



SUBMITTING A REQUEST TO KEPRO

Atrezzo Submission Guide

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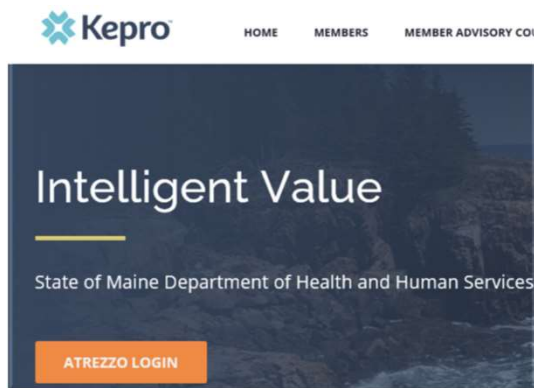


Hello and Welcome to the Kepro training on how to submit a request. This video has been created to provide general guidance for Providers on how to submit request for services in Atrezzo.

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



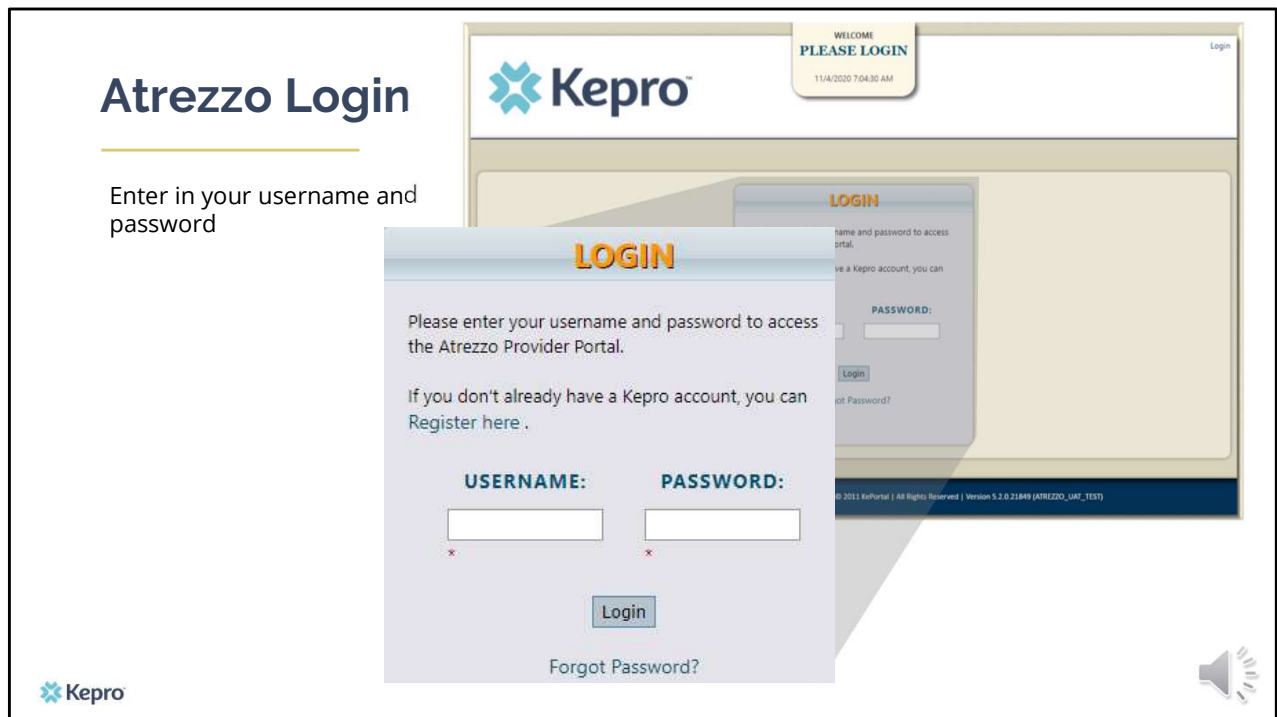
Visit www.qualitycareforme.com to access the Atrezzo portal



