MAINEMOM SERVICE REQUEST

Atrezzo Submission Guide

Presented by:
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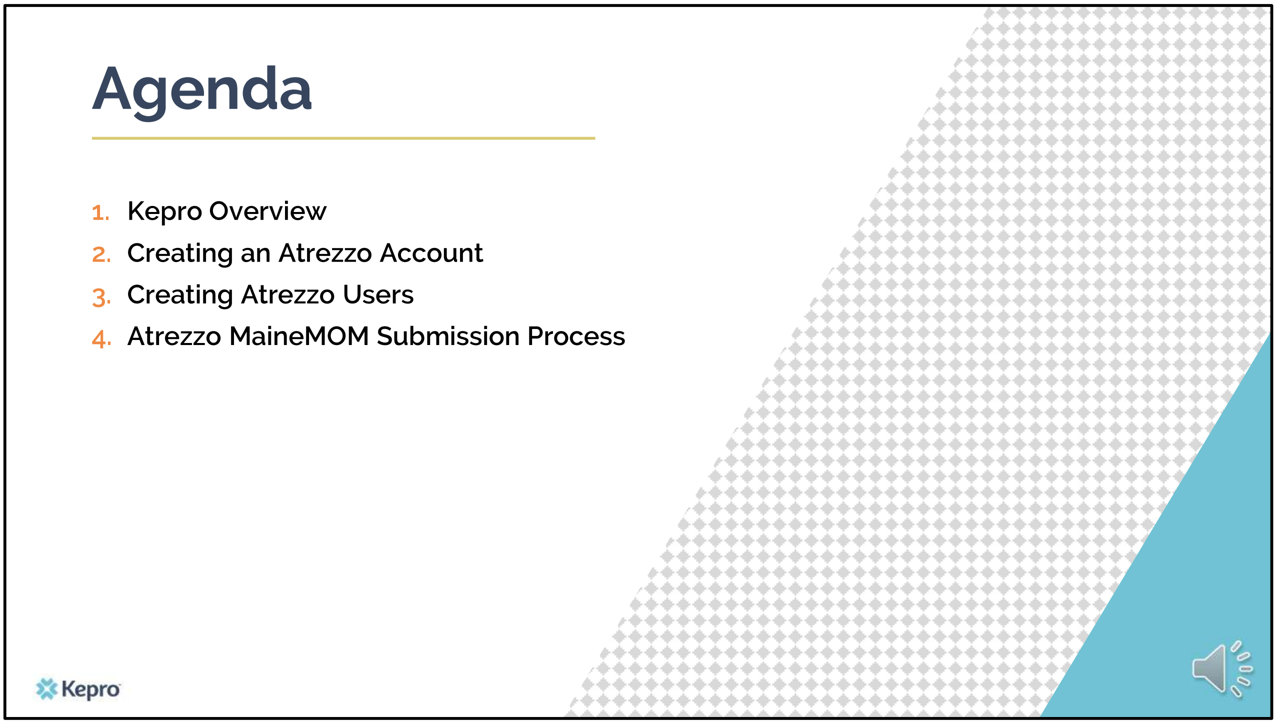
Operations Manager for Kepro Maine

6/10/2021

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.



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

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**eview **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.

Kepro Overview

Kepro'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).

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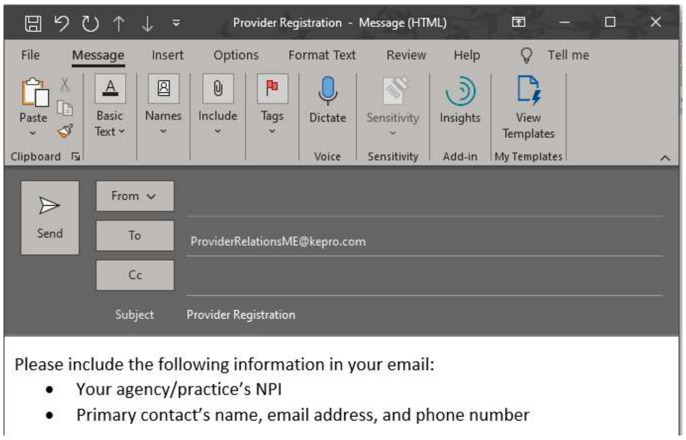
PART TWO

Creating an Atrezzo Account

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

Creating an Atrezzo Account

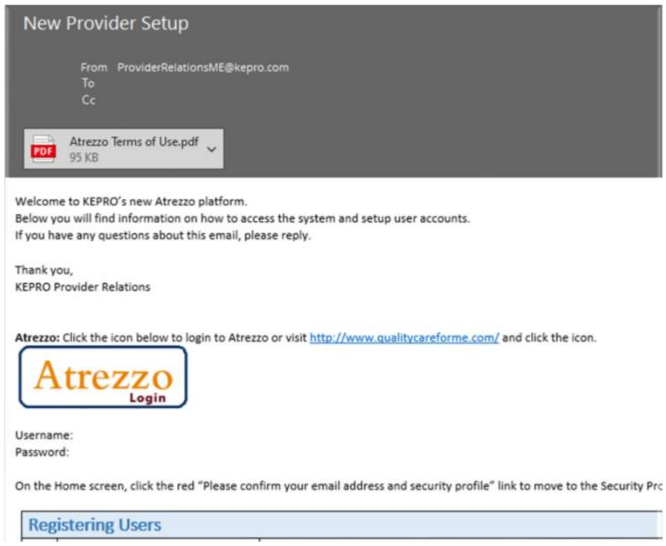


Email Kepro Provider Relations at ProviderRelationsME@kepro.com to create your Atrezzo account.

Kepro

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


New Provider Setup

From ProviderRelationsME@kepro.com
To
Cc

Atrezzo Terms of Use.pdf
95 KB

Welcome to KEPRO's new Atrezzo platform.
Below you will find information on how to access the system and setup user accounts.
If you have any questions about this email, please reply.

Thank you,
KEPRO Provider Relations

Atrezzo: Click the icon below to login to Atrezzo or visit http://www.qualitycareforme.com/ and click the icon.

Atrezzo Login

Username:
Password:

On the Home screen, click the red "Please confirm your email address and security profile" link to move to the Security Prc

Registering Users

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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.

