



GRANT FUNDED INVOICE SUBMISSION TRAINING

Atrezzo Submission Guide

Presented by:
Robert Noble
Executive Director for Kepro Maine



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



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



Part One – Invoice Overview

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 cannot exceed the total approved units on the clinical request.



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Services Included

Service Type	Service Codes
Mobile Crisis	220-500
Crisis Stabilization 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



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.



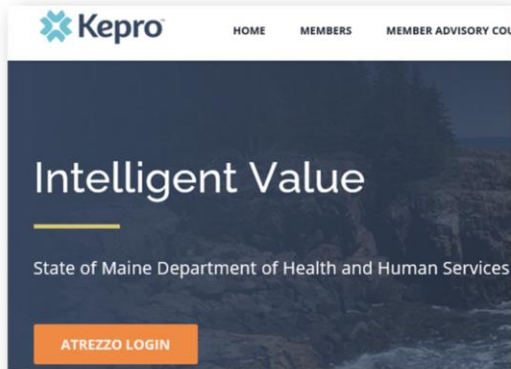
PART TWO

Atrezzo Submission



Part Two – The Atrezzo clinical submission

Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal



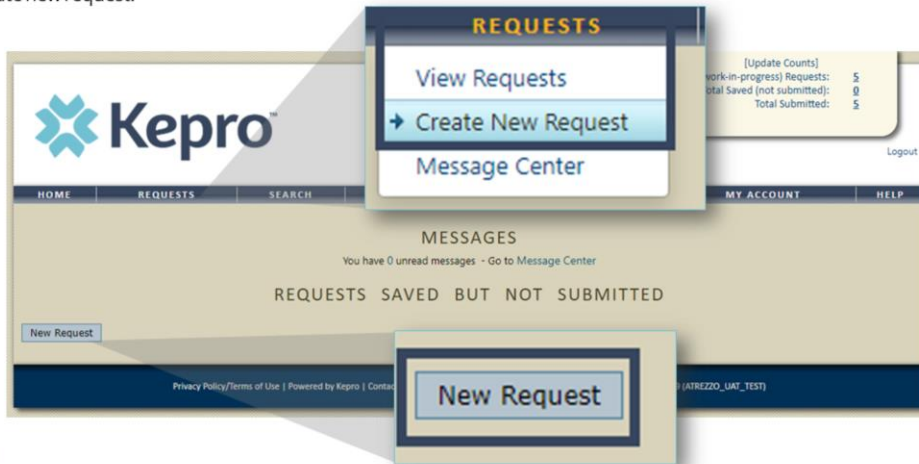
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button



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

Kepro

HOME REQUESTS SEARCH MANAGEMENT

MEMBER SEARCH

Search for a member using the criteria

Member ID:

OR

Member Last Name:

Member Birthdate:

(mm/dd/yyyy)

Search

Update Counts

Total (work-in-progress) Requests: 52

Total Saved (not submitted): 28

Total Submitted: 38

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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.

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.

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**

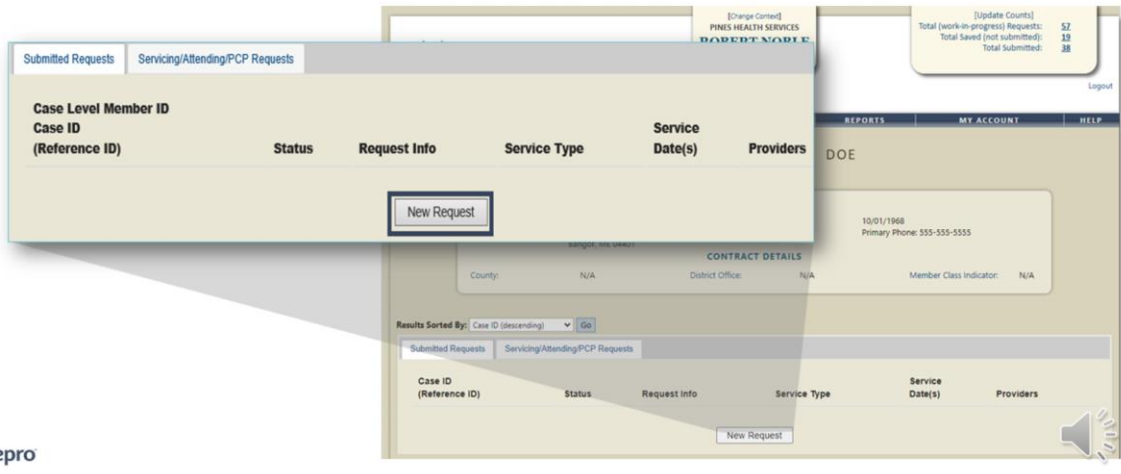
TEMP00000000 Doe Jane 10/01/1968 7 Maine DHHS Select

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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



Click on New Request at the bottom of the Request screen

Select Outpatient as the request type

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 * 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.

