



# CRITICAL INCIDENT TRAINING

Atrezzo Submission Guide

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Hello and Welcome to the Kepro Critical Incident Training.

This video has been created to provide a general overview on how to submit a critical incident request in Atrezzo. The guidance presented in this training is meant to give providers a basic understanding and overview of the critical incident process, and the submission process in Atrezzo.



PART ONE

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# General Overview



We will start with a general overview of the critical incident process.

## Overview

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Kepro in collaboration with the Office of Behavioral Health (OBH) are streamlining the critical incident process for OBH contracted providers.

Effective April 12, 2021, all critical incidents must be entered through Kepro's Atrezzo platform and will have a "critical incident" questionnaire attached to the request.



## Critical Incident Levels

- **Level 1:** These are critical incidents that results in death or serious injury. They significantly jeopardize clients, public safety or program integrity.
- **Level 2:** These are critical incidents that include significant errors or undesirable events that compromise quality of care or client safety.



A critical incident is defined as a serious event that creates significant risk of harm to clients, jeopardizes public safety or program integrity, and includes errors or undesirable events.

There are two types of critical incidents; level 1 and level 2.

**Level 1:** These are critical incidents that results in death or serious injury. They significantly jeopardize clients, public safety or program integrity.

**Level 2:** These are critical incidents that include significant errors or undesirable events that compromise quality of care or client safety.

## Types of Critical Incidents

Level 1 Incidents	Level 2 Incidents
Suicide or Homicide	Alleged Physical/Sexual Abuse of Client
Other Death	Suicide Attempt
Medication Issues (e.g. dosing error, theft, loss)	Lost or Missing Client
Self Harm (resulting in ER care for client)	Medication Diversion or Refusal Against Orders
Clinical or Medication Error (resulting in ER care for client)	Major Physical Plant Disaster
Serious Crime by client with extreme risk of harm to client, staff, or public (e.g. arson, assault, hostage)	
Other serious crime	
Other Serious Events (fire, flood, MVA, Natural Disaster)	



Critical Incidents as indicated in the table, must be reported through Atrezzo whether or not the incident took place at the program site. Level 1 incidents include the following:

Level 2 incidents include the following:

The Director of Crisis Services, Program Operations, and the Executive Director are responsible for formulating a plan which includes submitting the critical incident in Atrezzo. A level 1 incident is required to be reported within 4 hours of the incident becoming known to staff and twenty-four (24) hours for a level 2 incident.



PART TWO

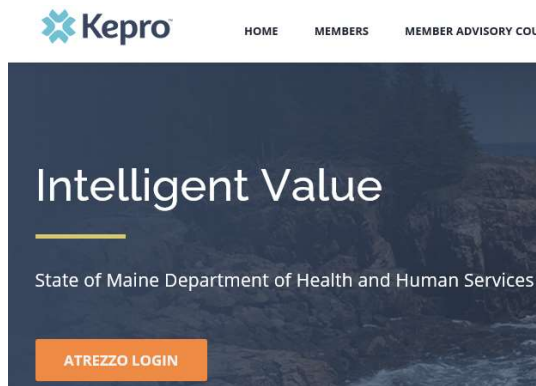
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# Atrezzo Submission