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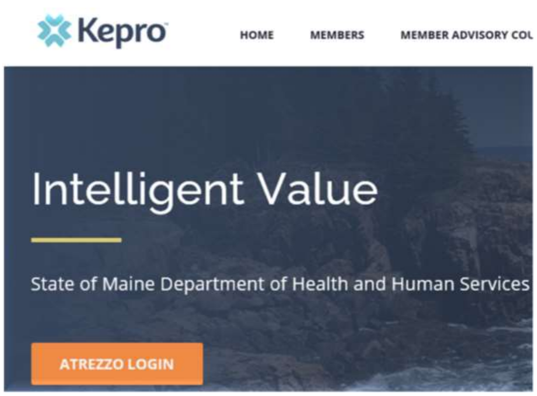
PART THREE

Creating Atrezzo Users

In part three, we will cover creating Atrezzo users.

Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal

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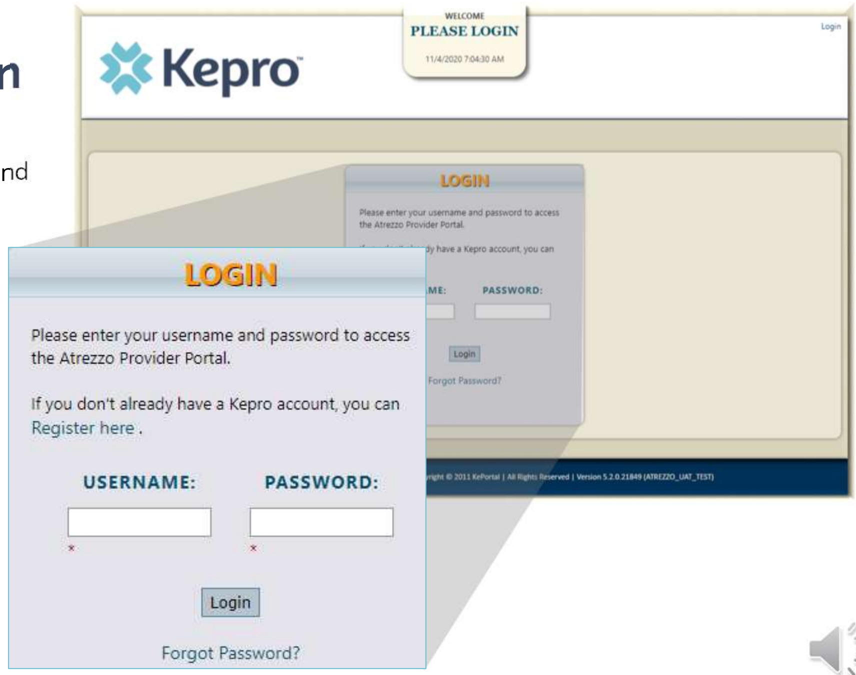
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button

Atrezzo Login

Enter in your username and password



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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.

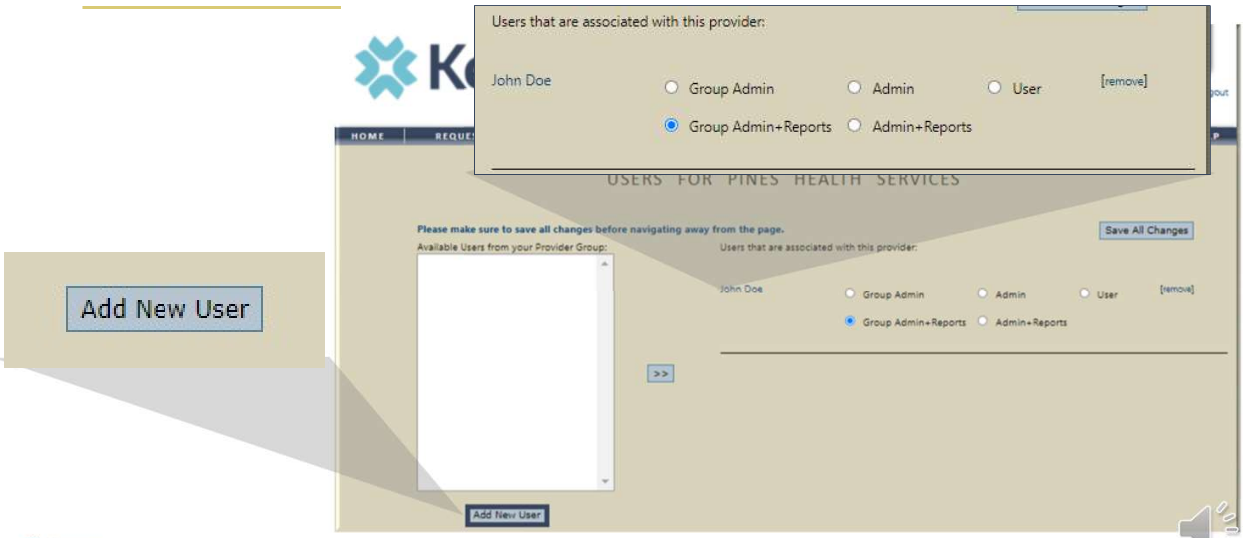
Once you have successfully logged in to Atrezzo, you will be brought to the home screen of Atrezzo. Click on the Management tab and select Mange Providers and Preferences.

Manage Provider Group

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

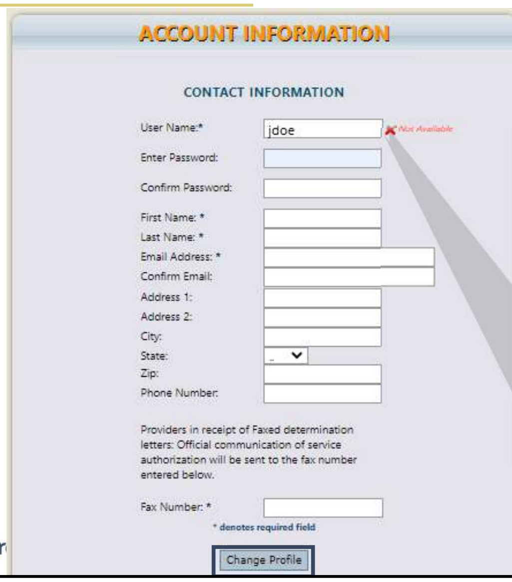
If there is more than one NPI listed on this screen, select the Users link for the NPI number you are adding a new user to.

