



MAINEMOM SERVICE REQUEST

Atrezzo Submission Guide

Presented by:
Brianna Walton
Operations Manager for Kepro Maine

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Hello and Welcome to the Kepro MaineMOM service request training. This video has been created to provide general guidance for Providers on how to submit a MaineMOM request in Kepro's Atrezzo platform.

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

Agenda

1. Kepro Overview
2. Creating an Atrezzo Account
3. Creating Atrezzo Users
4. Atrezzo MaineMOM Submission Process



This training will cover the following topics; a Kepro overview, creating an Atrezzo account, creating Atrezzo users, and the Atrezzo MaineMOM submission process.



PART ONE

Kepro Overview



We will start with an overview Kepro.

Kepro Overview

Kepro was formed in 1985 as a peer review network known as **K**eystone **P**eer **R**everview **O**rganization. The company has over 1,000 employees with offices in 17 different states and contracts in just about every state.

We provide expertise in Utilization Management, Case Management, Quality Oversight (QIO), Independent Assessing Services, PASRR, EAP, and independent medical review.



Kepto Overview

Kepto's Maine office is MaineCare's Administrative Services Organization. Atrezzo is the system that will be used to track member enrollment in behavioral health and substance use services identified within the MaineCare Benefits Manual for the MaineMOM program.

Atrezzo will identify if a member is enrolled in services that cannot be delivered concurrently (i.e., a duplication of services).





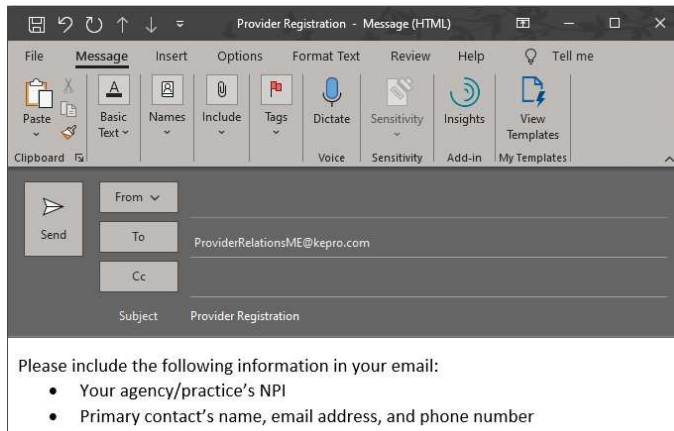
PART TWO

Creating an Atrezzo Account



In part two we will cover how to create an Atrezzo account

Creating an Atrezzo Account



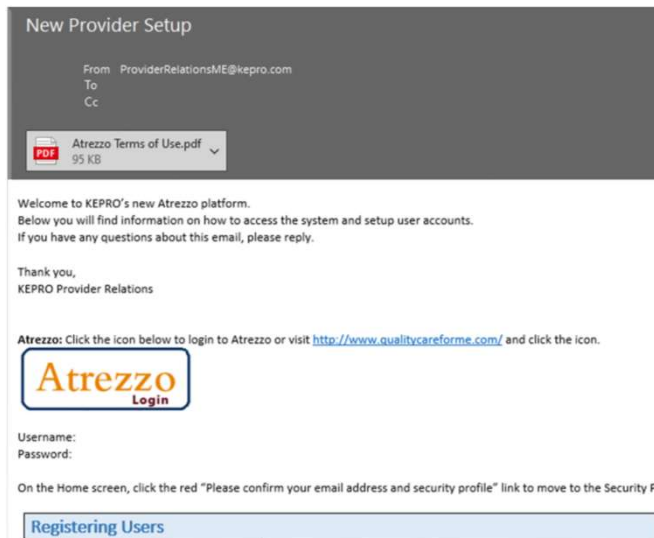
Email Kepro Provider Relations at ProviderRelationsME@kepro.com to create your Atrezzo account.



If your agency/practice is not already setup in Atrezzo, email the Kepro Provider Relations team at ProviderRelationsME@kepro.com

In your email please include your agency/practice NPI number that the account will be setup under. Also include the name, email address, and phone number of the primary contact person. This primary contact person will be setup as a Group Admin and will have the ability to setup team members with username and passwords for the Atrezzo system.

Creating an Atrezzo Account



Once the primary account has been setup, our Provider Relations team will send you an email containing your username, password and instructions for creating additional users, deleting a user, and updating user passwords.