Part Two – The Atrezzo clinical submission

## Accessing Atrezzo



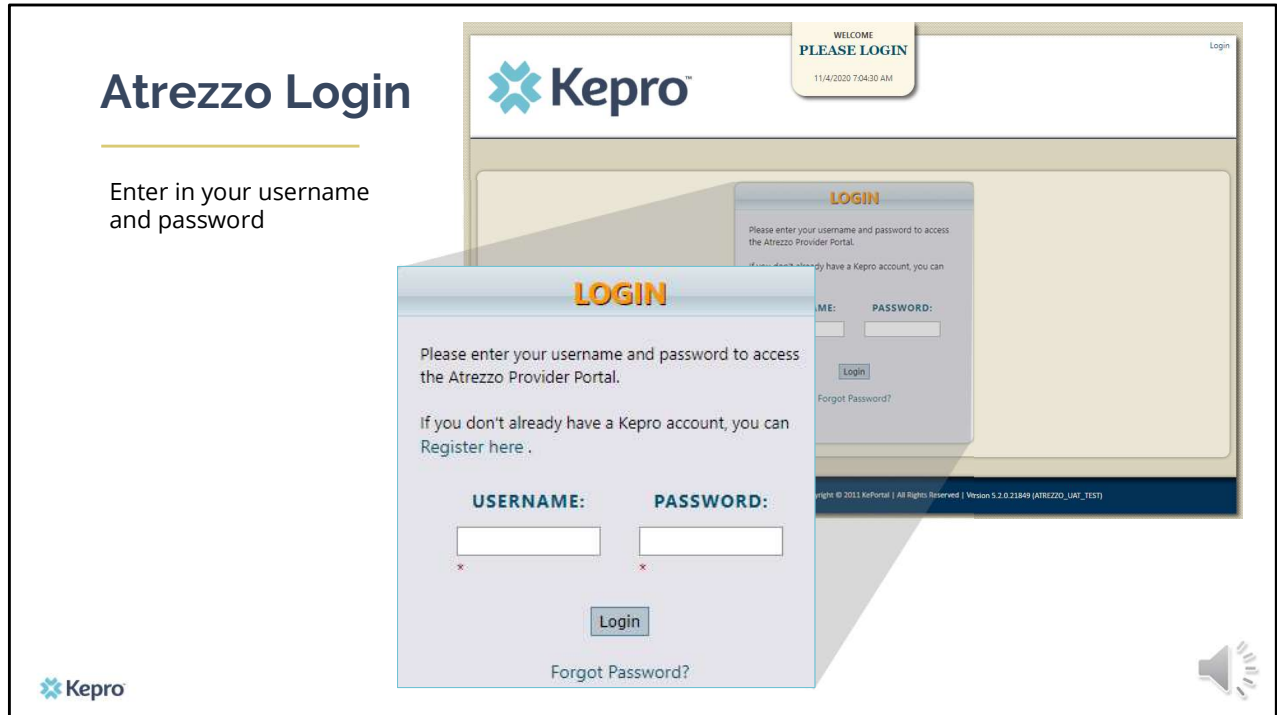
Visit [www.qualitycareforme.com](http://www.qualitycareforme.com) to access the Atrezzo portal



To access the Atrezzo portal, go to our informational website; [www.qualitycareforme.com](http://www.qualitycareforme.com) and click on the Atrezzo login button

