



# CRITICAL INCIDENT TRAINING

Atrezzo Submission Guide

Presented by:  
Brianna Walton  
Operations Manager for Kepro Maine



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

---

# General Overview



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

## Overview

---

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)	Wellness check
Other serious crime	
Other Serious Events (fire, flood, MVA, Natural Disaster)	



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.

## Reporting Level I Incident

---



**Toll-Free Phone: (866) 521-0027**

**During Business Hours:**

Option 6 – Level I Critical Incident Reporting

**Afterhours, Holidays, and Weekends:**

Option 2 – Level I Critical Incident Reporting



All level 1 incidents are required to be reported within 4 hours of the incident becoming known to staff. To report a Level I incident during normal business hours of Monday through Friday 8am to 6pm, call 866-521-0027 and press Option 6. If you are calling afterhours, on an observed holiday, or weekend, please press option 2. When leaving a message please indicate your name, agency, phone number, service type, and a brief narrative about your critical incident. OBH staff will contact you with any additional questions.

Please note that all critical incidents for both Level I and Level II require a full report entered in to the Atrezzo platform within twenty-four (24) hours of the incident occurring whether or not the incident took place at the program site.



PART TWO

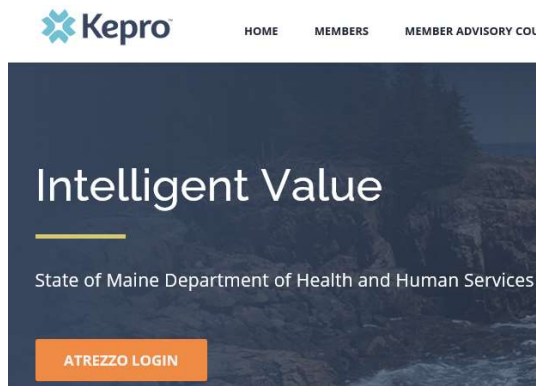
---

# Atrezzo Submission



Part Two – The Atrezzo clinical submission

## Accessing Atrezzo



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

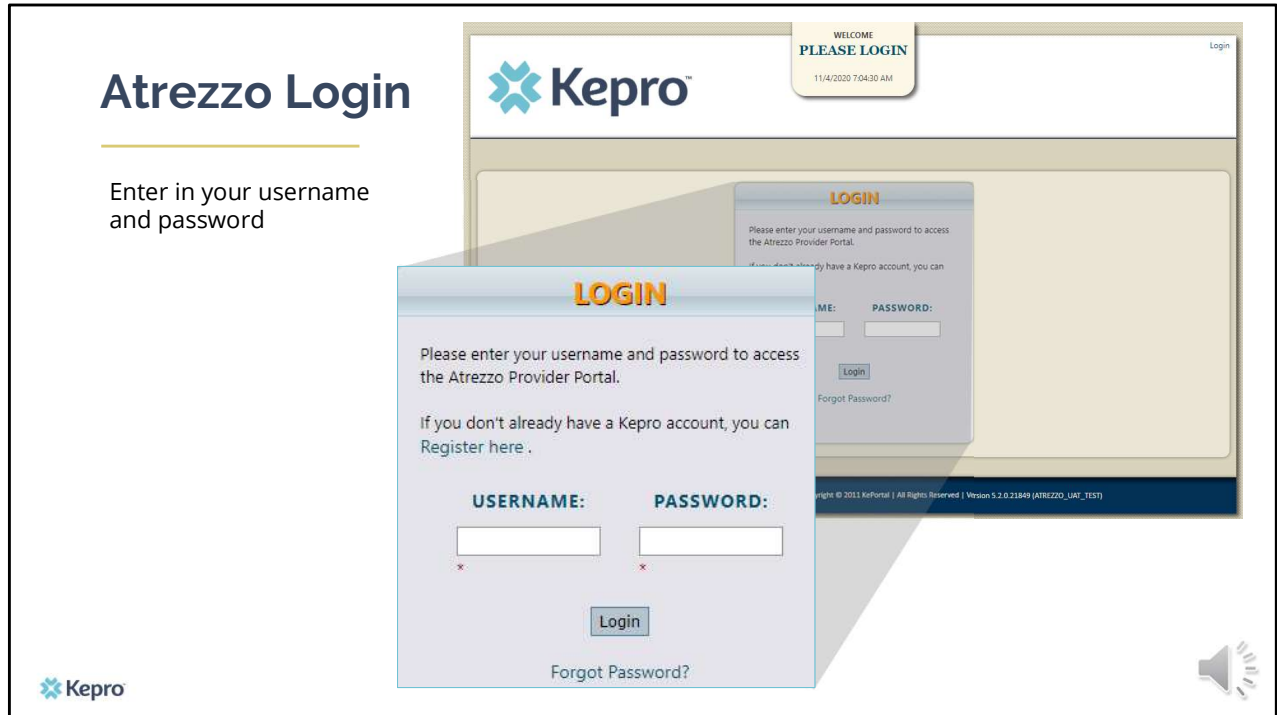


To access the Atrezzo portal, go to our informational website; [www.qualitycareforme.com](http://www.qualitycareforme.com) and click on the Atrezzo login button



# Atrezzo Login

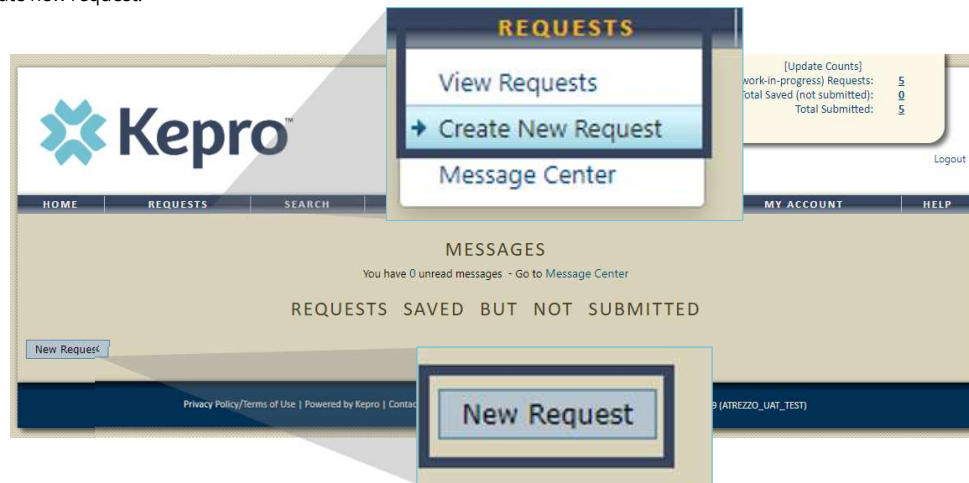
Enter in your username  
and password



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.



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

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)

A 'Search' button is located at the bottom right of the callout box. In the background, a user profile for 'ROBERT NOBLE' is visible, along with a table of request counts:

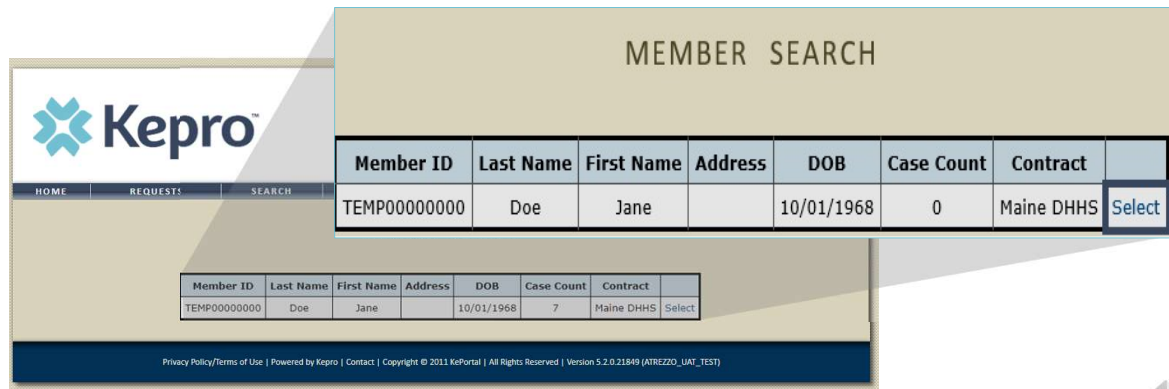
[Charge Count]		[Update Count]	
Total (work-in-progress) Requests:	52	Total (work-in-progress) Requests:	52
Total Saved (not submitted):	19	Total Saved (not submitted):	19
Total Submitted:	38	Total Submitted:	38

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 members who do not have a MaineCare ID.

## Creating the Request

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



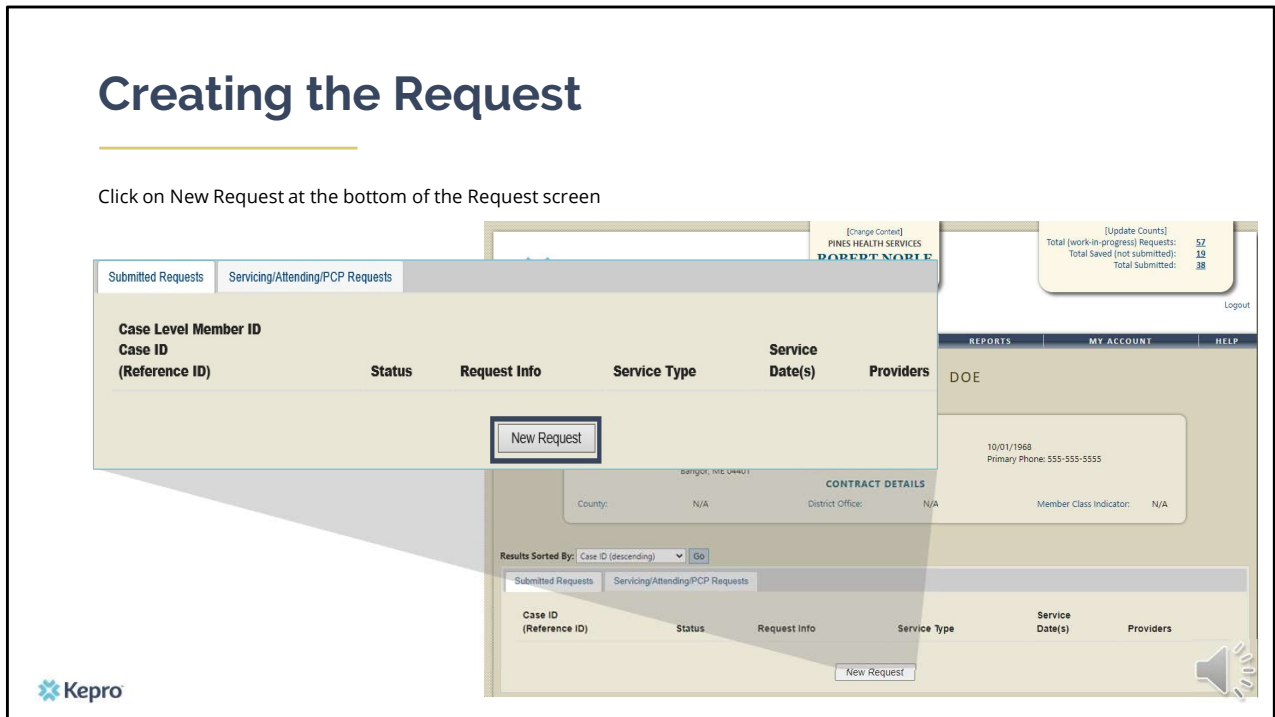
The screenshot displays the Kepro Member Search interface. At the top, the 'MEMBER SEARCH' title is centered. Below it is a table with the following columns: Member ID, Last Name, First Name, Address, DOB, Case Count, Contract, and a 'Select' button. The table contains one row of data for a member with ID TEMP00000000, Last Name Doe, First Name Jane, DOB 10/01/1968, Case Count 0, and Contract Maine DHHS. The 'Select' button is highlighted. The Kepro logo is visible in the top left corner of the interface. A navigation bar at the bottom includes links for HOME, REQUESTS, and SEARCH. A footer at the very bottom contains the text: Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2011 KePortal | All Rights Reserved | Version 5.2.0.21849 (ATREZZO\_UAT\_TEST).

