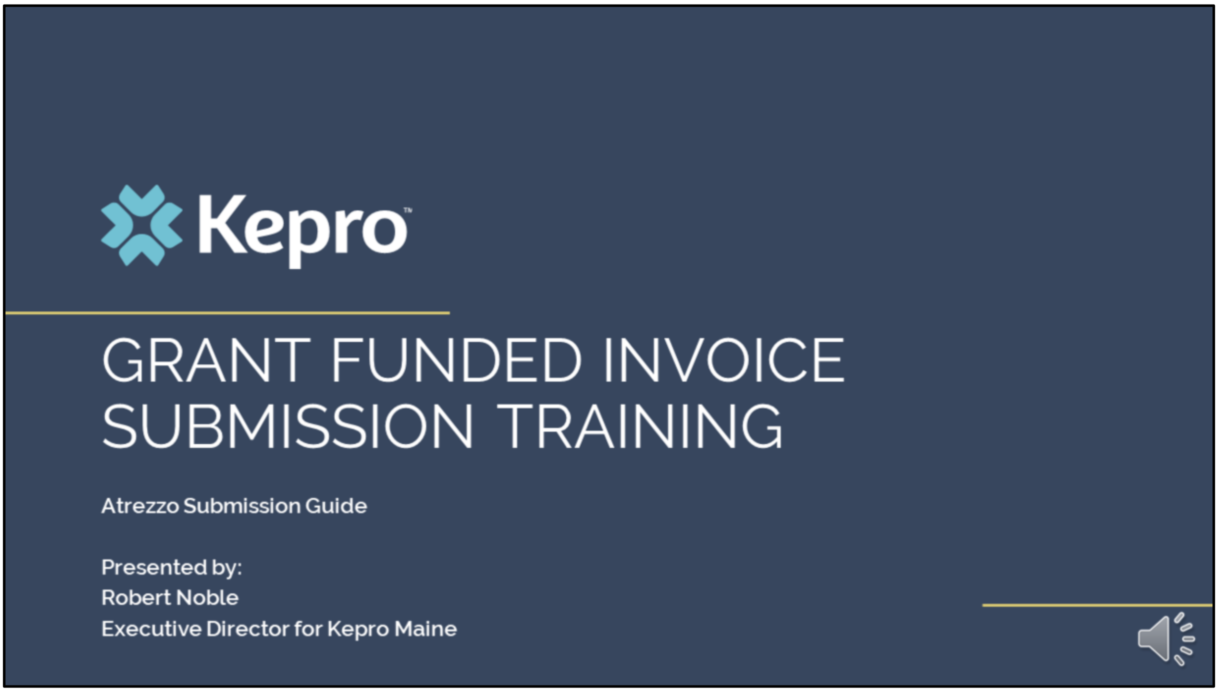

Hello and Welcome to the Kepro Grant Funded Invoice Submission Training.

This video has been created to provide general guidance for Providers on how to submit an invoice in Atrezzo and how to access your invoice reports.

Agenda

1. Invoice Overview
2. Atrezzo Submission
3. Invoice Submission
4. Generating Invoice Reports
5. Future enhancements

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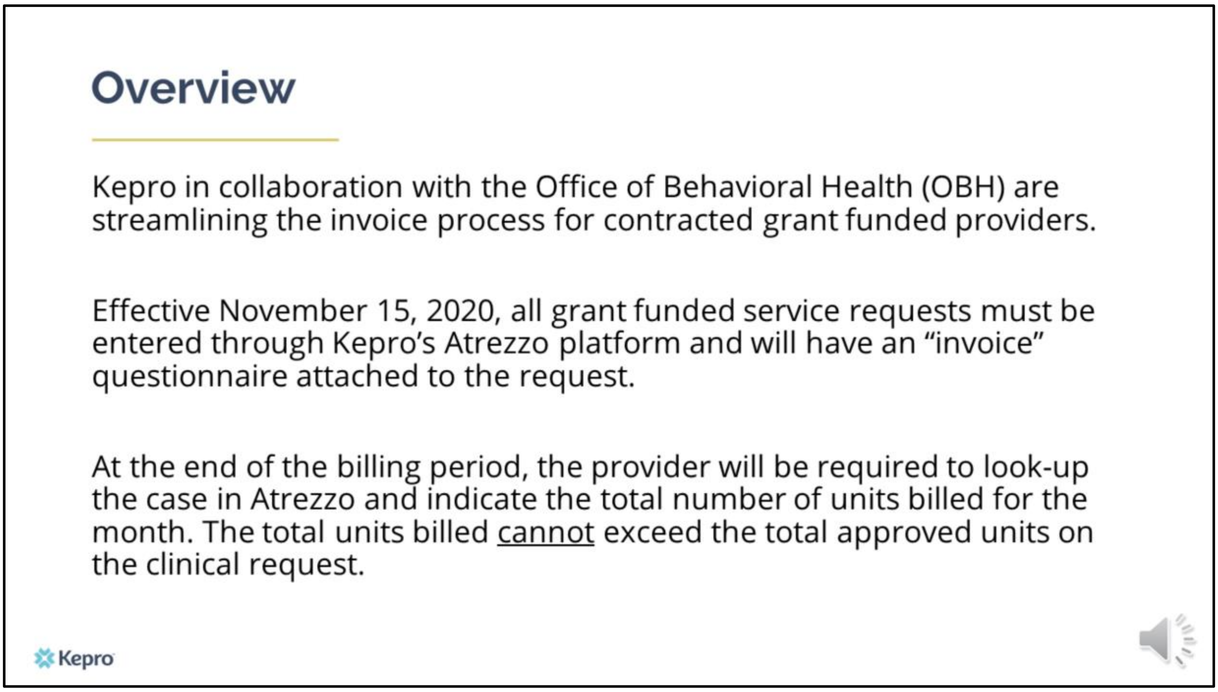
This training will cover the following topics; a general overview about the invoice process, a walkthrough on how to submit a clinical request in Atrezzo, a walkthrough on how to update your invoice questionnaire, a quick explanation for generating your own invoice reports and future enhancements to this process.

Part One – Invoice Overview



Kepro in collaboration with the Office of Behavioral Health (OBH) are streamlining the invoice process for contracted grant funded providers.

Effective November 15, 2020, all grant funded service requests must be entered through Kepro's Atrezzo platform and will have an "invoice" questionnaire attached to the request.

At the end of the billing period, the provider will be required to look-up the case in Atrezzo and indicate the total number of units billed for the month. The total units billed <u>cannot</u> exceed the total approved units on the clinical case.

Services Included

Service Type	Service Codes
Mobile Crisis	220-500
Crisis Stablization Units (CSU)	H0018
Assertive Community Treatment (ACT)	H0040
Daily Living Supports (DLS)	H2017
Community Rehabilitation Services (CRS)	H2018
Community Integration (CI)	H2015
Medication Management	H2010, H2010HF, H2010HFAF
Adult PNMI (Appendix E & F)	H0019, T1020HE
Adult PNMI (Appendix B)	240-200
Veterans Case Management	130-100
Support Employment	120-300
Clubhouse	H2030
Medication Assisted Treatment (MAT)	220-600
MAT for Incarcerated Individuals	220-700
SUD Intensive Outpatient Program (SUDIOP)	220-800
Outpatient Counseling	100-500