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



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

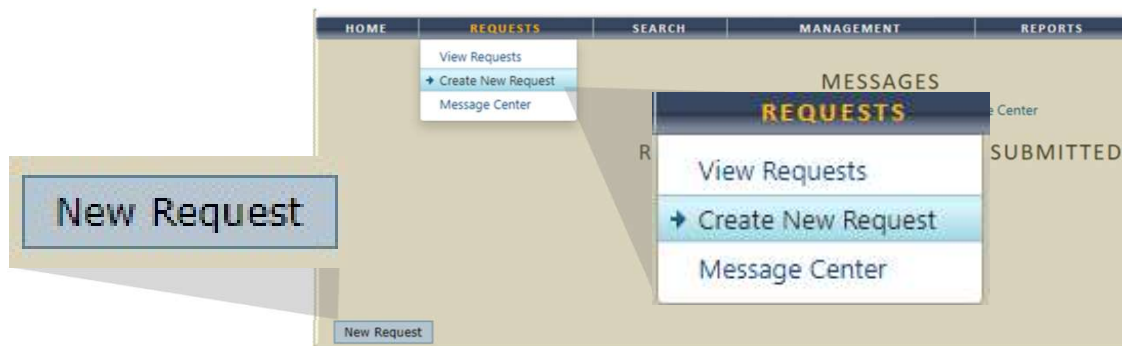
The Home screen allows you to see any requests that you may have saved. This is also where you are able to search for any requests that you have already submitted. In addition to creating cases, you are also able to view daily reports and manage users and log in information.



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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 click 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

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HOME REQUESTS SEARCH MANAGEMENT

MEMBER SEARCH

Search for a member using the criteria below

Member ID:

or

Member Last Name:

Member Birthdate:

(mm/dd/yyyy)

Search

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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

Member ID Last Name First Name Address DOB Case Count Contract
TEMP00000000 Doe Jane 10/01/1968 7 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

Submitted Requests | Servicing/Attending/PCP Requests

[Change Context]

(Update Counts)
Total (work-in-progress) Requests: 52
Total Saved (not submitted): 19
Total Submitted: 38

Logout

REPORTS | MY ACCOUNT | HELP

Case Level Member ID
Case ID
(Reference ID)

Status

Request Info

Service Type

Service Date(s)

Providers

DOE

10/01/1968
Primary Phone: 555-555-5555

Bangor, ME 04401

County: N/A

District Office: N/A

Member Class Indicator: N/A

CONTRACT DETAILS

Results Sorted By: Case ID (descending) Go

Submitted Requests | Servicing/Attending/PCP Requests

Case ID
(Reference ID)

Status

Request Info

Service Type

Service Date(s)

Providers

New Request

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Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type

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[Change Contract] Contract: Maine DHHS

[Update Counts] Total (work-in-progress) Requests: 52
Total Saved (not submitted): 19
Total Submitted: 38

Logout

MY ACCOUNT | HELP

Select request type: Outpatient

Select sub contract: Maine ASO

Jane Doe
Member ID: TEMP00000000
Address: 123456 Main St, Bangor, ME 04401
Birth Date: 10/01/1968
Contact: Primary Phone: 555-555-5555

CONTRACT DETAILS
County: N/A District Office: N/A Member Class Indicator: N/A

Results Sorted By: Case ID (ascending)

Submitted Requests Servicing/Attending/PCP Requests

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers
Select request type: Outpatient <input type="button" value="Create Request"/> <input type="button" value="Cancel"/>					
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.

OUTPATIENT SERVICES REQUEST

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

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
Fax *	555-555-5555

* denotes required field

Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.