Creating Users

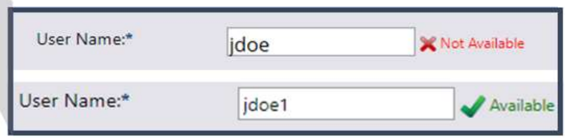


Select the Add New User button at the bottom of the screen. Users who have already been setup for an account under the NPI number you selected in the previous screen will appear on the righthand side.

Creating Users

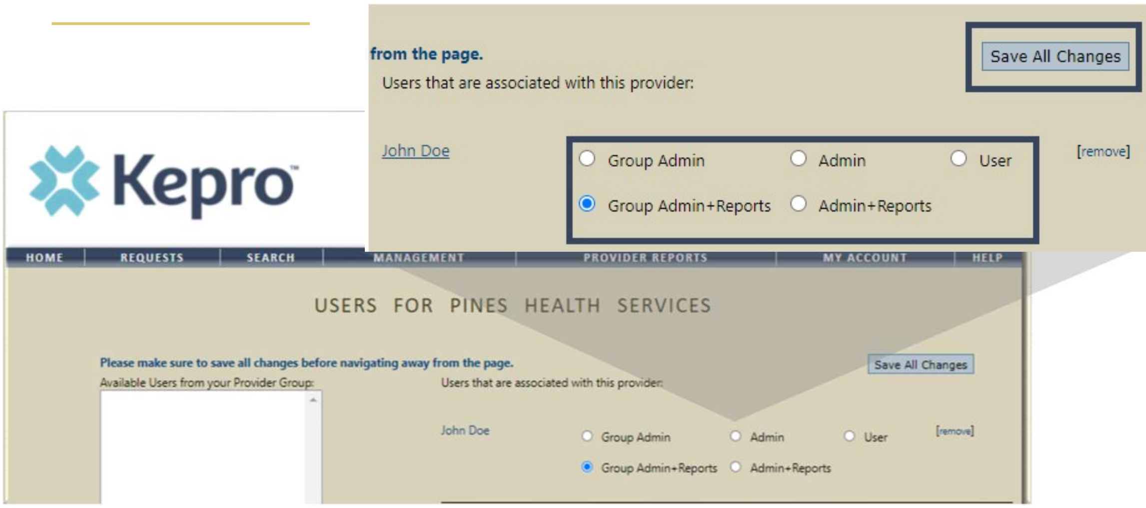


When creating a username, if the name already exists you will get an indication that the username is not available. You will need to change the username until you get a green check mark indicating the username is available.



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



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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.

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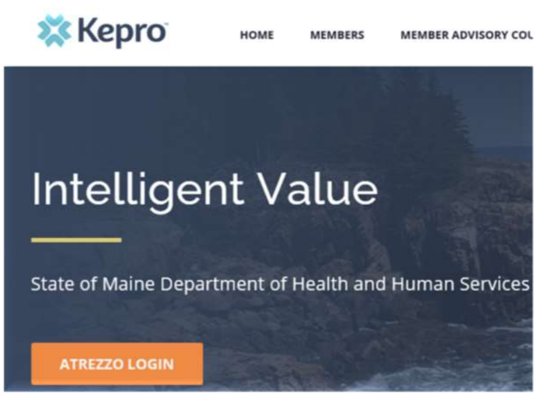
PART FOUR

Atrezzo Submission Process

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

Accessing Atrezzo



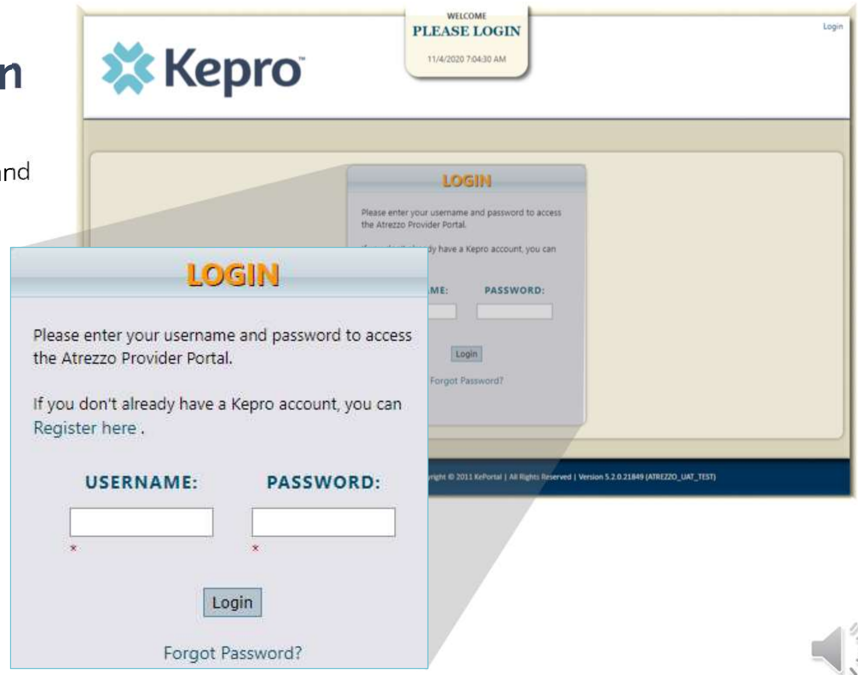
Visit www.qualitycareforme.com to access the Atrezzo portal

Kepro

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

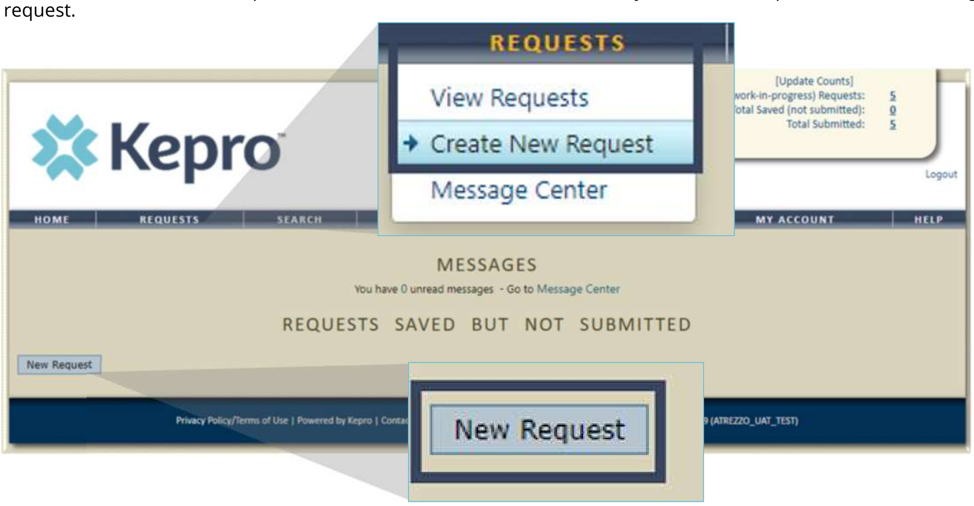


Kepro

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 successful 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.