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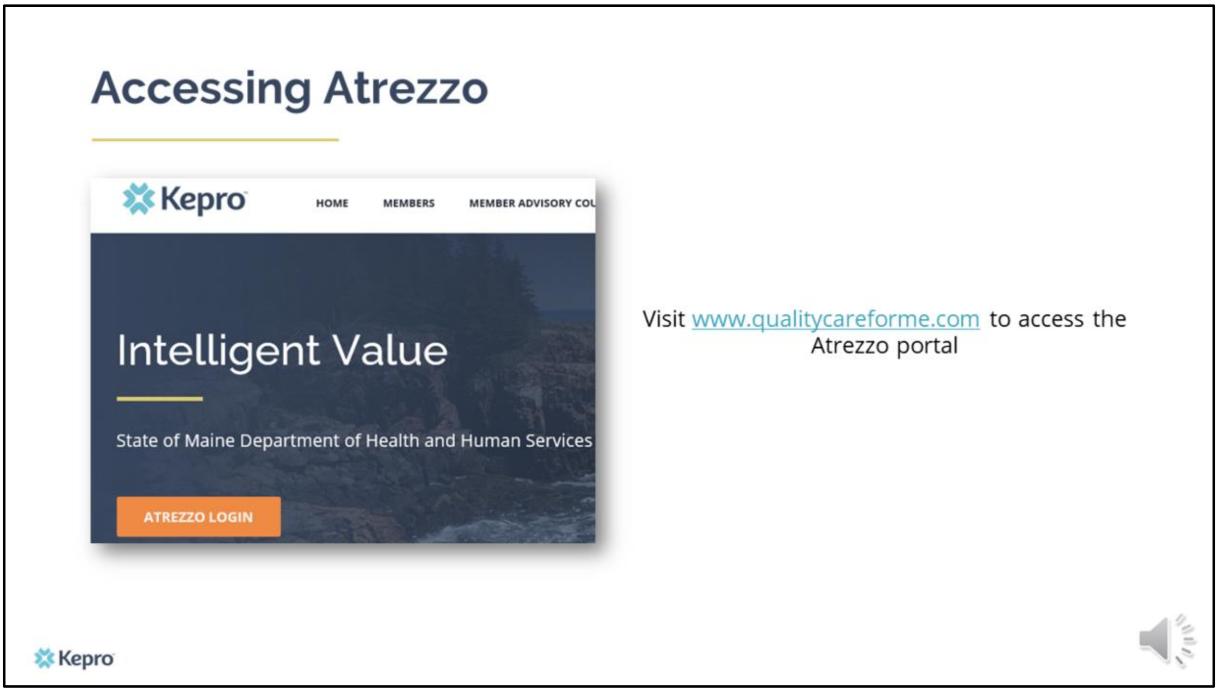
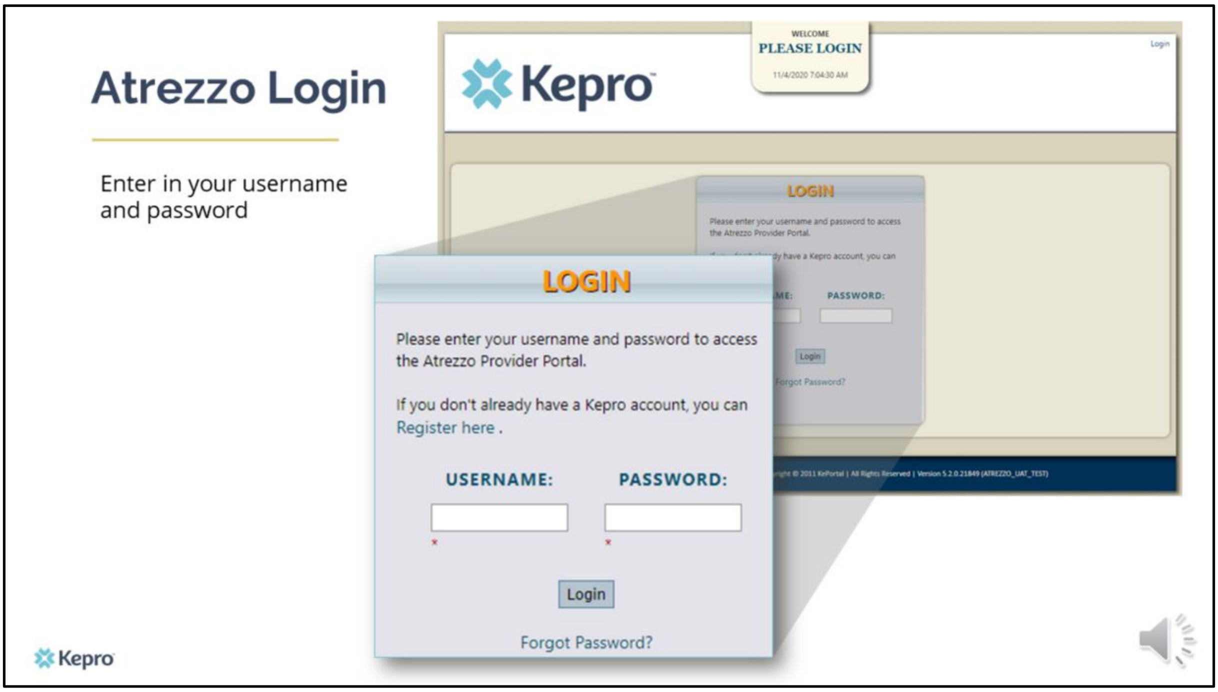
The following grant funded services will be invoiced through the Kepro Atrezzo process; Mobile Crisis, Crisis Stabilization Units, Assertive Community Treatment, Daily Living Supports, Community Rehabilitation Services, Community Integration, Medication Management, Adult PNMI, Veterans Case Management, Supported Employment, Clubhouses, Medication Assisted Treatment, Substance Use disorder Intensive Outpatient Program and Outpatient Counseling.

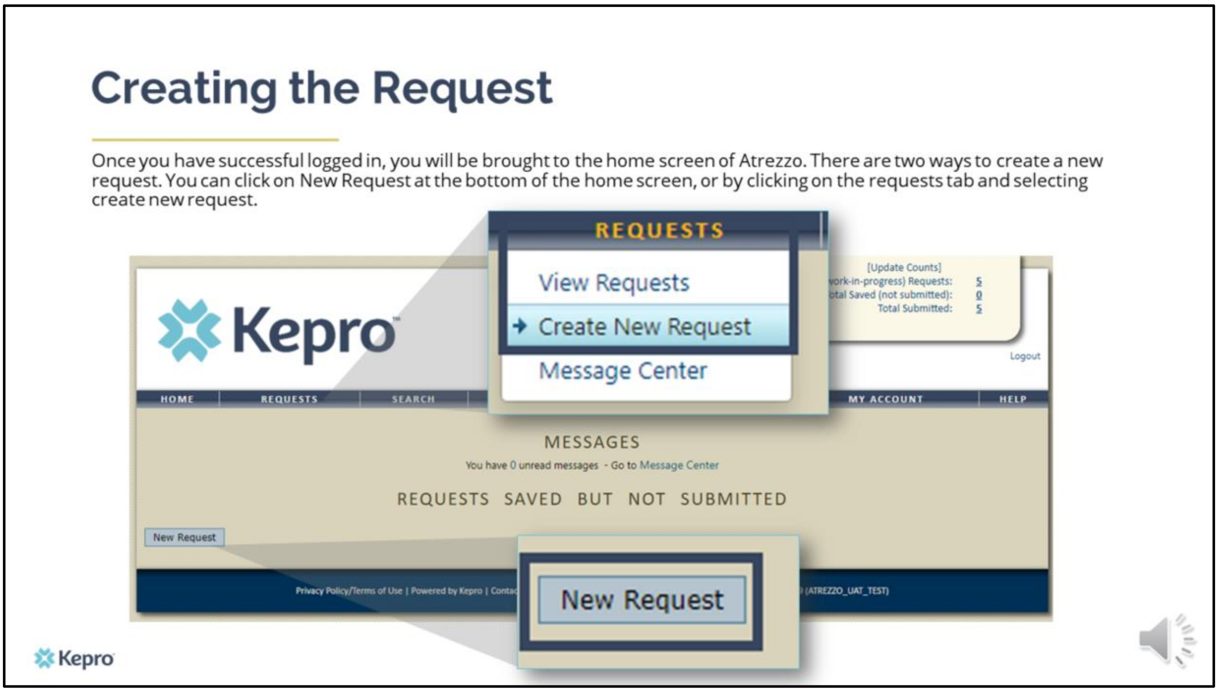
Part Two – The Atrezzo clinical submission



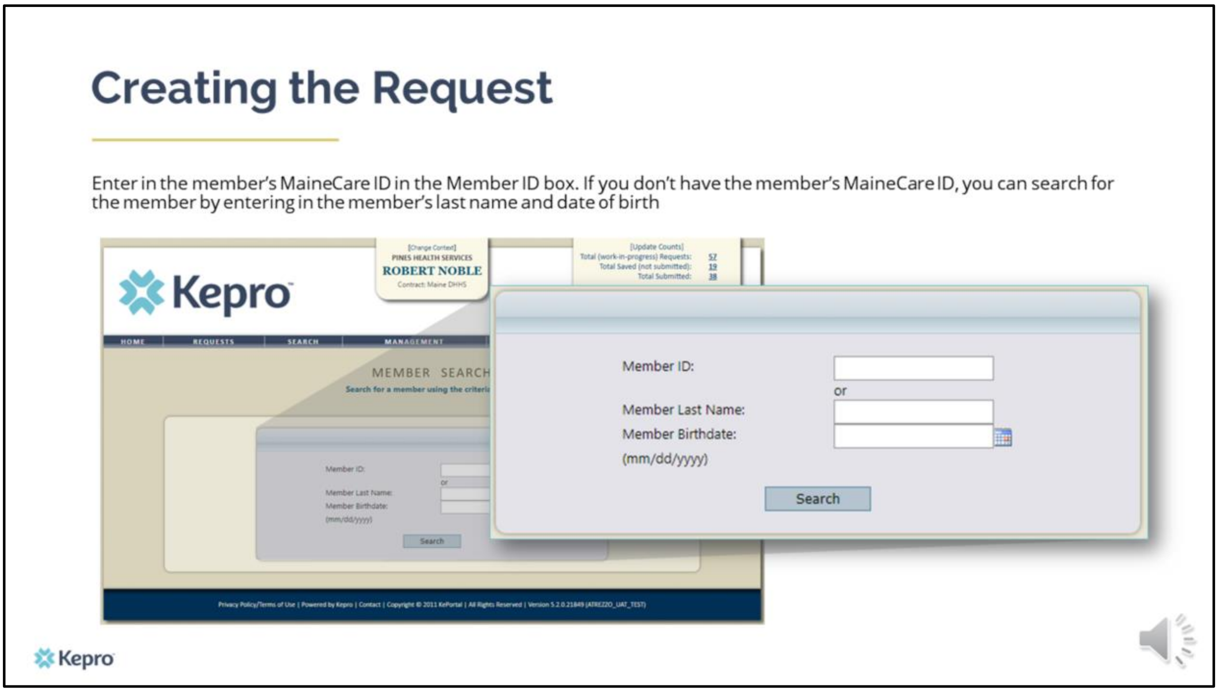
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button