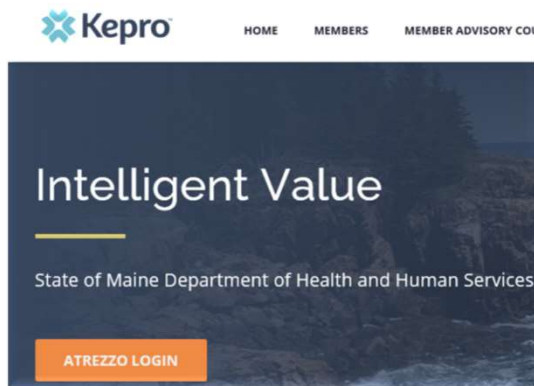
PART THREE

Creating Atrezzo Users



In part three, we will cover creating Atrezzo users.

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.

Manage Providers and Preferences



Once you have successfully logged in to Atrezzo, you will be brought to the home screen of Atrezzo. Click on the Management tab and select Mange Providers and Preferences.

Manage Provider Group



[Change Context]
PINES HEALTH SERVICES
JOHN DOE
Contract: Maine DHHS

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

HOME

REQUESTS

SEARCH

MANAGEMENT

PROVIDER REPORTS

MY ACCOUNT

MANAGE PROVIDER GROUP

Select a Provider to manage its preferences:

Name

Contract Name

NPI

Provider Type

Address

PINES HEALTH SERVICES

Maine DHHS

1922449834

78 - Facility-Agency-Organization NR Provider

1260 MAIN ST
WADE ME 04786

Users

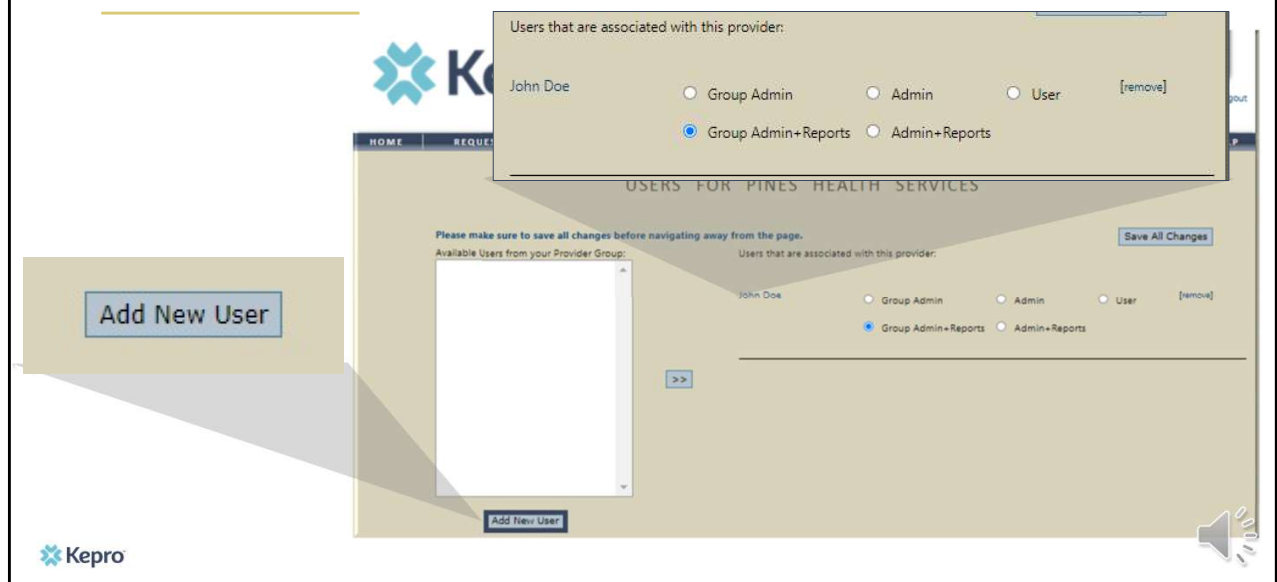
Preferences

Remove



If there is more than one NPI listed on this screen, select the Users link for the NPI number you are adding a new user to.

Creating Users



Select the Add New User button at the bottom of the screen. Users who have already been setup for an account under the NPI number you selected in the previous screen will appear on the righthand side.