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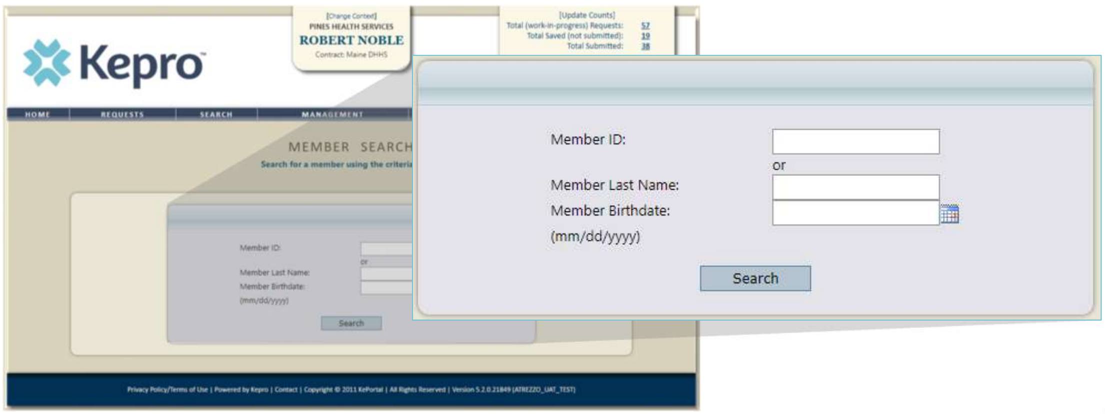
Once you have successfully logged in to Atrezzo, you will be brought to the home screen. There are two ways to create a new request. You can click on the New Request button located in the bottom left corner of the home page, or you can click the Requests tab and select create new request.

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



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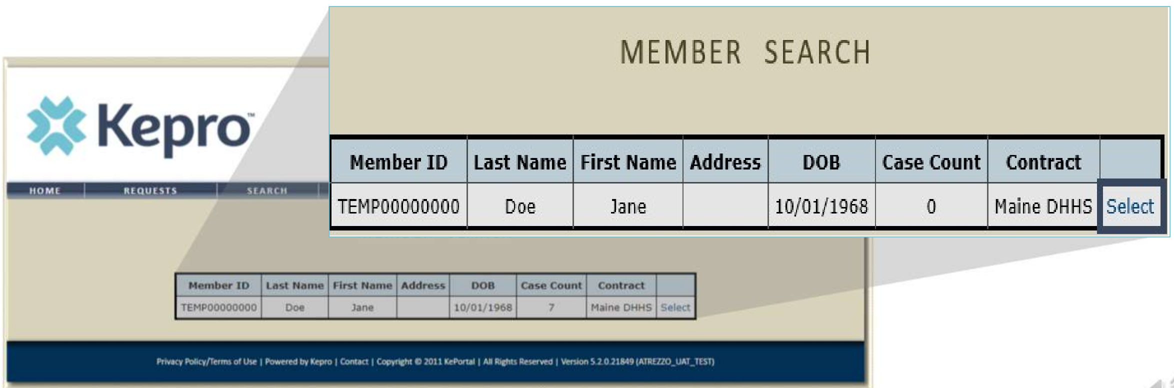
After you click create new request you will be asked to enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth and click search.

Creating the Request

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



Member ID	Last Name	First Name	Address	DOB	Case Count	Contract	
TEMP00000000	Doe	Jane		10/01/1968	0	Maine DHHS	Select

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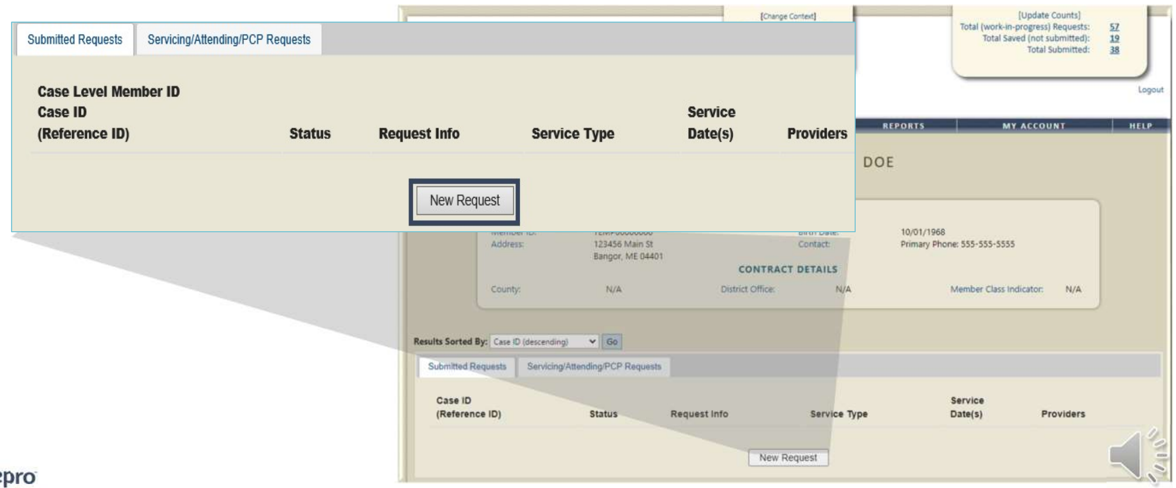
Once the member appears in the member search screen, click on select to start the request

