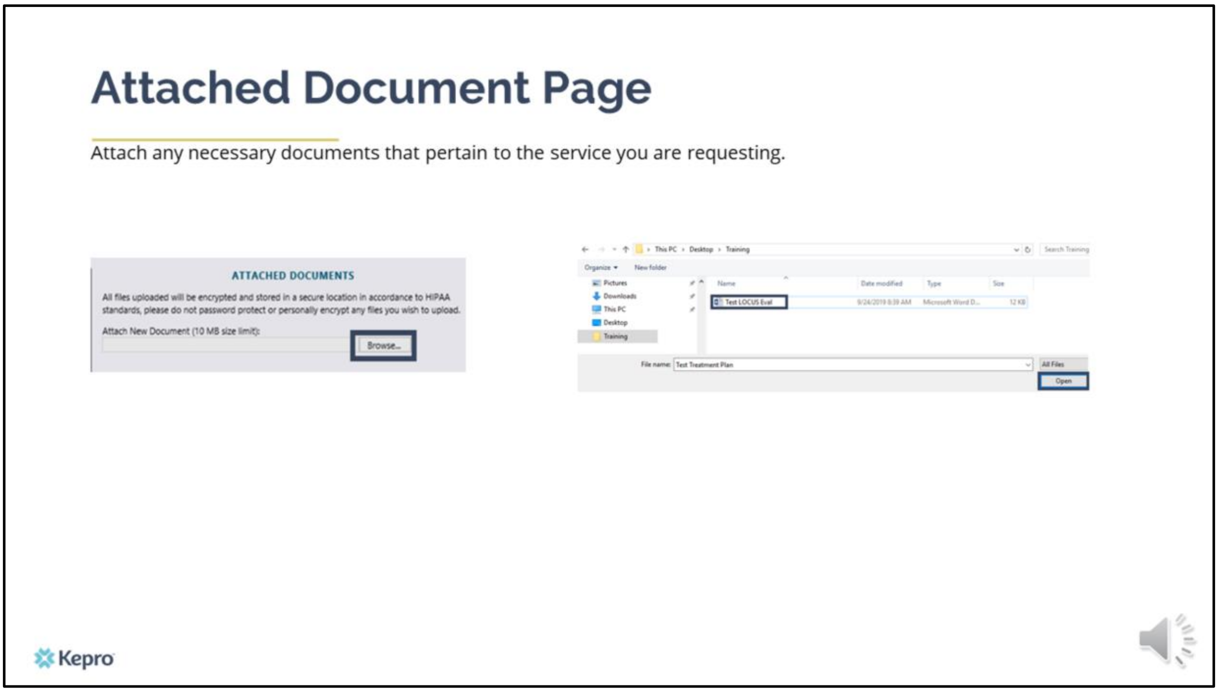
On the clinical information page, you will enter any additional information for the member. Once you have entered the information into the text box, click save. Press Next to continue.



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



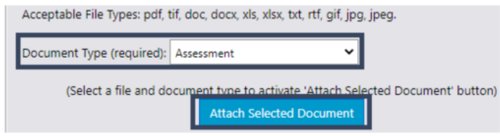
On the Attached Documents page, the following are examples of documents that may be uploaded to a request;, Medical Necessity Physician Order Form, Release of Information and treatment plans.

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



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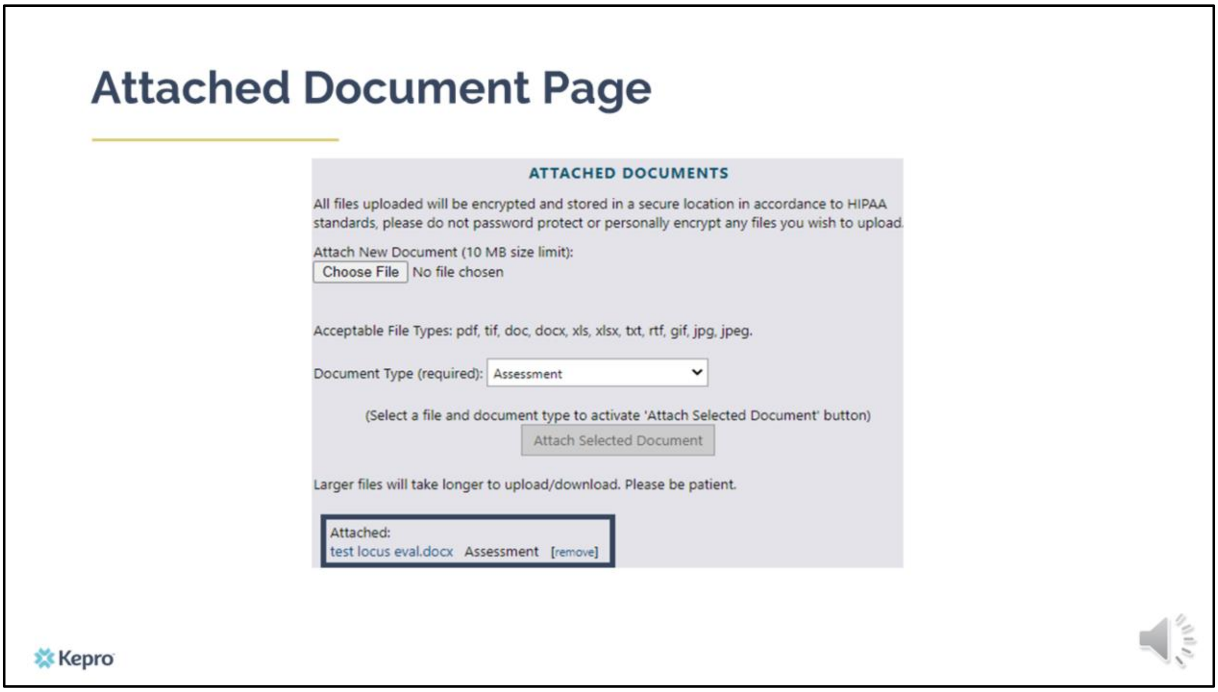
Once you have selected the document, in Atrezzo, select the type of document you are uploading from the drop-down list and then click attached selected document.



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.

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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

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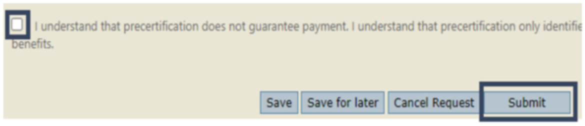
When the questionnaire has been completed, click on the save changes button and then click on Return to Request.

Submitting the Request

Select the pre-certification statement and click submit.



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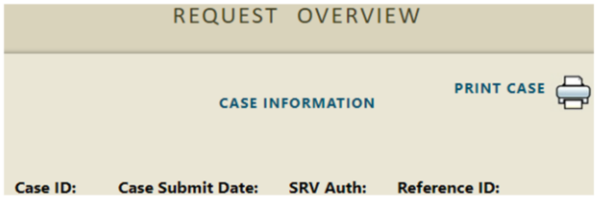
Once you have returned to the request, scroll to the bottom of the page and check the pre-certification statement and then click submit.

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.

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!