



DISCHARGE REQUEST

Atrezzo Submission Guide

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

The guidance presented in this presentation is meant to give providers a basic understanding of the discharge process in Atrezzo.



Atrezzo Submission



In this section we will discuss the process for submitting a discharge in Atrezzo.

Accessing Atrezzo



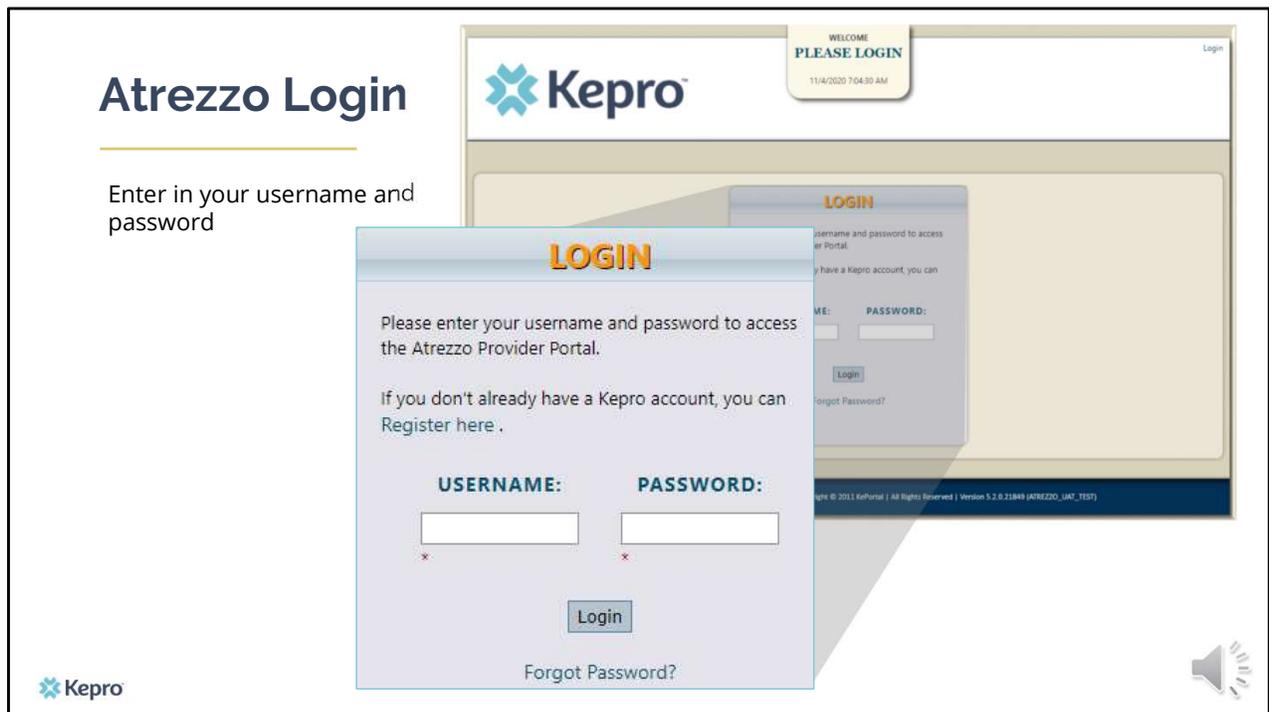
Visit www.qualitycareforme.com to access the Atrezzo portal



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.

Searching the Case



HOME REQUESTS SEARCH

Member
Request/Case

Case or Reference ID: 203090001 Go

Member ID:

or

Member Last Name:

Member Birthdate:

(mm/dd/yyyy)

Search

Case or Reference ID: 203090001 Go



Once you have successfully logged in to Atrezzo, you will be brought to the home screen. There are two ways to search for the case needing to be discharged. To search by the case ID, click on the search tab, select Request/Case, enter in the case ID and then click go. To search for the member, click on the search tab and then select member. Enter then select member to search using member's MaineCare ID or last name and DOB and clicking go.

Discharging the Case

Results Sorted By: Case ID (descending) Go

Message counts with altered color (i.e. Messages: 2) means there are unread messages on that request

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers	
203090001 (N/A) [Procedures] [Diagnosis]	TEMP DOB: Contract: Maine ASO	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	140 - Section 17 Community Support Services - Adults	11/4/2020 - 12/1/2020	[Servicing]	[Select] [Extend] [Copy] [Discharge]

[Select]
[Extend]
[Copy]
[Discharge]



Once you have searched for the case or member, scroll down to the bottom of the page and click on the discharge link for the case you want to discharge.

Discharging the Case

DISCHARGE INFORMATION

Discharge Disposition: --Select One--
Employment Status: --Select One--
Living Arrangement: --Select One--

CASE INFORMATION

Case ID:	Case Submit Date:	SRV Auth:	Referer:
203090001	11/4/2020 9:17 AM	N/A	N/A

PROCEDURES

Procedure	Description	Certified Start Date	Certified End Date
H2015	Community Integration (CI)	11/4/2020	12/1/2020

Discharge Note:

Submit Cancel

Kepro

Select the discharge disposition, and member's employment status and living arrangement at time of discharge. In the certified end date box, change the date to the date that you are discharging the case and then click submit. The case will then be discharged.

As a reminder, discharges should be completed in Atrezzo when the member discharges from your services. All hospital and residential services should be discharged within 1 calendar day with all other services being discharged within 5 calendar days. This will allow the member to seek the same or similar services with another provider without barriers should they choose to.

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



Thank you for joining the Kepro Discharge Training. If you have further questions or need assistance, please call us at 866-521-0027. For technical assistance, please press Option 3 to reach a member of our Provider Relations Team. You can also reach a member of our Provider Relations Team via email at ProviderRelationsME@Kepro.com. To reach a member of our clinical team, press option 4, and to reach our appeals department, press option 5. Our hours of operation are Monday thru Friday 8am to 6pm.