# Atrezzo Login

Enter in your username and password

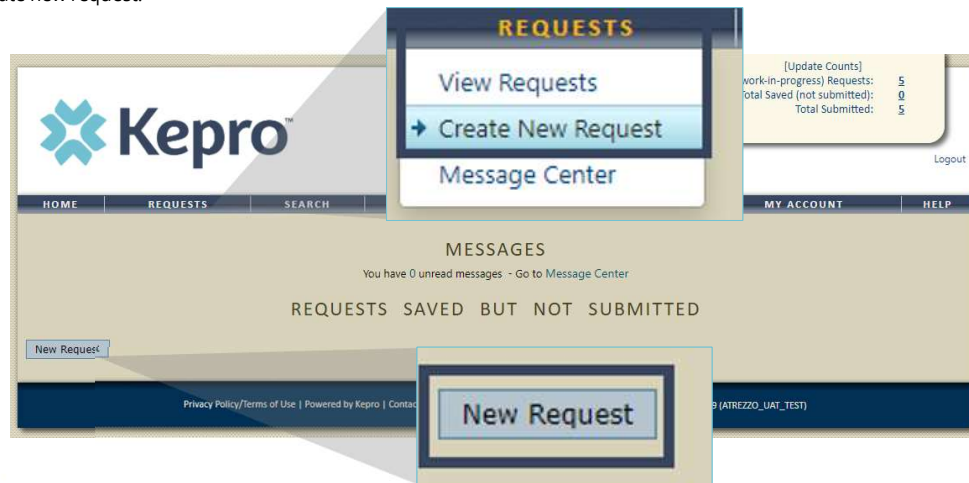


Once you click on the Atrezzo login button, you will be brought to the actual login page. Here you will enter in your username and password. If you have forgotten your password, click on the “forgot password” link. This will ask you to provide your username and the answer to your security question. Once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



## 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 screenshot shows the Kepro web application interface. At the top, there is a navigation bar with links: HOME, REQUESTS, SEARCH, and MANAGEMENT. Below this is a 'MEMBER SEARCH' section with the instruction 'Search for a member using the criteria'. A callout box is overlaid on the search form, showing the following fields:

- Member ID:
- or
- Member Last Name:
- Member Birthdate:  (mm/dd/yyyy)
- Search button

The background interface also includes a header with the Kepro logo and a user profile for 'ROBERT NOBLE'. A table in the top right corner displays request counts:

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

At the bottom of the page, there is a footer with links for Privacy Policy/Terms of Use, Powered by Kepro, Contact, Copyright © 2011 Keportal, All Rights Reserved, and Version 5.2.0.21849 (ATREZZO\_UAT\_TEST).

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.

If the consumer does not have MaineCare, you will be prompted to Create a Temporary member. This should be used for Grant Funded consumers who do not have a MaineCare ID.

## Creating the Request

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

The screenshot shows the Keportal interface. At the top left is the Keportal logo. Below it are navigation tabs: HOME, REQUESTS, and SEARCH. The main content area is titled 'MEMBER SEARCH'. It contains a table with the following data:

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

A callout box points to the 'Select' button in the 'Contract' column. Below the main table, there is a smaller table with the same data. At the bottom of the page, there is a footer with the text: 'Privacy Policy/Terms of Use | Powered by Keportal | Contact | Copyright © 2011 Keportal | All Rights Reserved | Version 5.2.0.21849 (ATREZZO\_UAT\_TEST)'.

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

The screenshot displays the Kepro web application interface for creating a request. At the top, there are tabs for 'Submitted Requests' and 'Servicing/Attending/PCP Requests'. A 'New Request' button is highlighted in the bottom right corner. The main area shows a table with columns: Case Level Member ID, Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers. A sidebar on the right contains user information for 'DOE' and a 'CONTRACT DETAILS' section. The bottom of the screen features a 'New Request' button and a speaker icon.

Case Level Member ID	Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers

**CONTRACT DETAILS**

County: N/A District Office: N/A

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

Click on New Request at the bottom of the Request screen

# Creating the Request

Select Outpatient as the request type

The screenshot displays the Kenpro web application interface. A callout box is overlaid on the main form, highlighting the 'Select request type' and 'Select sub contract' dropdown menus. The 'Select request type' dropdown is set to 'Outpatient' and the 'Select sub contract' dropdown is set to 'Maine ASO'. Below these dropdowns are 'Create Request' and 'Cancel' buttons. The background interface shows a user profile for Jane Doe, contract details for Robert Noble, and a table of submitted requests.

**Kenpro**

[Change Contract] PINES HEALTH SERVICES  
**ROBERT NOBLE**  
Contract: Maine DHRHS

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

Logout

MY ACCOUNT HELP

Select request type: Outpatient ▼ Create Request Cancel

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 (descending) Go

Submitted Requests Servicing/Attending/PCP Requests

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers
------------------------	--------	--------------	--------------	-----------------	-----------

Select request type: Outpatient ▼ Create Request 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

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

**Fax \***

\* 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 not required.