Creating Users

ACCOUNT INFORMATION

CONTACT INFORMATION

User Name:* ✗ Not Available

Enter Password:

Confirm Password:

First Name: *

Last Name: *

Email Address: *

Confirm Email:

Address 1:

Address 2:

City:

State:

Zip:

Phone Number:

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

Fax Number: *

* denotes required field

[Change Profile](#)

Kepr

When creating a username, if the name already exists you will get an indication that the username is not available. You will need to change the username until you get a green check mark indicating the username is available.

User Name:* ✗ Not Available

User Name:* ✓ Available

On the contact information page, fill in all required fields indicated with an asterisk and click change profile at the bottom of the page. If the username you've entered already exists, you will get a red X indicating the username is not available. You will need to change the username until you get a green check mark indicating the username is available.

Creating Users

The screenshot displays the Kepro user management interface. At the top left is the Kepro logo. A navigation bar includes links for HOME, REQUESTS, SEARCH, MANAGEMENT, PROVIDER REPORTS, MY ACCOUNT, and HELP. The main heading is 'USERS FOR PINES HEALTH SERVICES'. A warning message states: 'Please make sure to save all changes before navigating away from the page.' Below this, a section titled 'Available Users from your Provider Group:' contains a list box. To the right, under 'Users that are associated with this provider:', a user named 'John Doe' is listed. Next to the name are five radio button options for user roles: 'Group Admin', 'Admin', 'User', 'Group Admin+Reports' (which is selected), and 'Admin+Reports'. A '[remove]' link is positioned to the right of these options. A 'Save All Changes' button is located in the top right corner of the user management section.

Once you've created the user's profile, you will need to select the type of user role for each person.

User roles are defined by the following:

- Group Admin + Reports – allows the user to create an account, create users, change passwords, delete users, view provider reports, and create/submit cases in Atrezzo.
- Group Admin – allows the user to create an account, create users, change passwords, delete users, and create/submit cases in Atrezzo
- Admin + Reports – allows the user to create users, change passwords, delete users, view provider reports, and create/submit cases in Atrezzo
- Admin – allows the user to create users, change passwords, delete users, and create/submit cases in Atrezzo
- User – allows the user to create/submit cases in Atrezzo.

On the righthand side of the screen select one of the five user role options and click Save All Changes. The user has now been setup with an account in Atrezzo.



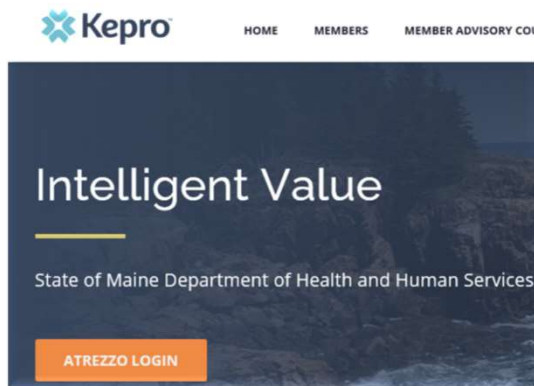
PART FOUR

Atrezzo Submission Process



In part four, we will cover creating the Atrezzo submission process.