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.



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.

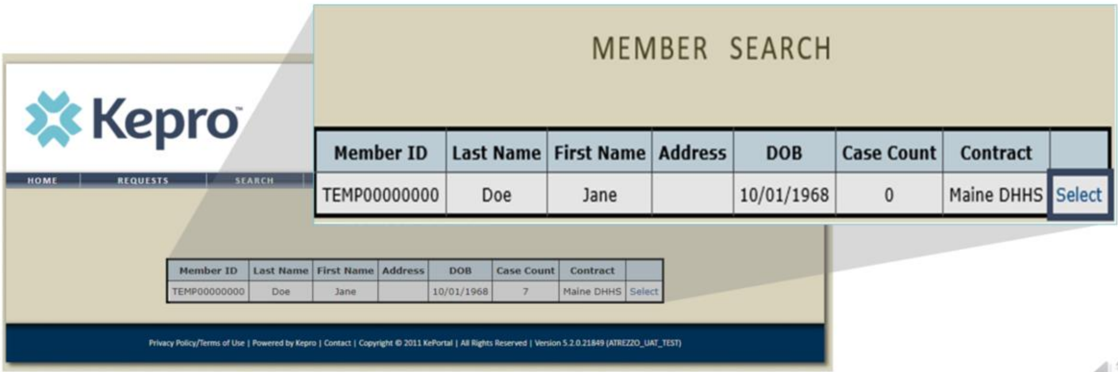


Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth and click search.

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.



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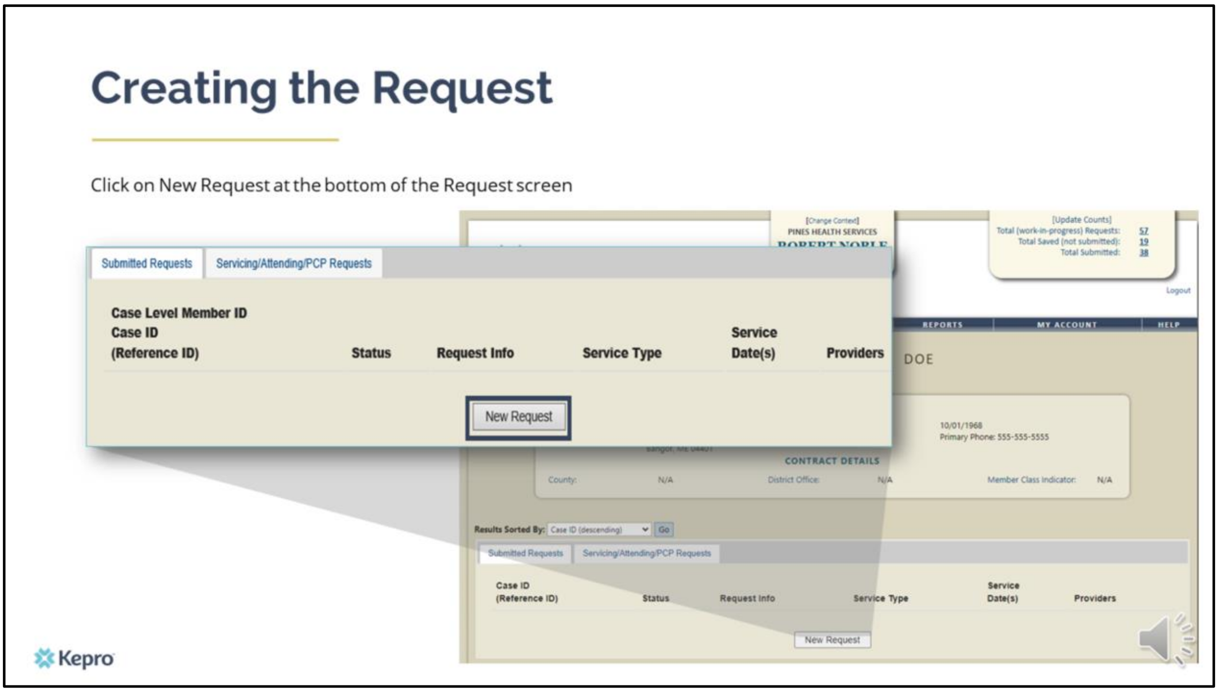
Once the member appears in the member search screen, click on select to start the request



Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type

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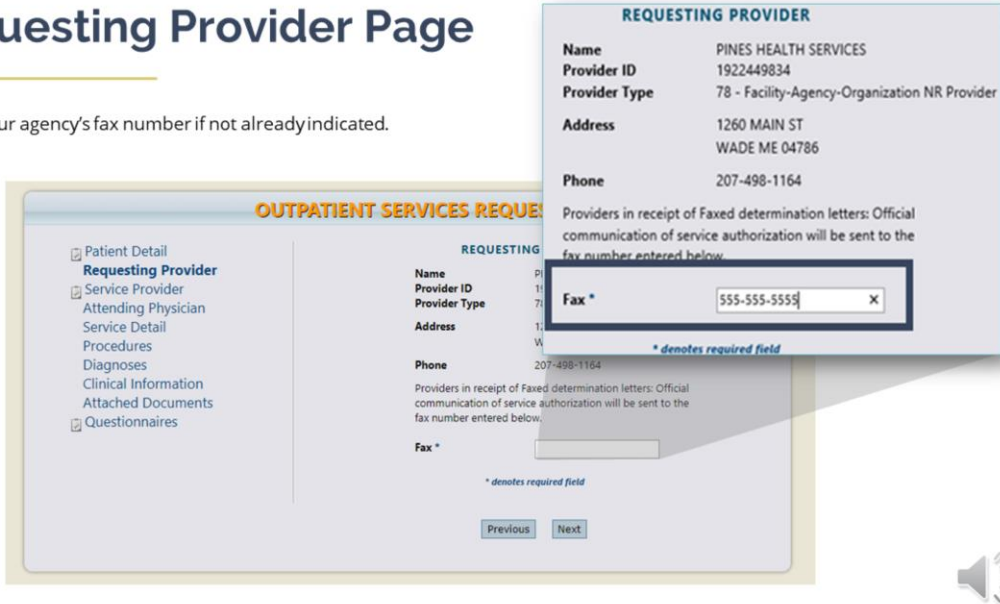
In the select request type box, choose outpatient. The select sub contract will default to Maine ASO. Click Create request to continue.

Requesting Provider Page

Enter in your agency's fax number if not already indicated.