## Service Detail Page

Complete the Service Type and Request Type

**Service Type \***  
**Request Type**

140 - Section 17 Community Support Servi  
Critical Incident

**Service Detail**

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

**Service Type \***  
**Request Type**  
**FIPS Code**

140 - Section 17 Community Support Servi  
Grant Funded Review

\* denotes required field

Previous Next

In the service type box, enter in the Section of MaineCare policy that you are submitting the critical incident request for. In this training we used Section 17 Community Support Services. Next, enter in your request type as Critical Incident and click next.



# Procedures Page

Procedure Codes:

100-600 Critical Incident Level 1

100-700 Critical Incident Level 2

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' page. On the left is a sidebar with navigation 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 includes the instruction 'Use the search below to add procedures to this request'. It features a 'Find' button and a 'Show Preferred' button. Below this is a 'Procedure Search' form with fields for 'Code Type' (set to CPT), 'Code Starts with' (100-600), 'Description', and 'Smart Search'. A 'Find' button is next to the Smart Search field. Below the search form is a table with the following data:

Code	Description	Action
100-600	Critical Incident Level 1	Select

Arrows indicate the flow from the 'Find' button in the main 'PROCEDURES' section to the 'Find' button in the 'Procedure Search' form, and then to the 'Select' button in the search results table.

On the procedures page, enter in the service code by clicking find, then enter in the procedure code or enter the description and click find. The critical incident level 1 code is 100-600 and the level 2 code is 100-700. 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 one (1) in the Qty box.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a summary box shows '100-600 - Critical Incident Level 1' with a '[remove]' link. Below this, the 'Date' is set to '11/09/2020' to '11/09/2020', and the 'Qty' is '1'. A '-Frequency-' dropdown and a 'Rate' field are also present. Below the summary box are links for 'Clinical Information', 'Attached Documents', and 'Questionnaires'. The main 'PROCEDURES' section on the right has the heading 'Use the search below to add procedures to this request'. It contains the same search criteria as the summary box. At the bottom right, there are 'Find' and 'Show Preferred' buttons, a note '\* denotes required field', and 'Previous' and 'Next' buttons. A speaker icon is located in the bottom right corner. The Kepro logo is in the bottom left corner.

Once the code has been added, indicate the start and end date as the day you are submitting the request. In the quantity box, indicate the number 1 unit . 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 shows the 'OUTPATIENT SERVICES REQUEST' page with a sidebar menu including Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses (selected), Clinical Information, Attached Documents, and Questionnaires. The 'DIAGNOSES' section on the page has a 'Find' button and a 'Show Preferred' button. A callout box labeled 'DIAGNOSES' highlights these buttons. A blue arrow points from the 'Find' button to a 'Diagnosis Search' modal. The modal has fields for 'Code Type' (set to ICD10), 'Code Starts with' (set to F20.0), 'Description', and 'Smart Search'. A 'Search' button is present. A second blue arrow points from the 'Search' button to a second 'Diagnosis Search' modal. This second modal shows a table with one row: Code F20.0, Description PARANOID SCHIZOPHRENIA, and Action Select. A 'Select' button is highlighted under the 'Action' column.

**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 diagnosis by clicking find, enter in the diagnosis code or a description and click search. When the diagnosis code appears, click select under action to add the code to the request. Repeat the same steps for each diagnoses. Click next.

## Clinical Information Page

Clinical information page is not required

The screenshot displays a web form titled "OUTPATIENT SERVICES REQUEST". On the left is a sidebar with a list of sections: Patient Detail, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The "Clinical Information" section is highlighted. The main content area shows a message: "Please click Save button before proceeding to the next section of the case submission process." Below this, the heading "CLINICAL INFORMATION" is followed by a large white box containing the text "NOT REQUIRED" in red, with a red prohibition symbol (a circle with a diagonal line) over it. At the bottom of the form are "Previous" and "Next" buttons. The Kepro logo is in the bottom left corner, and a speaker icon is in the bottom right corner.