* denotes required field

Previous Next

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 DETAIL

Service Type *
Request Type *
FIPS Code

--Select One--

* denotes required field

Previous Next

100 - Baxter 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/ I.D. 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)

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 procedure code

The screenshot shows the 'OUTPATIENT SERVICES REQUEST' page. On the left is a sidebar with links: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, **Procedures**, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main area is titled 'PROCEDURES' and contains the text 'Use the search below to add procedures to this request'. It has 'Find' and 'Show Preferred' buttons, and a note '* denotes required field'. Below are 'Previous' and 'Next' buttons. A callout box at the top right shows a zoomed-in view of the 'Find' button. A second callout box shows the 'Procedure Search' dialog with 'Code Type' set to 'CPT', 'Code Starts with' set to 'H2015', and 'Description' empty. The 'Find' button is highlighted. A third callout box shows the search results table with one entry: 'H2015' with description 'Comp comm supp svc, 15 min'. The 'Action' column has a 'Select' button.

PROCEDURES

Use the search below to add procedures to this request

Find Show Preferred

OUTPATIENT SERVICES REQUEST

PROCEDURES

Use the search below to add procedures to this request

Find Show Preferred

* denotes required field

Previous Next

Procedure Search

Code Type CPT

Code Starts with H2015

Description

Smart Search Find

Close

Procedure Search

Code	Description	Action
H2015	Comp comm supp svc, 15 min	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 and units in the quantity box

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a 'Patient Detail' section shows 'H2015 - Community Integration (CI)' with a '[remove]' button. Below this, there are fields for 'Date: *' (with a calendar icon), 'to' (with a calendar icon), 'Qty: *' (with a unit dropdown), '-Frequency-' (with a dropdown), and 'Rate:'. A large grey arrow points from this section to the 'PROCEDURES' section on the right. The 'PROCEDURES' section has the heading 'PROCEDURES' and the instruction 'Use the search below to add procedures to this request'. It contains the same search fields as the Patient Detail section: 'H2015 - Community Integration (CI)' with a '[remove]' button, 'Date: *' (with a calendar icon), 'to' (with a calendar icon), 'Qty: *' (with a unit dropdown), '-Frequency-' (with a dropdown), and 'Rate:'. Below these fields are 'MOD(S):' with a dropdown, and '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.

The diagram illustrates the workflow for adding diagnoses to an Outpatient Services Request. It starts with the main 'OUTPATIENT SERVICES REQUEST' page, which has a sidebar with links: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses (highlighted), Clinical Information, Attached Documents, and Questionnaires. The 'DIAGNOSES' section on the main page has a 'Find' button and a 'Show Preferred' button. A callout box labeled 'DIAGNOSES' shows a 'Find' button and a 'Show Preferred' button. An arrow points from the 'Find' button to a 'Diagnosis Search' pop-up window. This window has fields for 'Code Type' (set to ICD10), 'Code Starts with' (set to F20.0), 'Description', and 'Smart Search'. A 'Search' button is at the bottom right. Another arrow points from the 'Search' button to a second 'Diagnosis Search' window, which shows the search results. The results table has columns for 'Code', 'Description', and 'Action'. The first row shows 'F20.0' and 'PARANOID SCHIZOPHRENIA'. The 'Action' column has a 'Select' button.

OUTPATIENT SERVICES REQUEST

DIAGNOSES

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

Find Show Preferred

Previous Next

Diagnosis Search

Code Type ICD10

Code Starts with F20.0

Description

Smart Search Search

Diagnosis Search

Code Type ICD10

Code Starts with F20.0

Description

Smart Search Search

Code	Description	Action
F20.0	PARANOID SCHIZOPHRENIA	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 has a header "CLINICAL INFORMATION" and a large empty text box for input. Above the text box is a instruction: "Please click Save button before proceeding to the next section of the case submission process." At the bottom of the main area are "Previous" and "Next" buttons.