Creating the Request

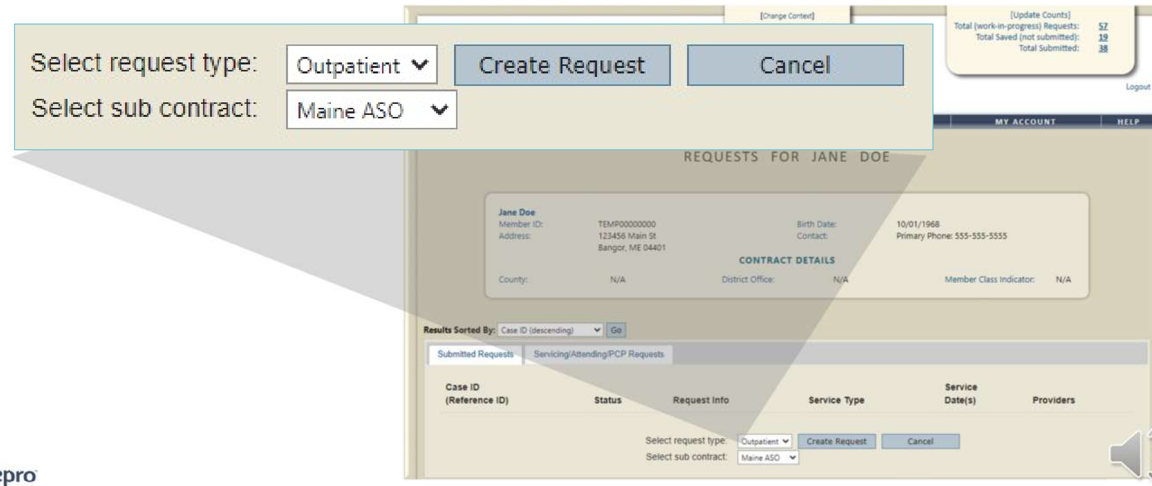
Click on New Request at the bottom of the Request screen



Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type



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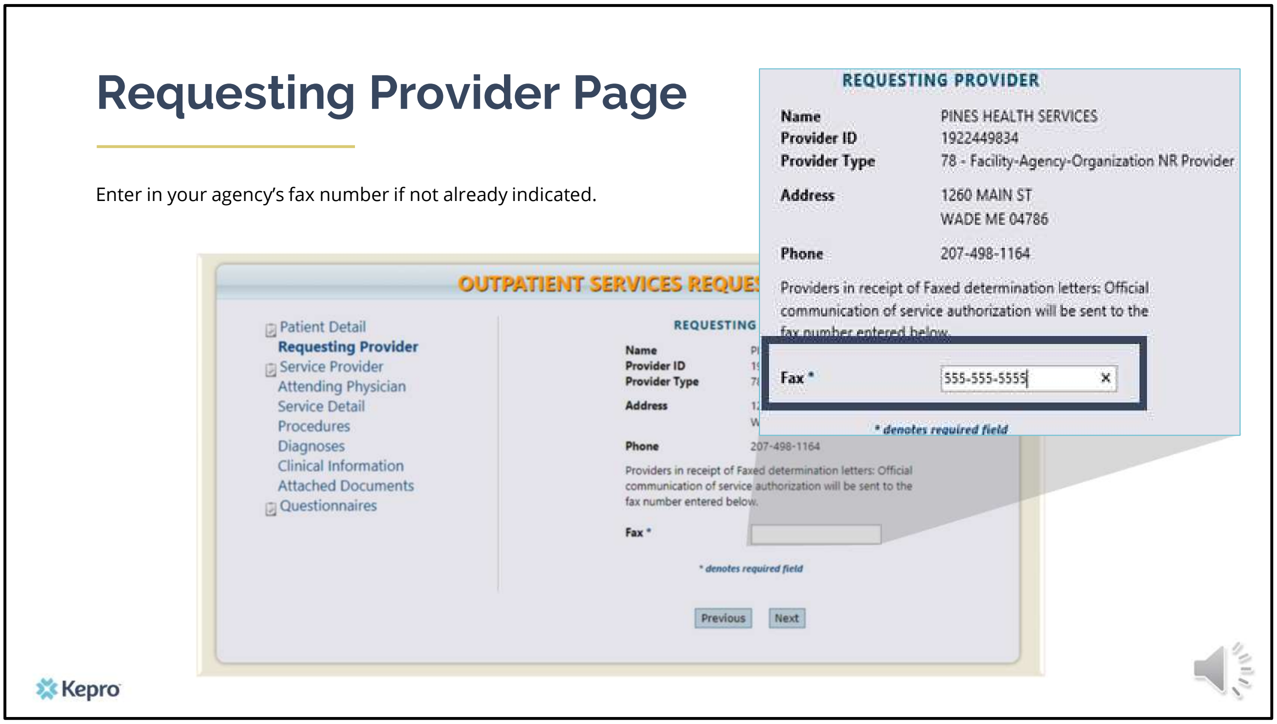
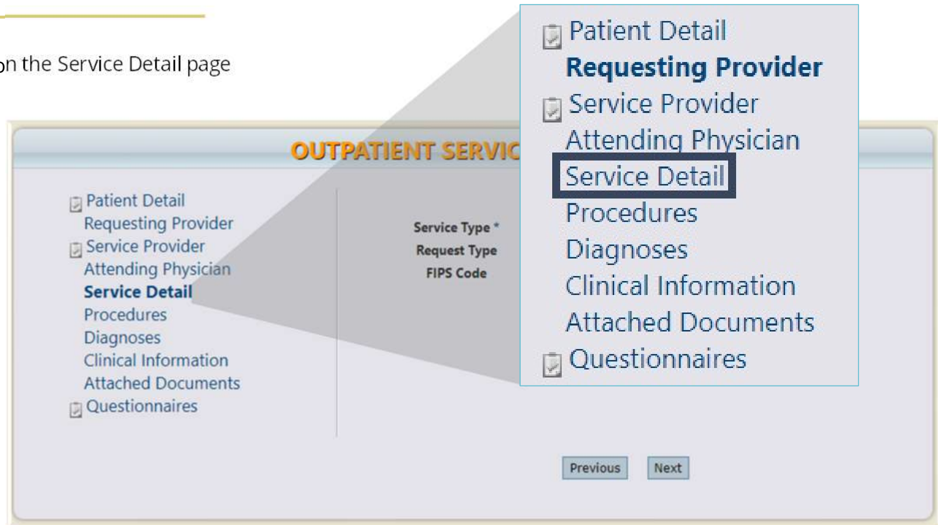
In the select request type box, choose outpatient. The select subcontract will default to Maine ASO. Click Create request to continue.