Accessing Atrezzo



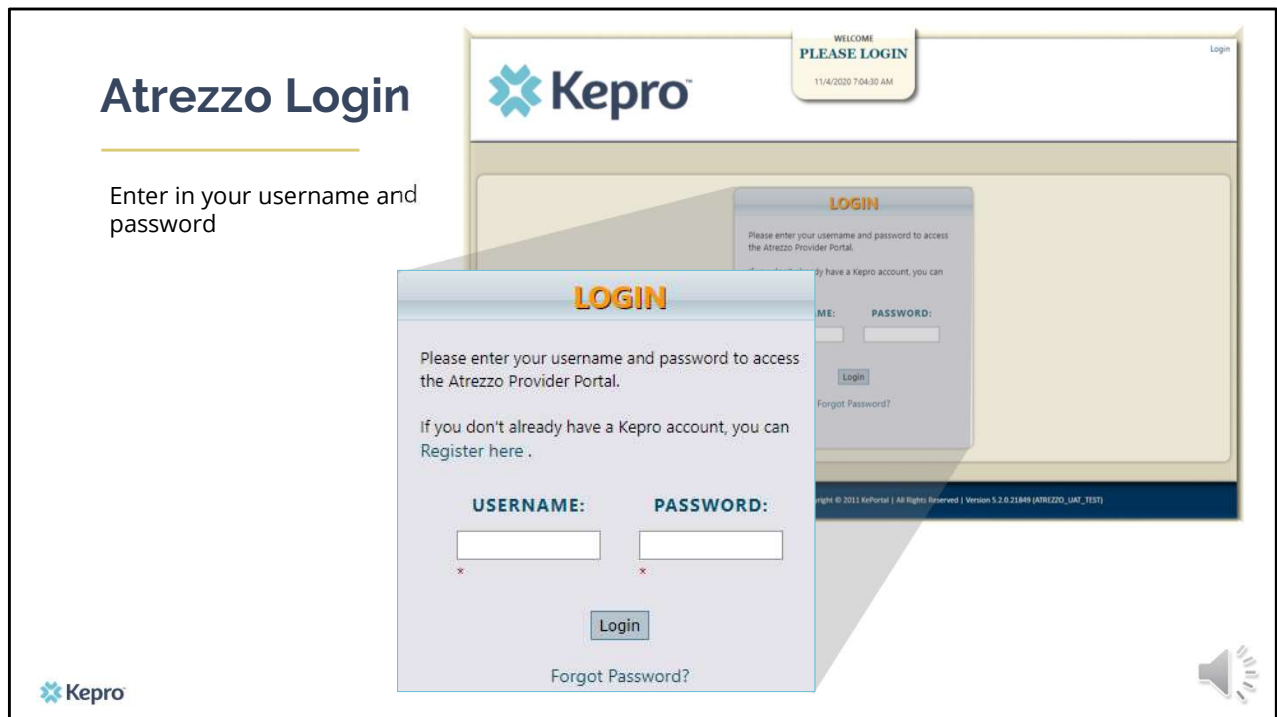
Visit www.qualitycareforme.com to access the Atrezzo portal



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

Atrezzo Login

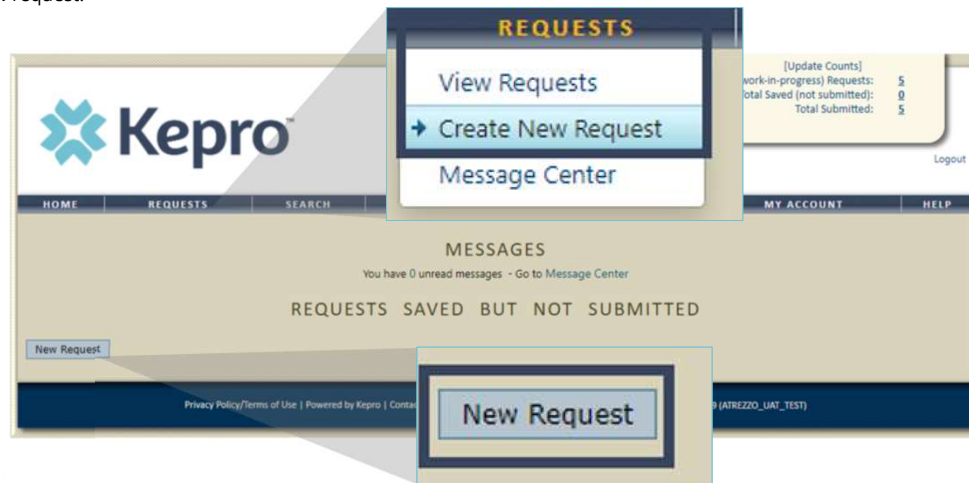
Enter in your username and password



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.

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 click 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. There are two ways to create a new request. You can click on the New Request button located in the bottom left corner of the home page, or you can click the Requests tab and select 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 the Kepro logo and a user profile for ROBERT NOBLE. Below the navigation bar, there is a 'MEMBER SEARCH' section. A callout box highlights the search fields, which include:

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

The background interface also shows a 'REQUESTS' tab and a 'MANAGEMENT' tab. The footer contains a small Kepro logo and a copyright notice.

After you click create new request you will be asked to 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.

Creating the Request

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

The screenshot shows the Keportal interface with a 'MEMBER SEARCH' section. A table lists member details, and a callout highlights the 'Select' button for a specific member.