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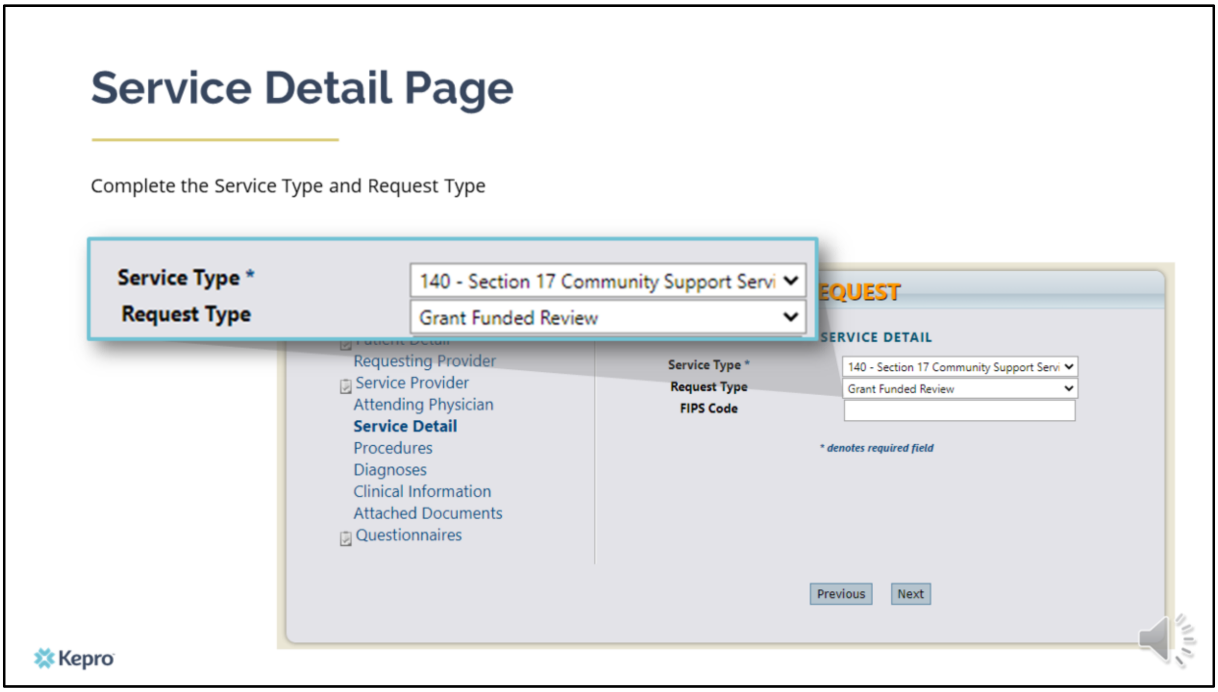
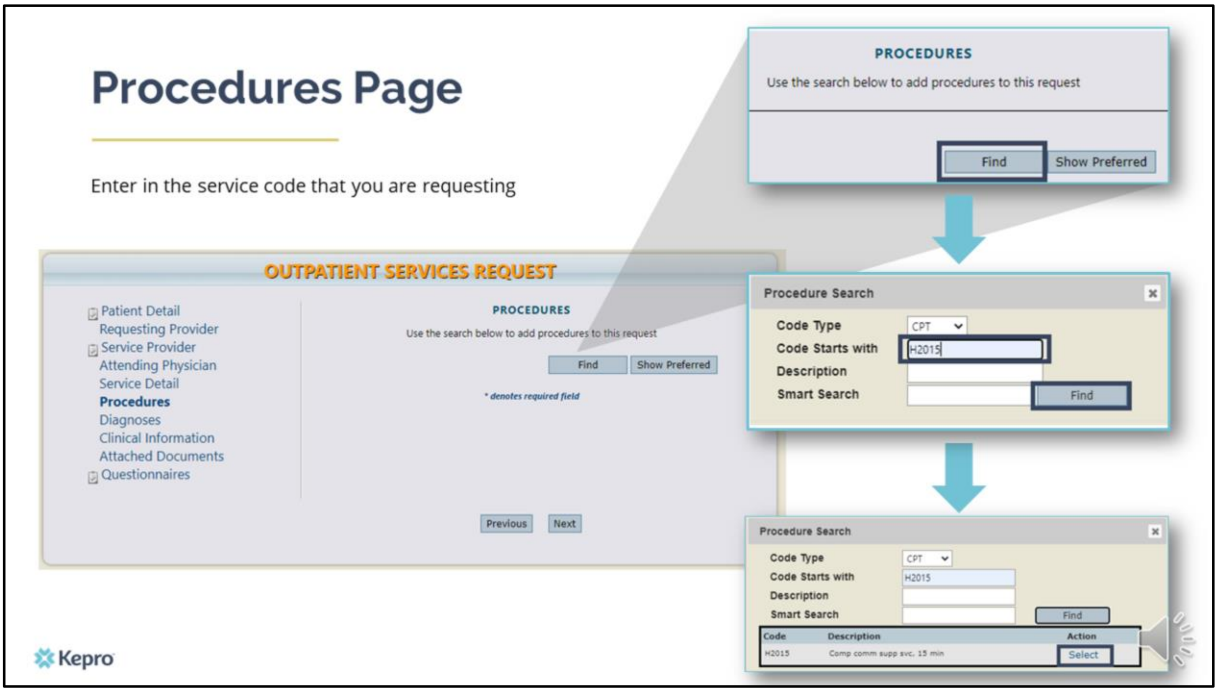
Once you have clicked create request, you will be brought to the Requesting Provider page. If your agency's fax number is not already indicated, please enter in the fax number and click next.

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.

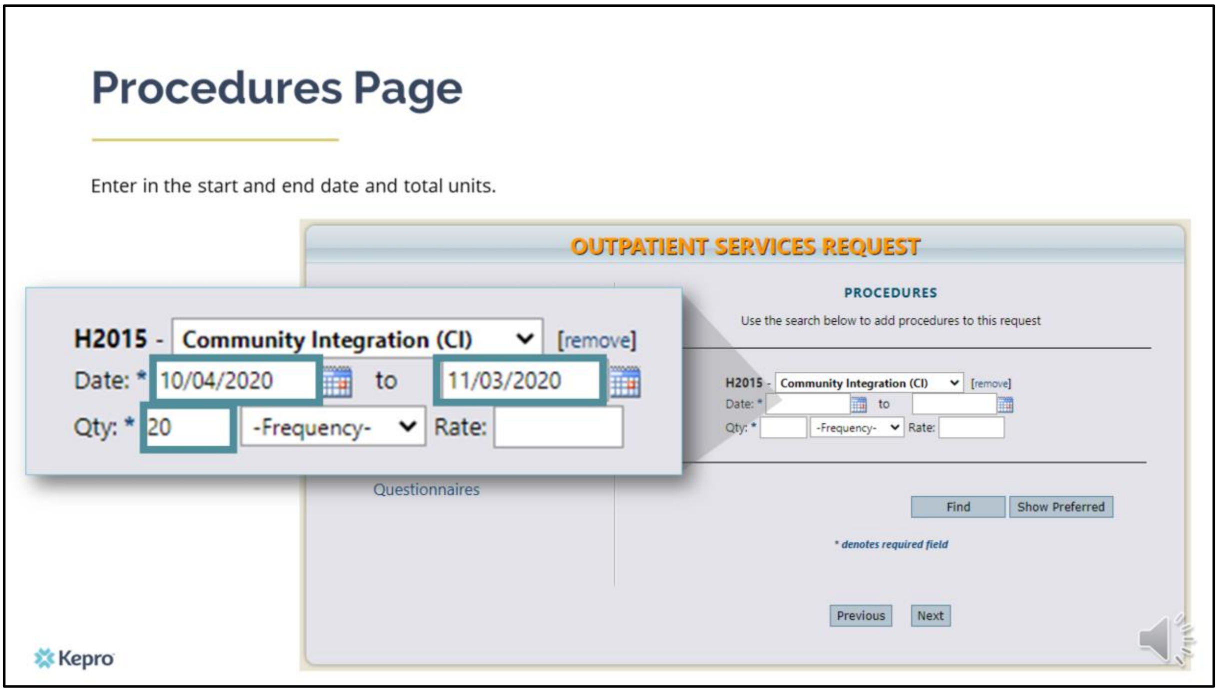


In the service type box, enter in the Section of MaineCare policy that you are submitting the request for. In this training we used Section 17 Community Support Services. Next, enter in your request type as Grant Funded Review or Grant Funded Continued Stay Review and click next.