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



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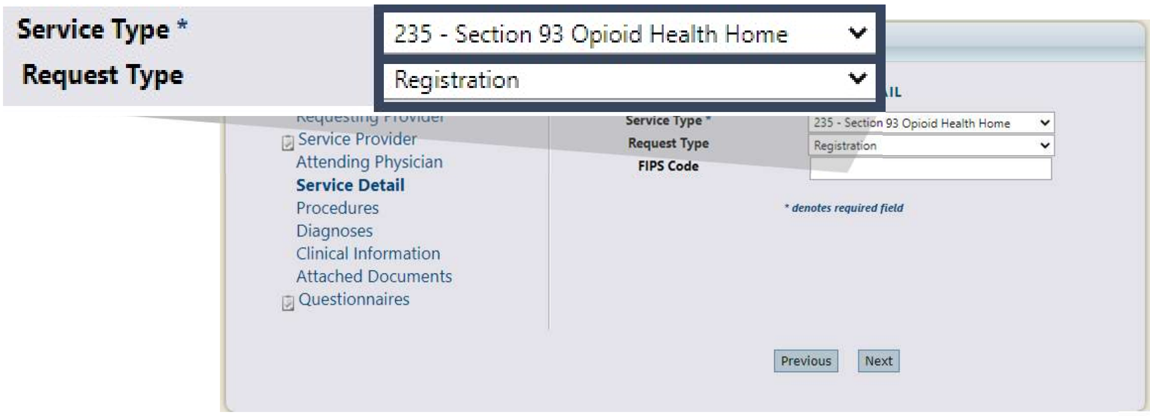
Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Service Provider and Attending Physician pages are not required for MaineMOM submissions.

Service Detail Page

Complete the Service Type and Request Type



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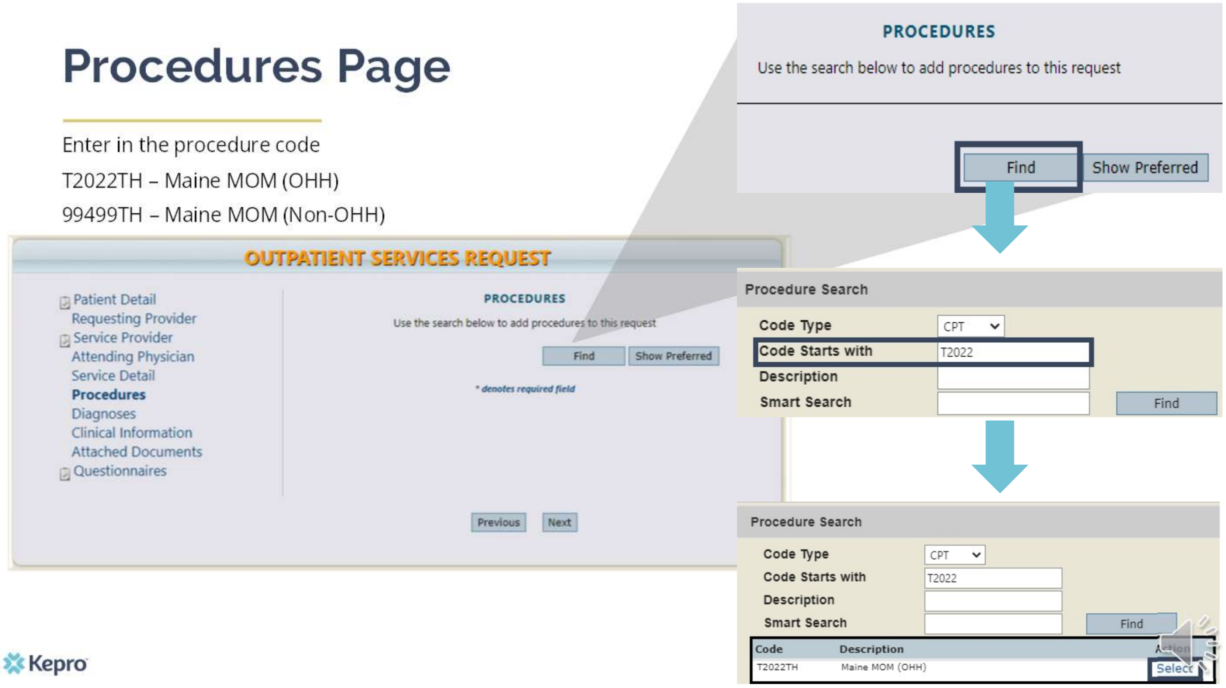
In the service type box, enter in Section 93 Opioid Health Home. In the request type box, select Registration.

Procedures Page

Enter in the procedure code

T2022TH – Maine MOM (OHH)

99499TH – Maine MOM (Non-OHH)