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

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. At the top, there are tabs for 'Submitted Requests' and 'Servicing/Attending/PCP Requests'. A 'New Request' button is highlighted with a blue box in the center of the screen. The interface includes a table with columns: Case Level Member ID, Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers. On the right side, there is a 'DOE' profile card with contact information and a 'CONTRACT DETAILS' section. A 'Logout' link is visible in the top right corner. The bottom of the screen shows 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

DOE

10/01/1968
Primary Phone: 555-555-5555

CONTRACT DETAILS

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

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 Kepro web application interface. A callout box is overlaid on the top left, showing two dropdown menus: 'Select request type:' with 'Outpatient' selected, and 'Select sub contract:' with 'Maine ASO' selected. To the right of these dropdowns are 'Create Request' and 'Cancel' buttons. The background interface includes a user profile for Jane Doe, contract details, and a table of requests. The table has columns for Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers. The 'Submitted Requests' tab is active, showing a list of requests. The 'Results Sorted By' dropdown is set to 'Case ID (descending)'. The 'Create Request' and 'Cancel' buttons are also visible at the bottom of the page.

Kepron

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

Requesting Provider Page

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

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

OUTPATIENT SERVICES REQUEST

REQUESTING PROVIDER

☐ Patient Detail

☒ **Requesting Provider**

☐ Service Provider

Attending Physician

Service Detail

Procedures

Diagnoses

Clinical Information

Attached Documents

☐ Questionnaires

Name

Provider ID

Provider Type

Address

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 for MaineMOM submissions.

Service Detail Page

Complete the Service Type and Request Type

The screenshot shows a web form titled "Service Detail Page". At the top, it says "Complete the Service Type and Request Type". Below this, there are two dropdown menus: "Service Type *" and "Request Type". The "Service Type *" dropdown is currently set to "235 - Section 93 Opioid Health Home". The "Request Type" dropdown is currently set to "Registration". Below these dropdowns, there is a sidebar with a list of options: "Service Provider", "Attending Physician", "Service Detail" (which is highlighted), "Procedures", "Diagnoses", "Clinical Information", "Attached Documents", and "Questionnaires". To the right of the sidebar, there are fields for "Service Type *" (set to "235 - Section 93 Opioid Health Home"), "Request Type" (set to "Registration"), and "FIPS Code". A note below these fields says "* denotes required field". At the bottom right of the form, there are "Previous" and "Next" buttons.

In the service type box, enter in Section 93 Opioid Health Home. In the request type box, select Registration.

Procedures Page

Enter in the procedure code

T2022TH – Maine MOM (OHH)

99499TH – Maine MOM (Non-OHH)

The screenshot shows the 'OUTPATIENT SERVICES REQUEST' page with a sidebar menu containing: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures (highlighted), Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main content area has a 'PROCEDURES' section with the instruction 'Use the search below to add procedures to this request' and buttons for 'Find' and 'Show Preferred'. A callout box provides a detailed view of the search process:

PROCEDURES
Use the search below to add procedures to this request

Procedure Search

Code Type: CPT (dropdown)
Code Starts with: T2022 (text input)
Description: (text input)
Smart Search: (text input) [Find]

Procedure Search

Code Type: CPT (dropdown)
Code Starts with: T2022 (text input)
Description: (text input)
Smart Search: (text input) [Find]

Code	Description	Action
T2022TH	Maine MOM (OHH)	Select

On the procedures page, enter the procedure code for the service you are providing. Click on find, then enter in the procedure code or description of the code and click find again. When the procedure appears, click on select under action. This will add the code to your request. For MaineMOM OHH service enter in T2022TH. For MaineMOM Non-OHH service enter in 99499TH.

Procedures Page

Enter in the start date, end date, and units in the quantity box

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a sidebar contains links for 'Patient Detail', 'Requesting Provider', and 'Questionnaires'. The main area is titled 'PROCEDURES' and includes the instruction 'Use the search below to add procedures to this request'. A search bar shows 'T2022TH - Maine MOM (OHH)' with a '[remove]' button. Below the search bar are fields for 'Date: *', 'to', 'Qty: *', '-Frequency-', and 'Rate:'. A 'Find' button and a 'Show Preferred' button are located below the search fields. At the bottom, there are 'Previous' and 'Next' buttons. A note at the bottom right states '* denotes required field'. A speaker icon is visible in the bottom right corner of the form area.

Once the code has been added, indicate the enrollment date for this service. Please note that MaineMOM Registrations can be submitted ten (10) calendar days prior to the enrollment date and five (5) calendar days after the enrollment date. Indicate the end date in the to box. The length of a MaineMOM Registration is for 21 months from the date of the Registration. In the quantity box enter in one (1) unit per month. A full service length Registration would have 21 units.