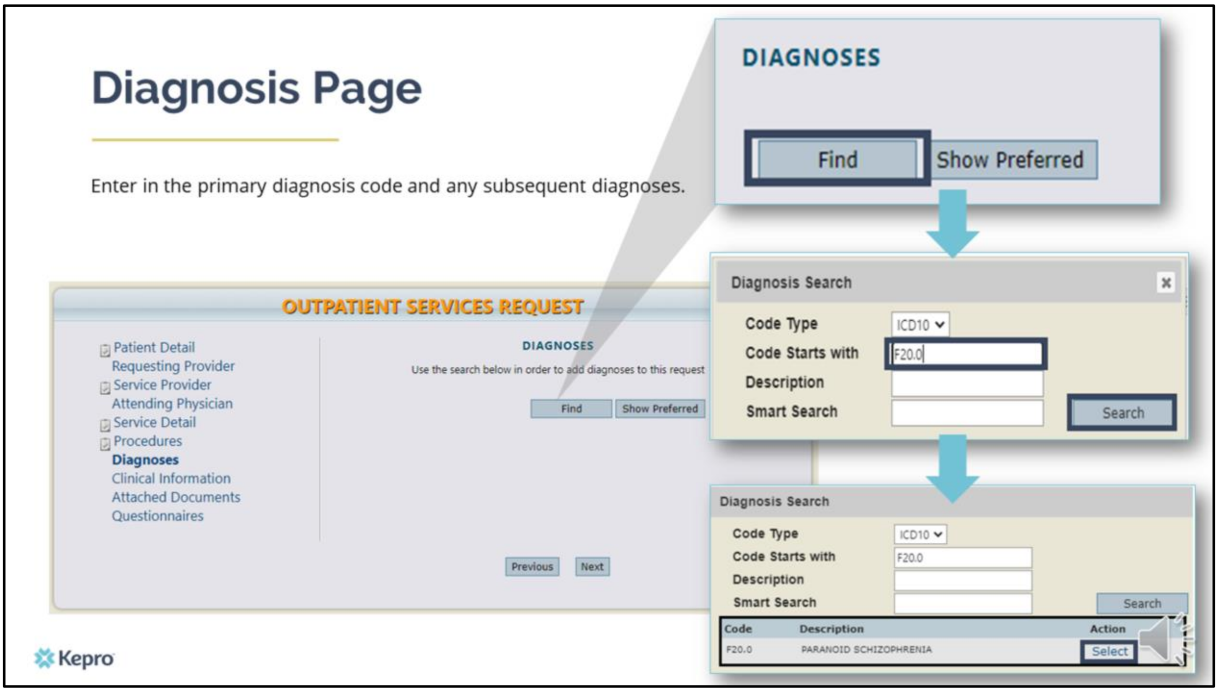
Please note: Grant Funded Review is used for new admissions and Grant Funded Continued Stay Review is used for extensions of treatment.



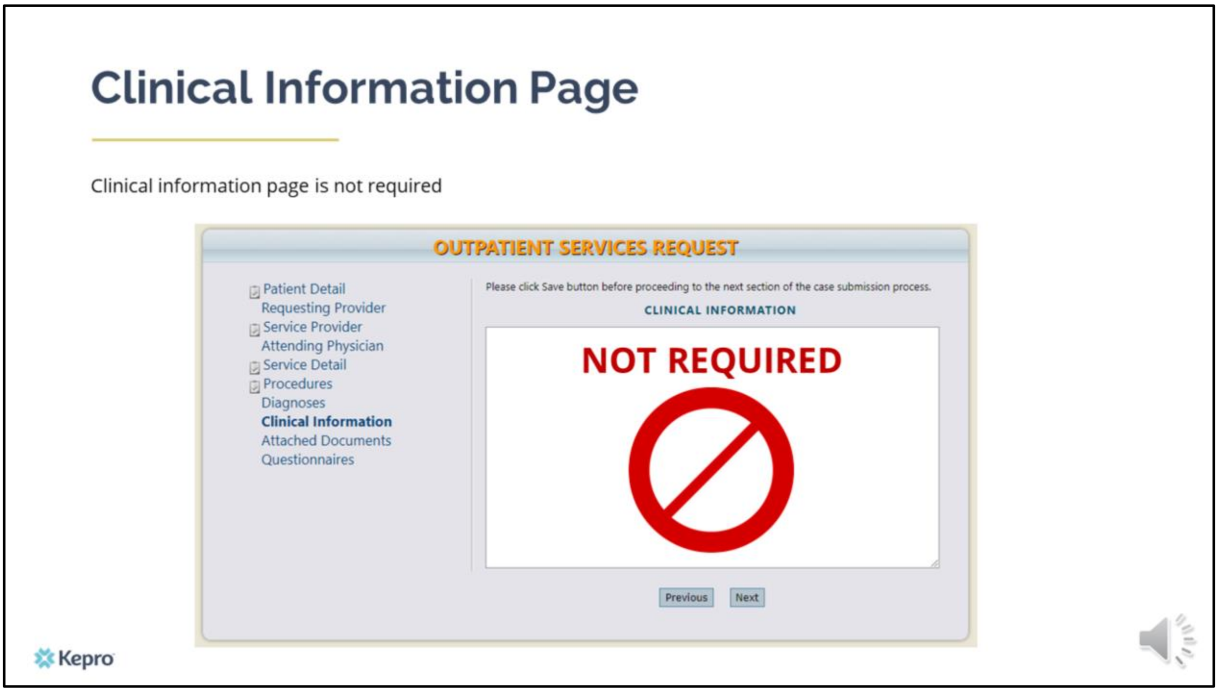
On the procedures page, enter in the service code by clicking find, then enter in the procedure code or enter the description and click find. When the procedure appears, click on select under action. This will add the code to your request.



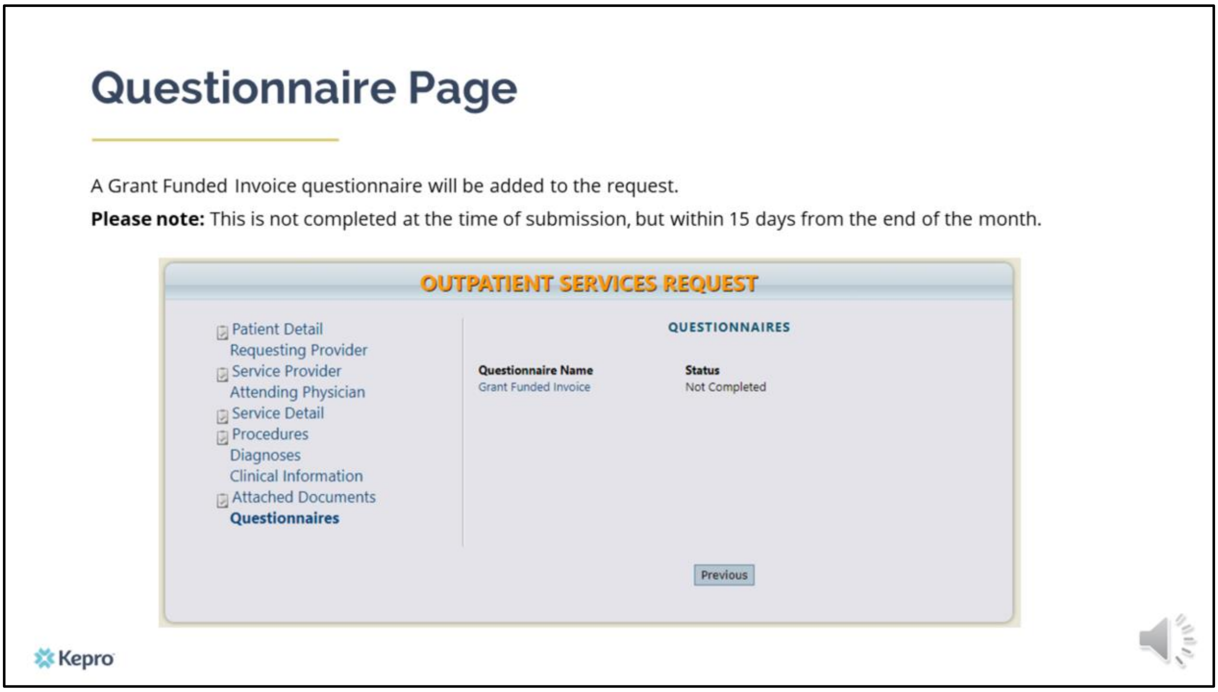
Once the code has been added, indicate the start and end dates for that service type. In the quantity box, indicate the number of units you expect to use between the start and end dates. Click Next.



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.



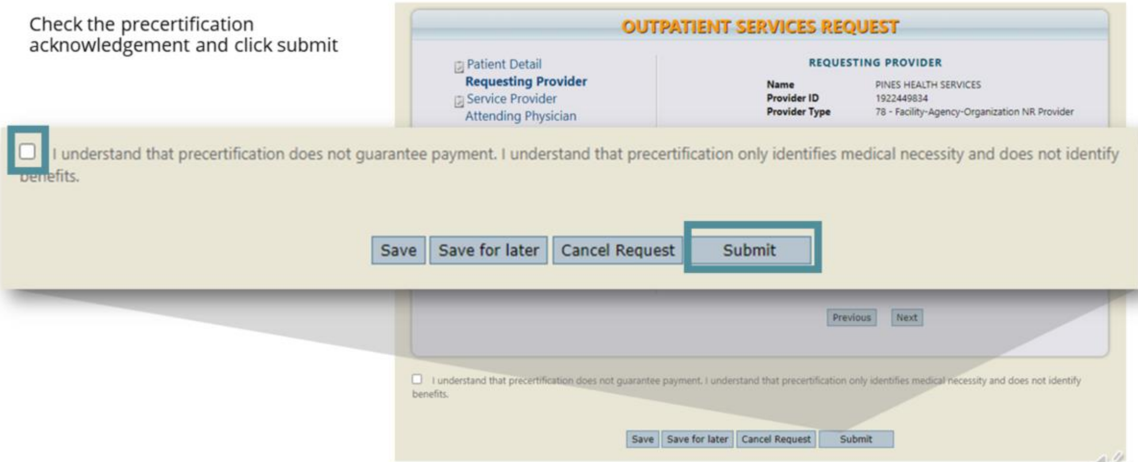
Using the tabs on the left-hand side of your screen, click on the Questionnaire page. The Clinical Information page is not required



At the time of submission, complete all questionnaires except for the Grant Funded Invoice. The Grant Funded Invoice is required to be completed after treatment has been provided.