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



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 DHRIS

[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

Requesting Provider  
Service Provider  
Attending Physician  
**Service Detail**  
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 illustrates the workflow for adding procedures to a request. It features a main 'OUTPATIENT SERVICES REQUEST' form and two callout boxes showing the search process.

**OUTPATIENT SERVICES REQUEST**

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

**PROCEDURES**

Use the search below to add procedures to this request

\* denotes required field

**Procedure Search (Callout 1)**

Use the search below to add procedures to this request

**Procedure Search (Callout 2)**

Code Type: CPT

Code Starts with: 100-600

Description:

Smart Search:

Code	Description	Action
100-600	Critical Incident Level 1	<input type="button" value="Select"/>

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' and the 'Qty' is '1'. The 'Rate' field is empty. A link for 'Clinical information' is visible. The main 'PROCEDURES' section on the right contains the same information and a 'Find' button. At the bottom, there are 'Previous' and 'Next' buttons, a speaker icon, and a note that '\*' denotes a required field.

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 screenshot illustrates the 'Diagnosis Page' workflow. It features a main 'OUTPATIENT SERVICES REQUEST' panel on the left with a sidebar menu including 'Patient Detail', 'Requesting Provider', 'Service Provider', 'Attending Physician', 'Service Detail', 'Procedures', 'Diagnoses' (highlighted), 'Clinical Information', 'Attached Documents', and 'Questionnaires'. The 'DIAGNOSES' section in the main panel contains the instruction 'Use the search below in order to add diagnoses to this request' and 'Find' and 'Show Preferred' buttons. A callout box labeled 'DIAGNOSES' shows a 'Find' button being clicked. Below this, a 'Diagnosis Search' modal is shown with fields for 'Code Type' (set to ICD10), 'Code Starts with' (containing 'F20.0'), 'Description', and 'Smart Search'. A 'Search' button is present. A second 'Diagnosis Search' modal shows the results for 'F20.0', displaying a table with the following data:

Code	Description	Action
F20.0	PARANOID SCHIZOPHRENIA	Select

The 'Select' button under the 'Action' column is highlighted. The Kepro logo is visible in the bottom left corner.

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, a sidebar lists several 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 large red "NOT REQUIRED" message with a red prohibition symbol (a circle with a diagonal line). Above this message, a small instruction reads: "Please click Save button before proceeding to the next section of the case submission process." Below the message are "Previous" and "Next" buttons. The Kepro logo is visible in the bottom left corner of the slide.

Using the tabs on the left-hand side of your screen, click on the Questionnaire page. The Clinical Information page is not required. All clinical information will be captured through questionnaires.

## 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 Kepro 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

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)	<b>Status:</b> <b>Approved</b>	<b>Reason:</b> Approved - Meets Criteria
<b>Requested</b>	<b>Certified</b>	
<b>Quantity:</b> 20	<b>20</b>	<b>Freq:</b> N/A
<b>Start Date:</b> 11/4/2020	<b>11/4/2020</b>	<b>Mod:</b> N/A
<b>End Date:</b> 12/1/2020	<b>12/1/2020</b>	<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 of receipt.



## 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  
Option 6 – Level I Critical Incident Reporting

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