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

The screenshot displays the 'Service Detail' page of a web application. A blue-bordered callout box highlights the 'Service Type *' and 'Request Type' dropdown menus. The 'Service Type *' dropdown is set to '140 - Section 17 Community Support Servi' and the 'Request Type' dropdown is set to 'Grant Funded Review'. Below the callout, the main form area shows the same dropdowns, with the 'Service Type *' dropdown also set to '140 - Section 17 Community Support Servi'. The 'Request Type' dropdown is set to 'Grant Funded Review'. The 'FIPS Code' field is empty. A note '* denotes required field' is visible. At the bottom of the form, there are 'Previous' and 'Next' buttons. The left sidebar contains a list of navigation items: 'Requesting Provider', 'Service Provider', 'Attending Physician', 'Service Detail' (highlighted), 'Procedures', 'Diagnoses', 'Clinical Information', 'Attached Documents', and 'Questionnaires'. The 'Kepro' logo is in the bottom left corner, and a speaker icon is in the bottom right corner.

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.

Procedures Page

Enter in the service code that you are requesting

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. A callout box at the top right shows a zoomed-in view of this section. A second callout box shows the 'Procedure Search' dialog with 'Code Type' set to 'CPT' and 'Code Starts with' set to 'H2015'. A third callout box shows the same dialog with a search result table.

Code	Description	Action
H2015	Camp comm supp svc, 15 min	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. 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 total units.

OUTPATIENT SERVICES REQUEST

PROCEDURES

Use the search below to add procedures to this request

H2015 - Community Integration (CI) [remove]

Date: * 10/04/2020 to 11/03/2020

Qty: * 20 -Frequency- Rate:

Questionnaires

Find Show Preferred

* denotes required field

Previous Next

Kepto

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.

Diagnosis Page

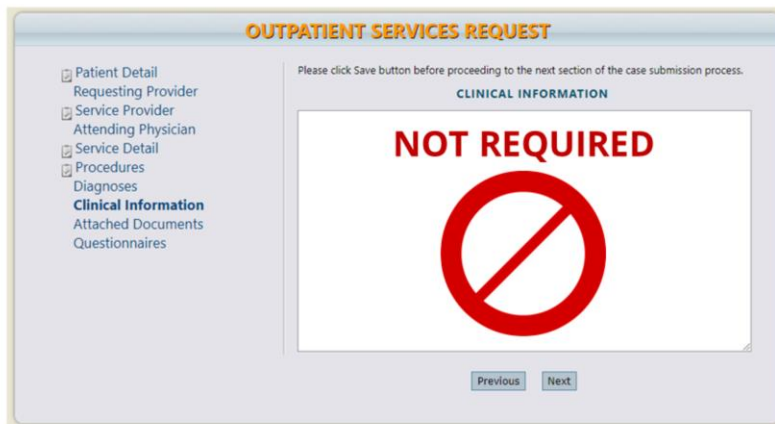
Enter in the primary diagnosis code and any subsequent diagnoses.

The screenshot shows the 'Diagnosis Page' in the Kepro system. The main form is titled 'OUTPATIENT SERVICES REQUEST' and has a sidebar with links: Patient Detail, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses (selected), Clinical Information, Attached Documents, and Questionnaires. The 'DIAGNOSES' section has a 'Find' button and a 'Show Preferred' button. A 'Diagnosis Search' dialog box is open, showing 'Code Type' as 'ICD10', 'Code Starts with' as 'F20.0', and 'Description' as 'PARANOID SCHIZOPHRENIA'. The 'Search' button is highlighted. Below the search results, a table shows the code 'F20.0' and the description 'PARANOID SCHIZOPHRENIA' with an 'Action' column containing a 'Select' button.

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 tabs: "Patient Detail", "Requesting Provider", "Service Provider", "Attending Physician", "Service Detail", "Procedures", "Diagnoses", "Clinical Information", "Attached Documents", and "Questionnaires". The "Clinical Information" tab is currently selected. 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 main area 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 Grant Funded Invoice questionnaire will be added to the request.

Please note: This is not completed at the time of submission, but within 15 days from the end of the month.