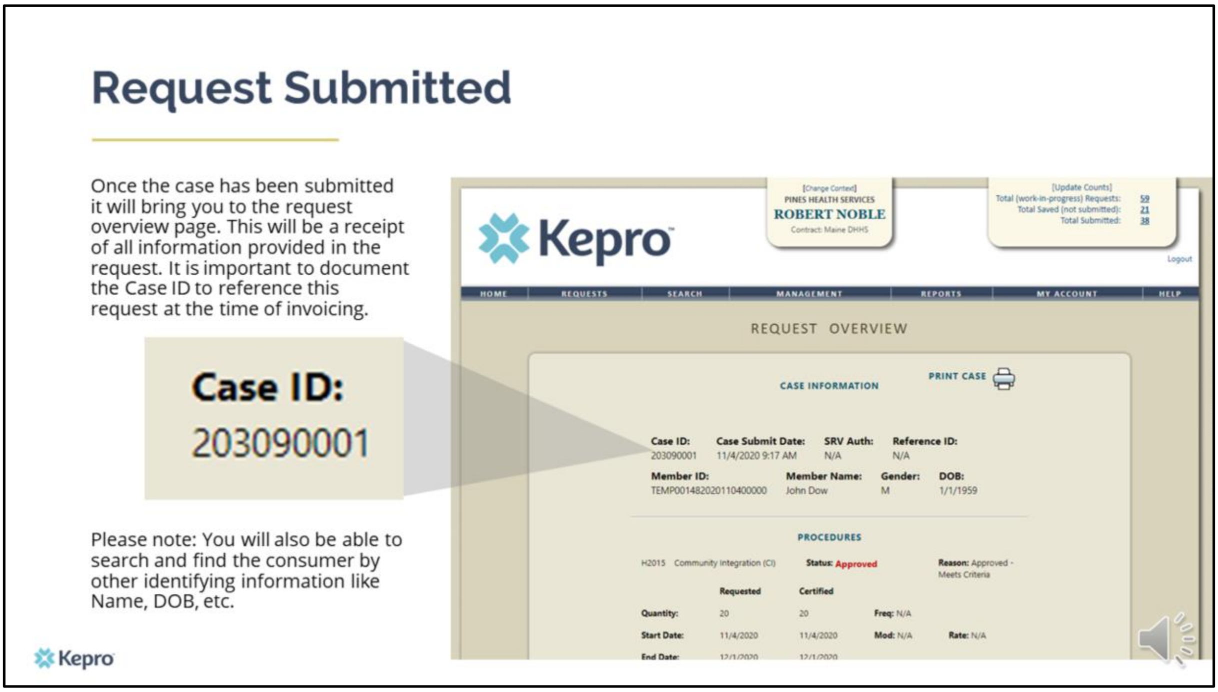
Submitting the Request

Check the precertification acknowledgement and click submit



Kepro

When the questionnaires have 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.



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 at the time of invoicing.

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

Part three – invoice submission

Invoice Submission

Within 15 days from the end of the month, providers are required to login to Atrezzo and enter the total units the client was served by completing the invoice questionnaire.

OCTOBER 2020

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	2 hours (8 units)	9	10
11	12	1 hour (4 units)	14	15	16	17
18	19	20	21	22	23	24
25	26	27	1.5 hours (6 units)	29	30	31

October 2020 – 4.5 hours (18 units)

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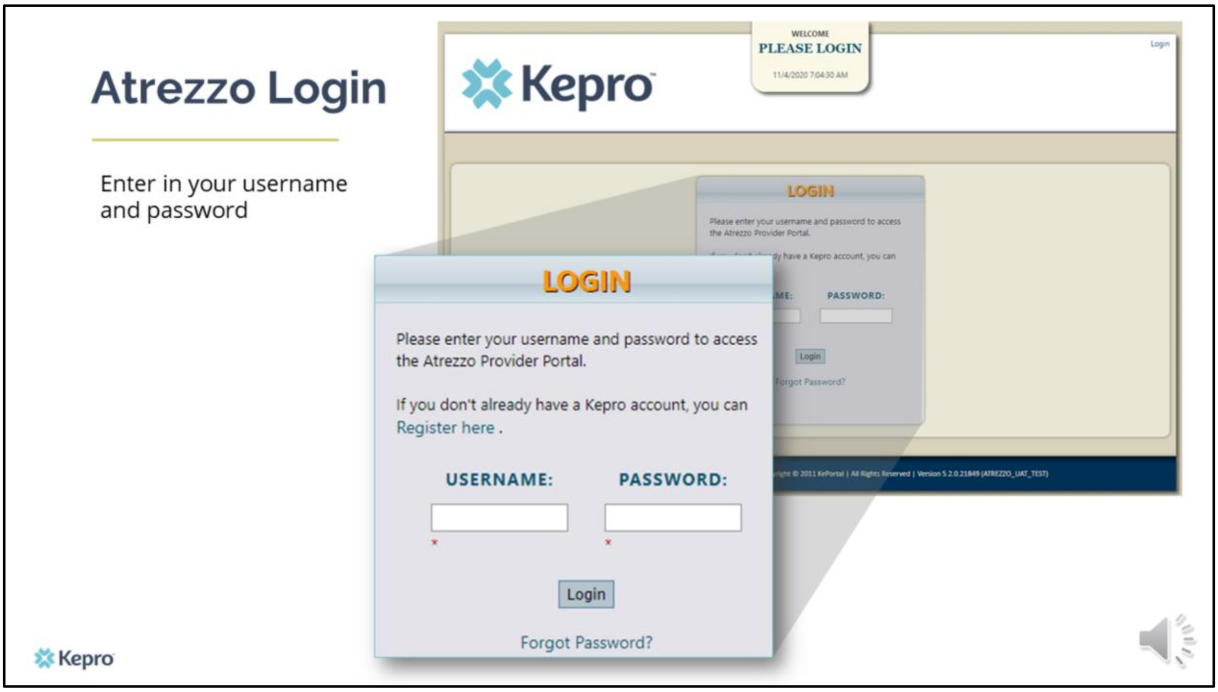
Now that your clinical case has been requested, you are ready to go back and complete your invoice.
Please note: Invoices are required to be updated within 15 days from the end of the month.

Providers are required to login to Atrezzo and enter the total units the client was served.

In the example on the screen, this individual was served on 10/8 for 2 hours (8 units), 10/13 for 1 hour (4 units) and 10/28 for 1.5 hours (6 units). The total units served for the month would be 4.5 hours, 18 units. The provider would enter 18 units in the invoice questionnaire for October 2020. In the next few slides, we will explain how to do that.