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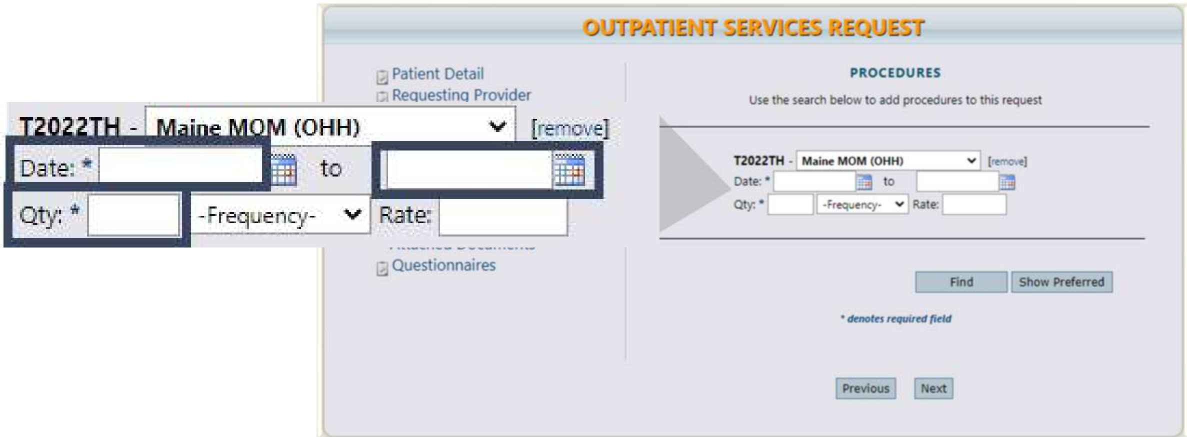
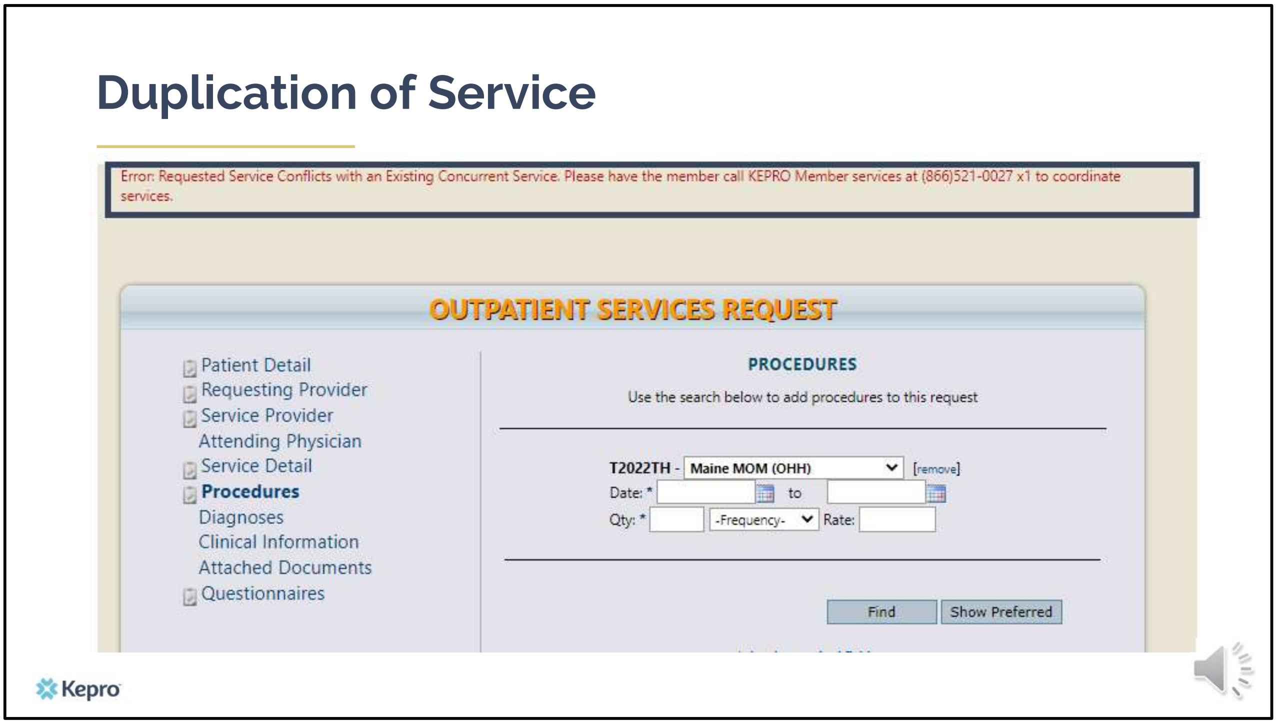
On the procedures page, enter the procedure code for the service you are providing. Click on find, then enter in the procedure code or description of the code and click find again. When the procedure appears, click on select under action. This will add the code to your request. For MaineMOM OHH service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



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.

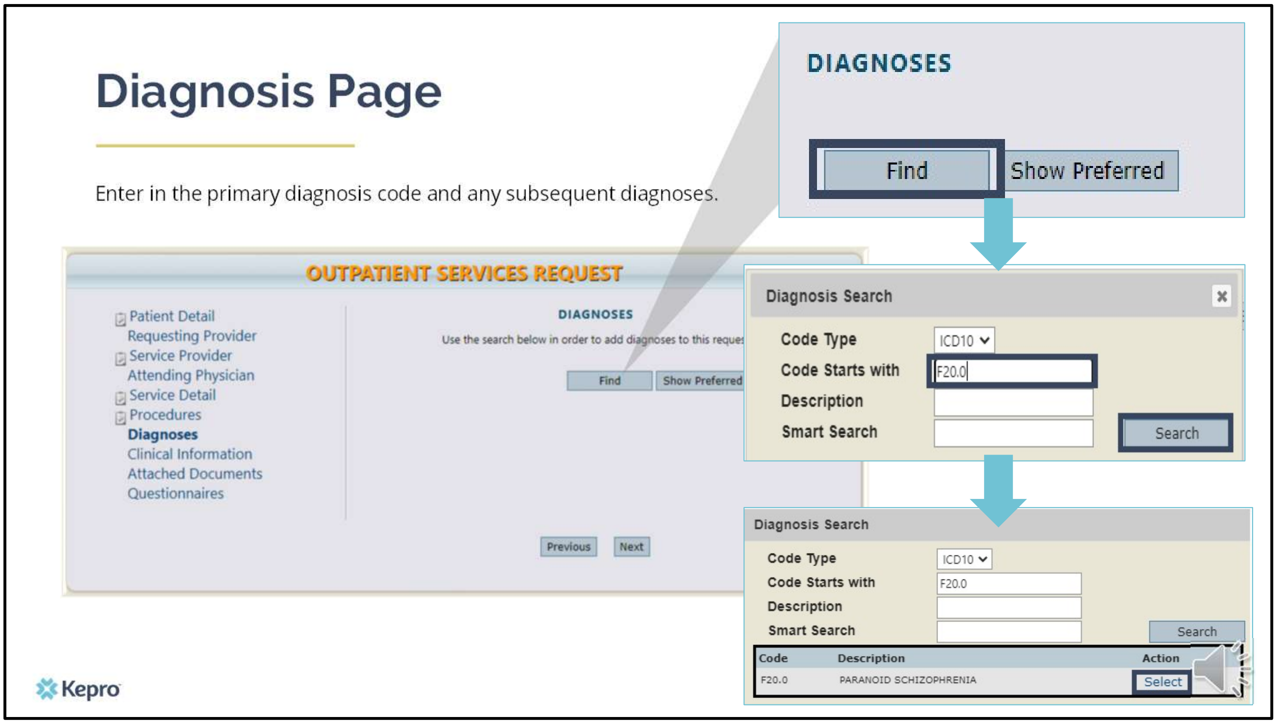


If a duplication of service exists, you will receive a real-time notification when entering in your request. Practices should notify the member and offer the choice for the member to call Kepro or to the other service provider to discharge from services. MaineMOM teams can call in to Kepro with the member.

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.