OUTPATIENT SERVICES REQUEST

☒ Patient Detail

☒ Requesting Provider

☒ Service Provider

☒ Attending Physician

☒ Service Detail

☒ Procedures

☒ Diagnoses

☒ Clinical Information

☒ Attached Documents

Questionnaires

Questionnaire Name	Status
Grant Funded Invoice	Not Completed

Previous



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

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. At the top, there are two sections: 'Patient Detail' and 'REQUESTING PROVIDER'. The 'Patient Detail' section includes a checkbox for 'Requesting Provider' and a checkbox for 'Service Provider' (Attending Physician). The 'REQUESTING PROVIDER' section includes fields for 'Name' (PINES HEALTH SERVICES), 'Provider ID' (1922449834), and 'Provider Type' (76 - Facility-Agency-Organization NR Provider). Below these sections is a large yellow box containing 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.' Below this text are four buttons: 'Save', 'Save for later', 'Cancel Request', and 'Submit'. The 'Submit' button is highlighted with a red border. Below the yellow box, there are 'Previous' and 'Next' buttons. At the bottom of the form, there is a smaller version of the same checkbox and text, followed by 'Save', 'Save for later', 'Cancel Request', and 'Submit' buttons. The Kepro logo is in the bottom left corner, and a speaker icon is in the bottom right corner.

OUTPATIENT SERVICES REQUEST	
<input checked="" type="checkbox"/> Patient Detail Requesting Provider <input checked="" type="checkbox"/> Service Provider Attending Physician	REQUESTING PROVIDER Name: PINES HEALTH SERVICES Provider ID: 1922449834 Provider Type: 76 - 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 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.

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 request at the time of invoicing.

Case ID:
203090001

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

Kepto
[Change Contact] PINES HEALTH SERVICES
ROBERT NOBLE
Contract: Maine DHS

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

PROCEDURES

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

Requested	Certified	Freq: N/A
Quantity: 20	20	
Start Date: 11/4/2020	11/4/2020	Mod: N/A
End Date: 12/31/2020	12/31/2020	Rate: 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 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



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)



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.

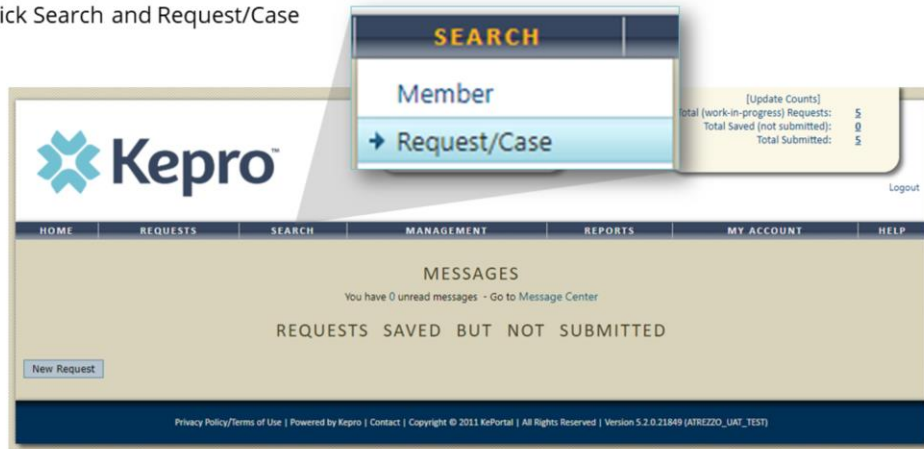
In the example on the screen, this individual was served on 10/8 for 2 hours (8 units), 10/13 for 1 hour (4 units) and 10/28 for 1.5 hours (6 units). The total units served for the month would be 4.5 hours, 18 units. The provider would enter 18 units in the invoice questionnaire for October 2020. In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



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.

Search Request

Click Search and Request/Case



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.

Search Case

Enter Case ID

The screenshot shows the Kepro web application interface. At the top, there is a navigation bar with links: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. A 'Logout' link is also visible in the top right corner. The main content area features a search form with the following elements:

- A callout box (highlighted with a blue border) containing the text 'Case or Reference ID: 203090001' and a 'Go' button.
- A main search input field labeled 'Case or Reference ID: 203090001' with a 'Go' button.
- A secondary input field labeled 'Case Authorization Number:' with a 'Go' button.
- A status message: 'Currently Searching: Related Submitting Providers [Clear Context]'.
- A 'Member Info' section with fields for 'Member ID:', 'Last Name:', and 'DOB:'. The 'DOB' field includes a calendar icon.
- A 'Search Context:' dropdown menu currently set to 'All Related Submitting Providers'.