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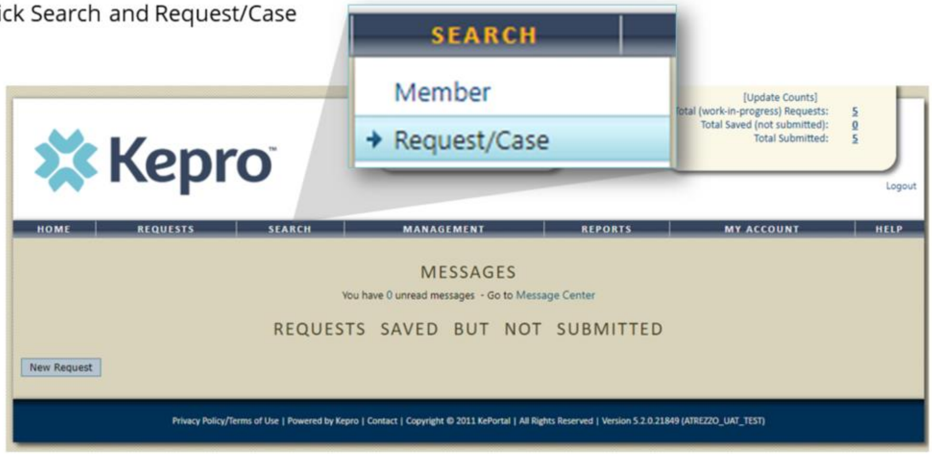
Search Request

Click Search and Request/Case



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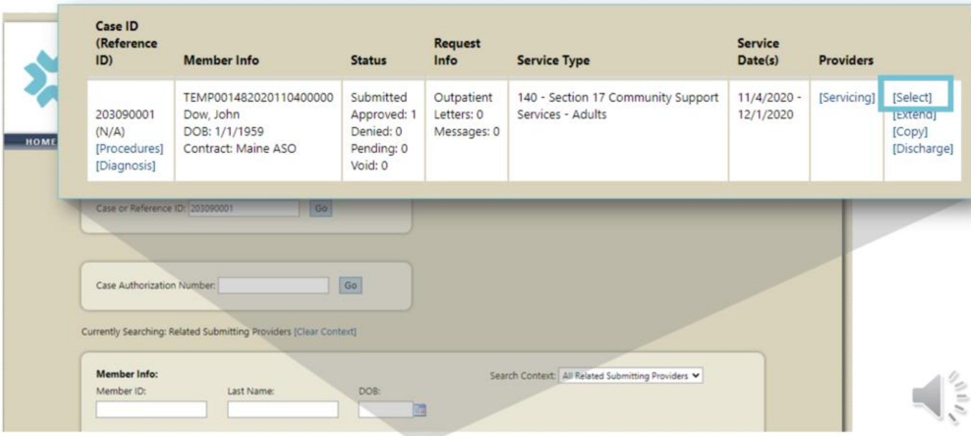
Click the search tab and search by the Request/Case if you wrote down the Case ID. If not, you may search by the member.

Enter the case ID. Again, if you do not have the Case ID you can scroll down on this page and enter the members demographic information.

Search Request

Click Select to view the Request Overview page

Scroll down



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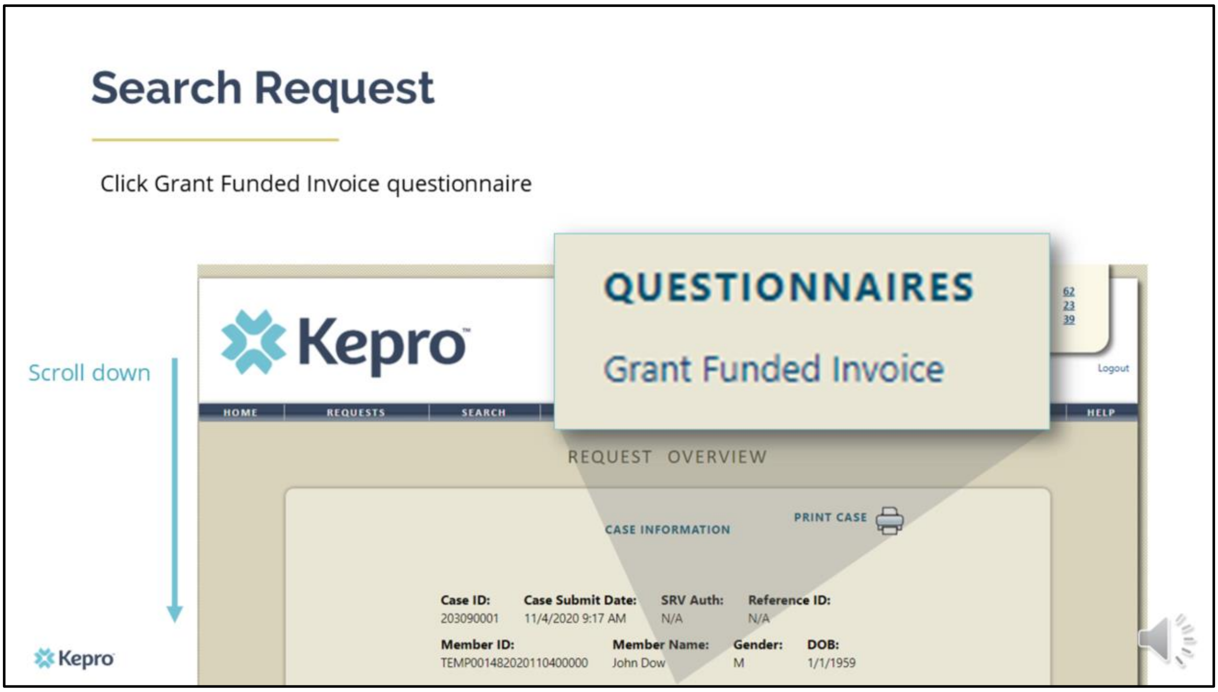
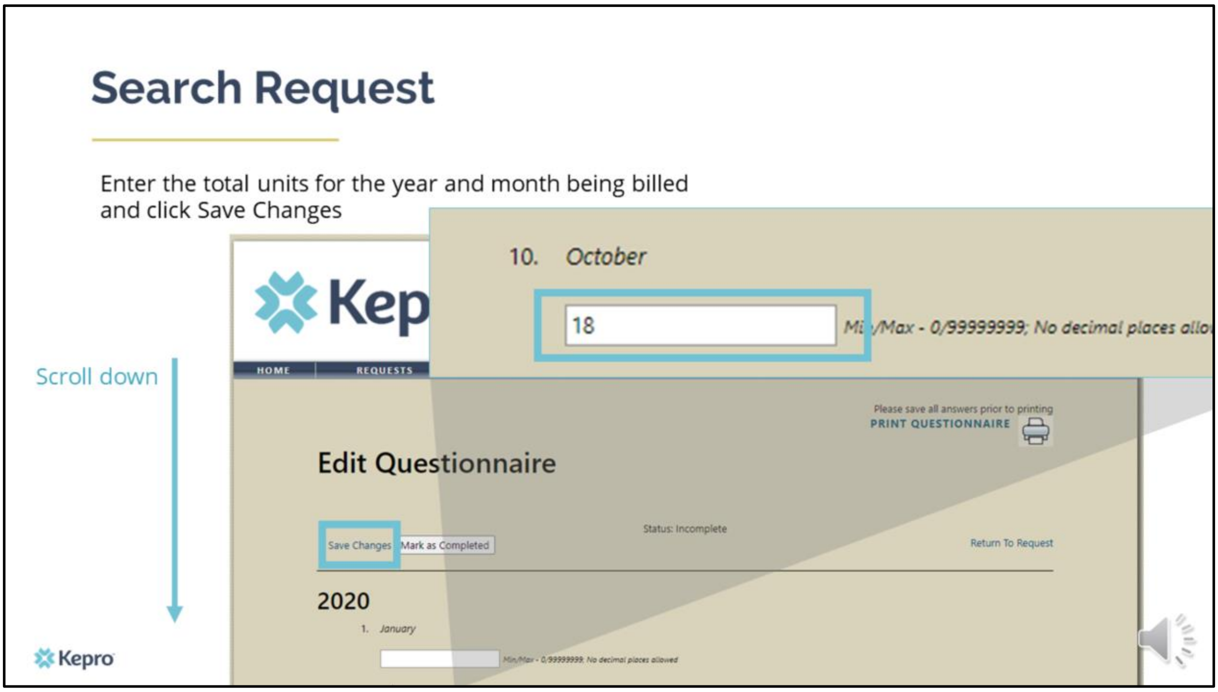
Once the case or member has been searched, scroll down on the search page and click select on the appropriate request.



The request overview page will open. Scroll down towards the bottom and under the questionnaires title click the Grant Funded Invoice link.



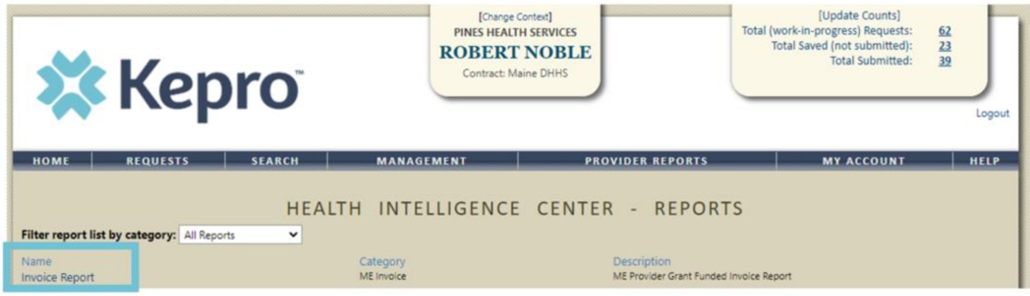
In the questionnaire, go to the correct year and month and enter the total number of units billed. In our example we will enter 18 units. Click save changes,
Do not click mark as complete as it will lock the questionnaire and you may need to go back to the invoice questionnaire to add billed units for the next month.