Using the tabs on the left-hand side of your screen, click on the Questionnaire page. The Clinical Information page is not required

## Questionnaire Page

A Critical Incident Questionnaire will be added.

**OUTPATIENT SERVICES REQUEST**

☒ Patient Detail

☒ Requesting Provider

☒ Service Provider  
Attending Physician

☒ Service Detail

☒ Procedures

☒ Diagnoses

☒ Clinical Information

☒ Attached Documents

**Questionnaires**

**QUESTIONNAIRES**

Questionnaire Name	Status
Critical Incident Report	Not Completed

Previous



At the time of submission, complete the Critical Incident questionnaire. This is where we will capture the information about the incident. Please note that as you answer questions, additional questions may appear if more information is required.

## Submitting the Request

Check the precertification acknowledgement and click submit

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. At the top, there are two tabs: 'Patient Detail' and 'Requesting Provider'. The 'Requesting Provider' tab is active, showing the provider's name as 'PINES HEALTH SERVICES', their ID as '1922449834', and their type as '78 - Facility-Agency-Organization NR Provider'. Below this, there is a section for the precertification acknowledgement, which includes a checkbox and the text: 'I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.' The 'Submit' button is highlighted with a red border. Below the form, there are navigation buttons: 'Previous' and 'Next'. At the bottom of the form, there is a 'Save' button, a 'Save for later' button, a 'Cancel Request' button, and a 'Submit' button. The Keipro logo is visible in the bottom left corner, and a speaker icon is in the bottom right corner.

OUTPATIENT SERVICES REQUEST	
<input type="checkbox"/> Patient Detail	<b>REQUESTING PROVIDER</b>
<input checked="" type="checkbox"/> <b>Requesting Provider</b>	<b>Name</b> PINES HEALTH SERVICES
<input type="checkbox"/> Service Provider	<b>Provider ID</b> 1922449834
<input type="checkbox"/> Attending Physician	<b>Provider Type</b> 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](#)

When the questionnaire has been completed, click on the save changes button and then click on Return to Request. At this point you can click the precertification acknowledgement and submit your request.

## Request Submitted

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.

**Kepro**

[Change Content] PINES HEALTH SERVICES  
**ROBERT NOBLE**  
Contract: Maine DHHS

[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](#)

<b>Case ID:</b> 203090001	<b>Case Submit Date:</b> 11/4/2020 9:17 AM	<b>SRV Auth:</b> N/A	<b>Reference ID:</b> N/A
<b>Member ID:</b> TEMP001482020110400000	<b>Member Name:</b> John Dow	<b>Gender:</b> M	<b>DOB:</b> 1/1/1959

**PROCEDURES**

H2015 Community Integration (CI) **Status: Approved** **Reason: Approved - Meets Criteria**

	Requested	Certified	Freq: N/A
<b>Quantity:</b>	20	20	
<b>Start Date:</b>	11/4/2020	11/4/2020	<b>Mod:</b> N/A
<b>End Date:</b>	12/1/2020	12/1/2020	<b>Rate:</b> N/A

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 request your critical incident request.

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

After your critical incident is submitted in Atrezzo, Kepro will report to OBH all Level 1 incidents within 4 hours and level 2 incidents within 24 hours. OBH will review the critical incident and follow-up with the provider within five (5) business day or receipt.

## Questions?

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**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](mailto:ProviderRelationsME@Kepro.com)

[www.qualitycareforme.com](http://www.qualitycareforme.com)



Thank you for joining the Kepro Critical Incident Training. If you have further questions or need assistance, please call use at 866-521-0027. For technical assistance please press Option 3 to reach a member of our Provider Relations Team. You can also reach them via email at [ProviderRelationsME@Kepro.com](mailto:ProviderRelationsME@Kepro.com). Our hours of operation are Monday thru Friday 8am to 6pm