The Kepro logo is visible in the bottom left corner, and a speaker icon is in the bottom right corner.

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

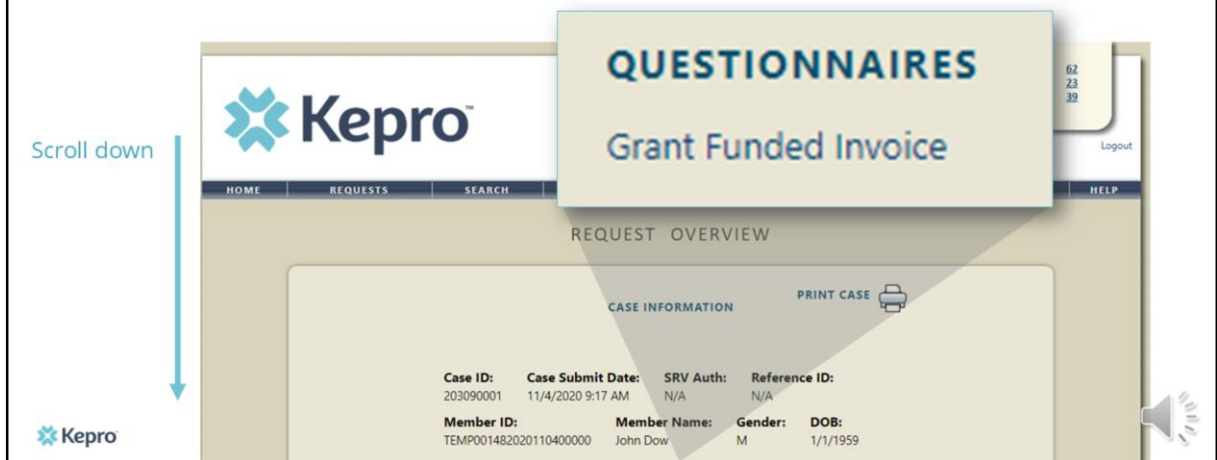
The screenshot displays the Kepro Search Request interface. At the top, there is a table with the following columns: Case ID (Reference ID), Member Info, Status, Request Info, Service Type, Service Date(s), and Providers. A single row of data is visible, with the 'Providers' column containing a '[Select]' button, which is highlighted with a red box. Below the table, there are search filters including 'Case or Reference ID', 'Case Authorization Number', and 'Member Info' (with fields for Member ID, Last Name, and DOB). A 'Search Context' dropdown is set to 'All Related Submitting Providers'. The Kepro logo is in the bottom left, and a speaker icon is in the bottom right.

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers
203090001 (N/A) [Procedures] [Diagnosis]	TEMP001482020110400000 Dow, John DOB: 1/1/1959 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]

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

Search Request

Click Grant Funded Invoice questionnaire



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

Search Request

Enter the total units for the year and month being billed
and click Save Changes

Scroll down

10. October

18

Min/Max - 0/99999999; No decimal places allowed

HOME REQUESTS

Edit Questionnaire

Save Changes Mark as Completed

Status: Incomplete

Return To Request

2020

1. January

Min/Max - 0/99999999; No decimal places allowed

Kepto

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



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.

The screenshot displays the Kepro web application interface. At the top, the Kepro logo is on the left. In the center, a box identifies the user as 'ROBERT NOBLE' from 'PINES HEALTH SERVICES' with a 'Contract: Maine DHHS'. On the right, a box shows summary statistics: 'Total (work-in-progress) Requests: 62', 'Total Saved (not submitted): 23', and 'Total Submitted: 39'. Below these is a 'Logout' link. A navigation bar contains links for HOME, REQUESTS, SEARCH, MANAGEMENT, PROVIDER REPORTS (which is highlighted), MY ACCOUNT, and HELP. The main content area is titled 'HEALTH INTELLIGENCE CENTER - REPORTS'. It features a 'Filter report list by category:' dropdown menu set to 'All Reports'. Below this is a table with the following data:

Name	Category	Description
Invoice Report	ME Invoice	ME Provider Grant Funded Invoice Report

A speaker icon is located in the bottom right corner of the interface.

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.

Sample Invoice



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

Date: 8/10/2020

FY21

Contract:

NPI: 1114070661

CT:

												Remaining	
First	Last	Invoice No	Auth No	Start Date	End date	Units	Billing Unit	Rate	Request	Balance	Dollars Paid	Provider	
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		



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



Part five – future enhancements

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.



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

FAQ/Questions?

Question	Answer
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.



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
Web: www.qualitycareforme.com



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.