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

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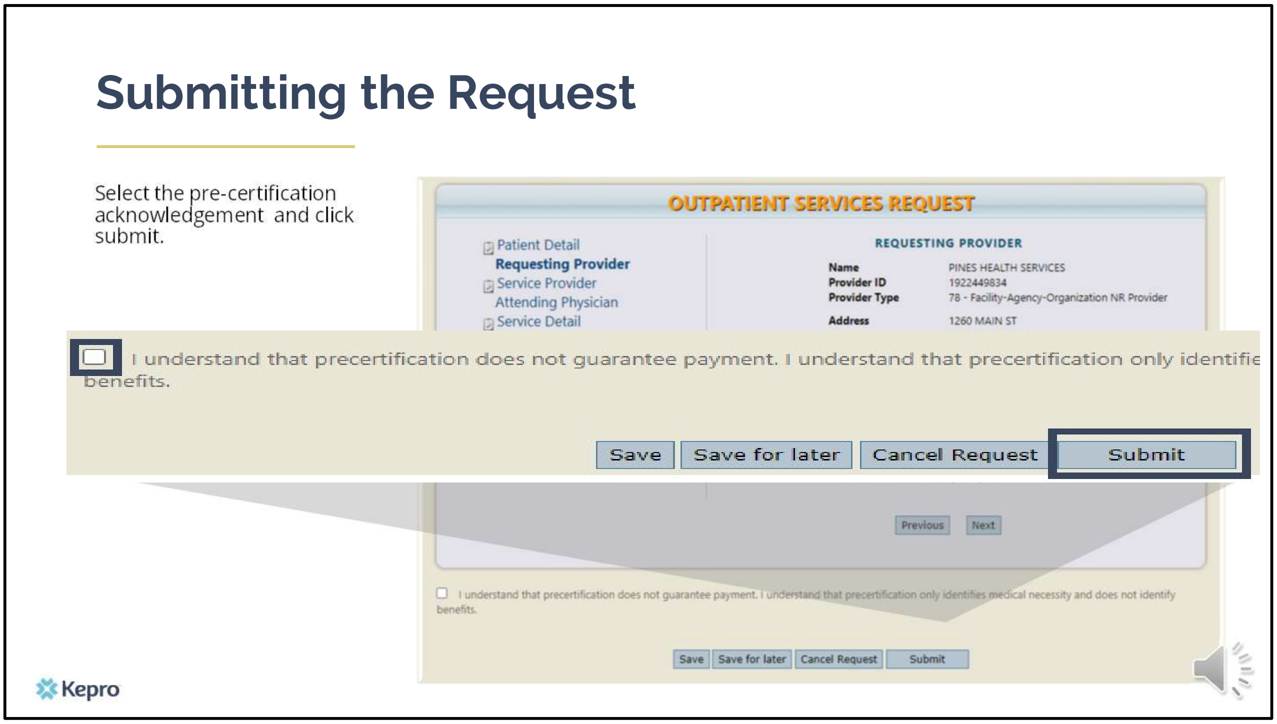
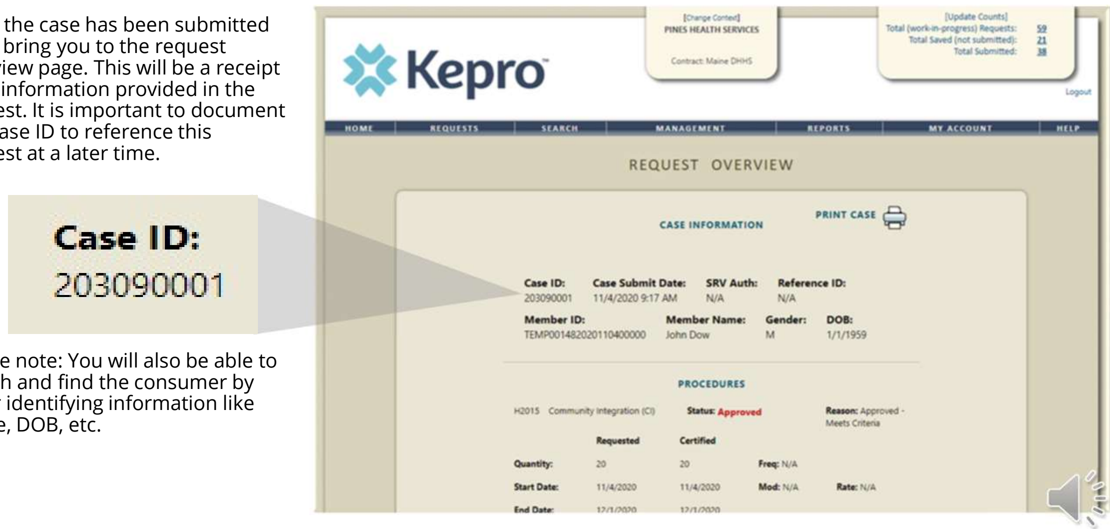
After you've completed the diagnosis page your request is ready to be submitted.



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.



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

Kepro

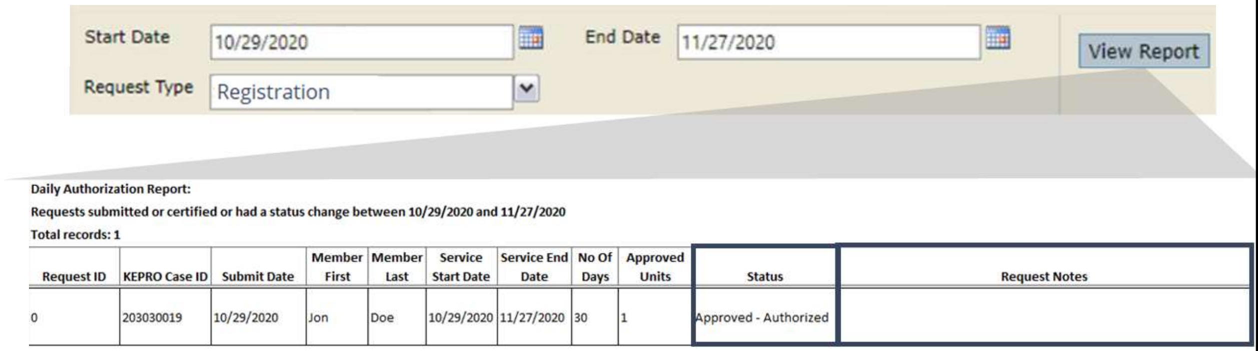
Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time

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

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



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 provider 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.