Duplication of Service

Error: Requested Service Conflicts with an Existing Concurrent Service. Please have the member call KEPRO Member services at (866)521-0027 x1 to coordinate services.

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

T2022TH - Maine MOM (OHH) [remove]

Date: * to

Qty: * -Frequency- Rate:



If a duplication of service exists, you will receive a real-time notification when entering in your request. Practices should notify the member and offer the choice for the member to call Kepro or to the other service provider to discharge from services. MaineMOM teams can call in to Kepro with the member.

The following services are considered duplicative services with MaineMOM:

- Targeted Case Management (Section 13)
- Specified Community Support Services (Section 17)
 - Community Integration
 - Assertive Community Treatment (ACT)
 - Community Rehabilitation Services
 - Day Support Services
- Behavioral Health Homes (Section 92)
- Opioid Health Homes (Section 93)
 - OHH without case management
 - OHH with case management

Please note, if you are an Opioid Health Home you will still bill and attest as you currently are. For MaineMOM enrollees you will need to submit your requests through Atrezzo.

Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.

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 primary OUD diagnosis and any other subsequent diagnosis at time of request. Click on find, enter in the diagnosis code or description and click search. When the diagnosis code appears, click select under action to add the code to the request. Repeat the same steps to add each diagnosis code. Click next.

Clinical Information Page

OUTPATIENT SERVICES REQUEST

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

Please click Save button before proceeding to the next section of the case submission process.

CLINICAL INFORMATION

NOT REQUIRED



[Previous](#) [Next](#)



After you've completed the diagnosis page your request is ready to be submitted.

Submitting the Request

Select the pre-certification acknowledgement and click submit.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a sidebar contains a list of sections: Patient Detail, Requesting Provider, Service Provider, Attending Physician, and Service Detail. The 'Requesting Provider' section is currently active. The main content area shows the provider's details: Name (PINES HEALTH SERVICES), Provider ID (1922449834), Provider Type (78 - Facility-Agency-Organization NR Provider), and Address (1260 MAIN ST). Below this, there is a pre-certification acknowledgement section with 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 box. At the bottom of the form, there are buttons for 'Save', 'Save for later', 'Cancel Request', and 'Submit', along with 'Previous' and 'Next' navigation buttons. A speaker icon is located in the bottom right corner of the form area.

OUTPATIENT SERVICES REQUEST

☒ Patient Detail
Requesting Provider
☒ Service Provider
☒ Attending Physician
☒ Service Detail

REQUESTING PROVIDER

Name PINES HEALTH SERVICES
Provider ID 1922449834
Provider Type 78 - Facility-Agency-Organization NR Provider
Address 1260 MAIN ST

☐ 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

Scroll to the bottom of the page and check the pre-certification statement and then click submit.

Submitting the 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 a later time.

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 Center] PINES HEALTH SERVICES 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

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

PROCEDURES

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

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

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 a later time

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc. If calling Kepro regarding the Registration, two pieces of identifying information will be required to confirm the member's identity. For example, a Case ID and member's name.

Daily Authorization Report



HEALTH INTELLIGENCE CENTER - REPORTS		
Name	Category	Description
ME Daily Authorizations	ME Authorizations	ME Daily Authorizations



The Daily Authorization Report is the primary way Kepro communicates to providers regarding the status of a case. In the Atrezzo portal, users who have been setup as a Group Admin + Reports or Admin + Reports User role will have a Reports tab. Within the reports tab, you will find the Daily Authorization Report.

Checking for a Service Notification

Start Date End Date [View Report](#)

Request Type

Daily Authorization Report:

Requests submitted or certified or had a status change between 10/29/2020 and 11/27/2020

Total records: 1

Request ID	KEPRO Case ID	Submit Date	Member First	Member Last	Service Start Date	Service End Date	No Of Days	Approved Units	Status	Request Notes
0	203030019	10/29/2020	Jon	Doe	10/29/2020	11/27/2020	30	1	Approved - Authorized	



In your daily authorization report, select the date range you want to search by. Then select the request type as Registration and click view report. Once the report runs, any cases that have been entered in Atrezzo under your agency's NPI number will display. The report will provide you with a Kepro Case ID, start date, Status and notes section which will show any notes that have been added to the case.

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 MaineMOM 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 ProviderRelaitonsME@Kepro.com. Our hours of operation are Monday thru Friday 8am to 6pm.