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

The screenshot shows the 'OUTPATIENT SERVICES REQUEST' form. On the left, a vertical menu lists several tabs: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The 'Attached Documents' tab is highlighted with a blue box. A grey arrow points from this tab to the main content area of the form. The main content area has a header 'OUTPATIENT SERVICES REQUEST' and a sub-header 'ATTACHED DOCUMENTS'. Below the sub-header, there is a message: '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.' This is followed by the text 'Attach New Document (10 MB size limit):' and a 'Choose File' button. Below this, it says 'No file chosen'. Then, it lists 'Acceptable File Types: pdf, tif, doc, docx, xls,xlsx, txt, rtf, gif, jpg, jpeg.' and a 'Document Type (required):' dropdown menu with '(Select One)' selected. Below the dropdown, there is a note: '(Select a file and document type to activate \'Attach Selected Document\' button)' and an 'Attach Selected Document' button. At the bottom of the form, there are 'Previous' and 'Next' buttons. A small speaker icon is located at the bottom right of the screenshot.

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

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

Choose File No file chosen



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

OUTPATIENT SERVICES REQUEST

- ☑ Patient Detail
- ☑ Requesting Provider
- ☑ Service Provider
- ☑ 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.

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 One) ▼

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

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

Document Type (required): (Select One) ▼

- (Select One)
- Appeal Document
- Application/Referral
- Assessment
- Clinical Letter
- Crisis Evaluation
- Decision Letter
- Diagnosis
- Functional Assessment Scores
- Incident Report
- Individualized Education Plan
- Individualized Family Service Plan (IFSP)
- Individualized Treatment Plan
- MD Medical Necessity Note
- Other
- Release of Information



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

OUTPATIENT SERVICES REQUEST

- ☑ Patient Detail
- ☑ Requesting Provider
- ☑ Service Provider
- ☑ 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.

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')

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 displays a web interface titled "OUTPATIENT SERVICES REQUEST". On the left side, there is a vertical list of sections, each preceded by a small icon: 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. On the right side, under the heading "QUESTIONNAIRES", there is a message: "There are no questionnaires to fill out for this request at this time". At the bottom right of the main content area, there 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

Status: Incomplete

Save Changes Mark as Completed Return To Request

Referral

Management (TCM) Services
ort Services
Community Support (RCS) Services
Community Support (RCS) Services (School-Based)

☐ Section 65 Home and Community Based Treatment (HCT) Services
☒ Section 92 Behavioral Health Home (BHH) Services
☐ Section 97 Intensive Temporary Residential Treatment (ITRT) Services

1.7.1. Indicate the referent's name, email address, and phone number:

Kepro

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.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. It is divided into two main sections: 'Patient Detail' and 'REQUESTING PROVIDER'. The 'Patient Detail' section includes a 'Requesting Provider' dropdown menu with 'Attending Physician' selected. The 'REQUESTING PROVIDER' section shows the provider's name as 'PINES HEALTH SERVICES', their ID as '1922449834', and their type as '78 - Facility-Agency-Organization NR Provider'. Below these sections is a pre-certification statement: 'I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.' This statement is preceded by an unchecked checkbox. At the bottom of the form, there are four buttons: 'Save', 'Save for later', 'Cancel Request', and 'Submit'. A 'Previous' button is also visible on the left side of the form. The form is overlaid on a larger, semi-transparent version of itself, suggesting a sequence of steps.

OUTPATIENT SERVICES REQUEST	
Patient Detail	REQUESTING PROVIDER
Requesting Provider	Name
Service Provider	Provider ID
Attending Physician	Provider Type
	PINES HEALTH SERVICES
	1922449834
	78 - Facility-Agency-Organization NR Provider

☐ 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](#)

[Previous](#) [Next](#)

☐ 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](#)

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

Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this critical incident request

Case ID:
203090001

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc.

[Change Content] PINES HEALTH SERVICES ROBERT NOBLE Contract: Maine Direct				[Update Counts] Total (work-in-progress) Requests: 59 Total Saved (not submitted): 21 Total Submitted: 38	
Logout					
HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP					
REQUEST OVERVIEW					
CASE INFORMATION PRINT CASE					
Case ID:	Case Submit Date:	SRV Auth:	Reference ID:		
203090001	11/4/2020 9:17 AM	N/A	N/A		
Member ID:	Member Name:	Gender:	DOB:		
TEMP001482020110400000	John Dow	M	1/1/1959		



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!