Once the questionnaire has been updated, you may close out or move on to the next client.

Part four – generating invoice reports

Generating Invoice Reports

Kepro will generate an automated invoice on the 16th of every month for services billed for the previous month. The invoice will be sent via secure email to the Office of Behavioral Health staff. A copy of that report will also be available to providers within the Atrezzo platform under the Provider Reports tab.



Kepro

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Sample Invoice

Kepro

Community Integration Grant Funded Invoice

Invoice: 20200814
Date Range: 7/1/2020 thru 7/31/2020
Invoice Period: 8/3/2020 thru 8/9/2020
Community Care
40 Summer Street 2nd Floor
Bangor, ME 04401

Contract:
NPI: 1114070661
CT:

Date: 8/10/2020
FY21

First	Last	Invoice No	Auth No	Start Date	End date	Units	Billing Unit	Rate	Request	Remaining Provider Balance	Dollars Paid
J.	Doe	123456789	111111111	7/1/2020	7/31/2020	30	15 min.	$21.28	$638.40	$5,000.00	$638.40
A.	Smith	558649781	222222222	7/1/2020	7/31/2020	100	15 min.	$21.28	$2,128.00	$4,361.60	$2,128.00
H.	Johnson	235480971	333333333	7/1/2020	7/31/2020	80	15 min.	$21.28	$1,702.40	$2,233.60	$1,702.40
											$4,468.80

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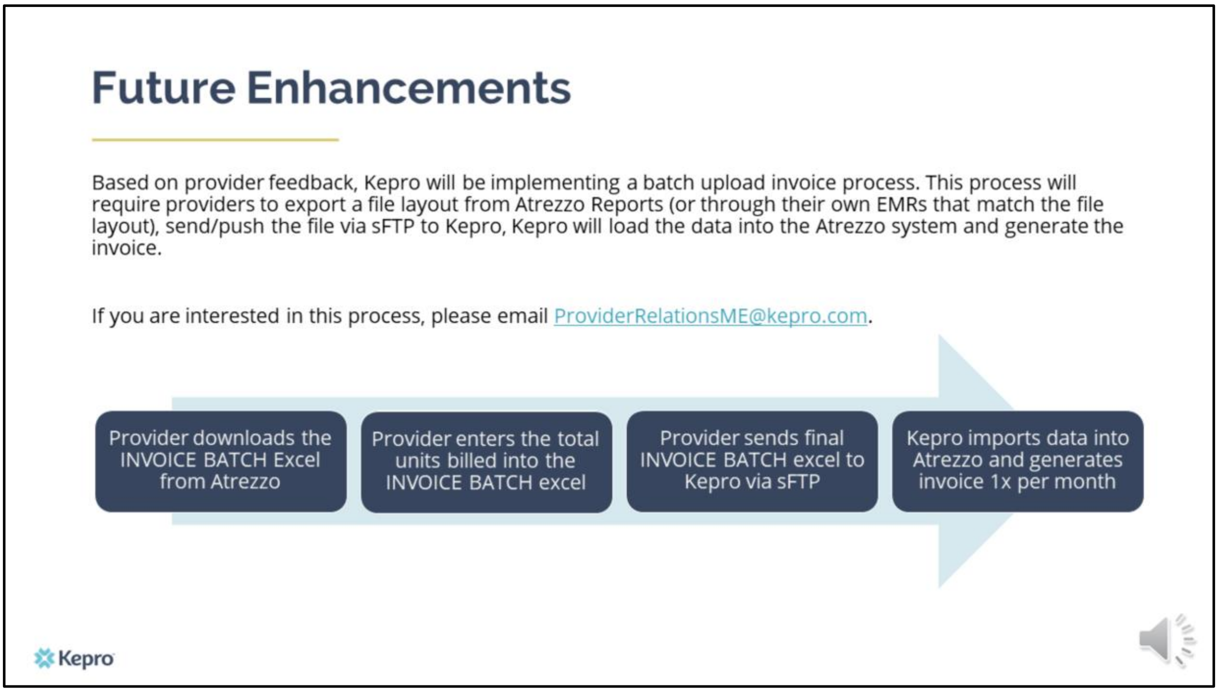
Providers will be able to run the monthly invoice and export to PDF (as shown on the screen).

The invoice will include all clients that were invoiced for the month. The total units added to the questionnaires will be multiplied by the rate for that service.

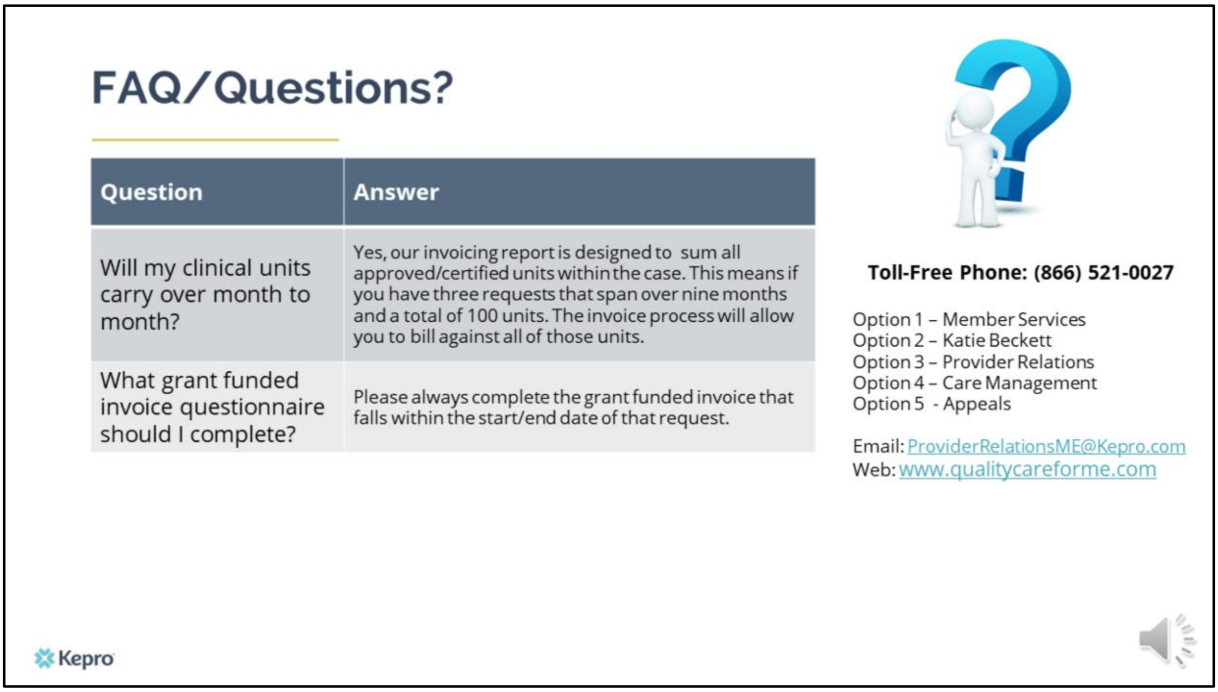
Part five – future enhancements



Based on provider feedback, Kepro will be implementing a batch upload invoice process. This process will require providers to export a file layout from Atrezzo Reports (or through their own EMRs that match the file layout), send/push the file via sFTP to Kepro, Kepro will load the data into the Atrezzo system and generate the invoice.

If you are interested in this process, please email ProviderRelationsME@kepro.com.

The process as outlined on the screen is…Provider downloads the INVOICE BATCH Excel from Atrezzo, Provider enters the total units billed into the INVOICE BATCH excel, Provider sends final INVOICE BATCH excel to Kepro via sFTP, Kepro imports data into Atrezzo and generates invoice 1x per month



I hope that this training has been helpful and provided guidance on how to submit an invoice within Atrezzo, however, we understand that there may be additional questions after you've completed this training. And that is ok.

As you see on the screen, we have developed two quick FAQ questions and will continue to develop new ones that will be posted on our website at www.qualitycareforme.com

Will my clinical units carry over month to month? Yes, our invoicing report is designed to sum all approved/certified units within the case. This means if you have three requests that span over nine months and a total of 100 units. The invoice process will allow you to bill against all of those units.

What grant funded invoice questionnaire should I complete?
Please always complete the grant funded invoice that falls within the start/end date of that request.

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. Our hours of operation are Monday thru Friday 8am to

6pm.

Thank you for joining the Kepro Invoice submission Training.