



SMI TERMINATION REQUESTS

Atrezzo Submission Guide

Presented by:

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11/12/2022 A small white speaker icon with three curved lines representing sound waves.

Hello and Welcome to the Kepro Serious Mental Illness Termination Request training. This video has been created to provide general guidance for Providers on how to submit a termination request in Atrezzo for members with a Serious Mental Illness.

A serious mental illness or SMI is defined by the Office of Behavioral Health, as a member who meets the section 17 eligibility criteria. This can also includes members who are receiving services such as Behavioral Health Homes, some Section 65 services, and Section 97 services that would meet Section 17 eligibility criteria. To review the Section 17 criteria, please visit www.maine.gov to access the MaineCare Benefits Manual.

The guidance presented in this presentation is meant to give providers a basic understanding of the SMI termination process in Atrezzo, and the process once a termination request has been submitted.



PART ONE

Atrezzo Submission



We will start with a basic overview of submitting a SMI Termination request in Atrezzo.

Accessing Atrezzo



HOME MEMBERS MEMBER ADVISORY COUNCIL



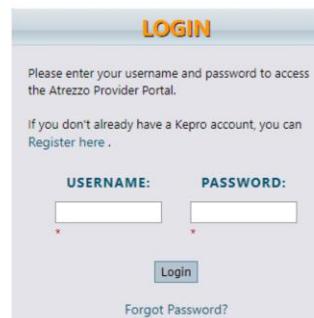
Visit www.qualitycareforme.com to access the Atrezzo portal



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



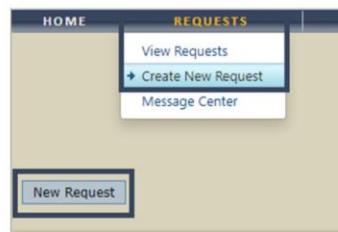
The screenshot shows the Atrezzo Provider Portal login page. At the top center is a yellow "LOGIN" button. Below it is a message: "Please enter your username and password to access the Atrezzo Provider Portal." Underneath that is a link: "If you don't already have a Kepro account, you can Register here." The main form area has "USERNAME:" and "PASSWORD:" labels with input fields. Below the fields is a "Login" button. At the bottom of the form is a "Forgot Password?" link. The background of the page is light blue.



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.

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.



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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 image shows a search interface for member identification. It features a light gray background with a white input area. At the top left, there is a label 'Member ID:' followed by a text input field. To the right of this, the word 'or' is centered. Below 'or', there is a label 'Member Last Name:' followed by a text input field. At the bottom left, there is a label 'Member Birthdate:' followed by a text input field and a small calendar icon. At the bottom center, there is a blue rectangular button labeled 'Search'.



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



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



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Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type



Case Level Member ID	Case ID (Reference ID)	Status	Request Info	Service

Select request type: Create Request

Select sub contract:

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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.

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 *	<input type="text" value="555-555-5555"/> <input type="button" value="X"/>
<small>* denotes required field</small>	

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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.

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 Termination Requests.

Service Detail Page

Complete the Service Type and Request Type

SERVICE DETAIL	
Service Type *	140 - Section 17 Community Support Serv
Request Type	SMI Termination



In the service type box, enter in the Section of MaineCare policy that you are submitting the termination request for. In this training we used Section 17 Community Support Services. Next, enter in your request type as SMI Termination and click next.

Procedures Page

Enter in the service code that you are requesting to terminate or interrupt



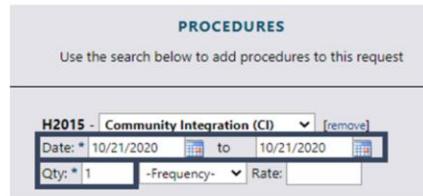
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On the procedures page, enter in the service code that you are requesting to terminate or interrupt. Click on find, then enter in the procedure code or description of the code and click find. When the procedure appears, click on select under action. This will add the code to your request.

Procedures Page

Enter in the start and end date as the date you are submitting the SMI Termination. Enter 1 unit in the Qty box.



PROCEDURES

Use the search below to add procedures to this request

H2015 - Community Integration (CI) [remove]

Date: * 10/21/2020 to 10/21/2020

Qty: * 1 -Frequency- Rate:



Once the code has been added, indicate the start and end date as the date the request is being submitted. In the quantity box, indicate one (1) unit. Click Next.

Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.



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On the Diagnosis page, enter in the member's diagnosis at time of termination 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 for each diagnoses. Click next.

Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.



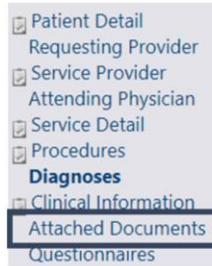
 Kepro



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Attached Document Page

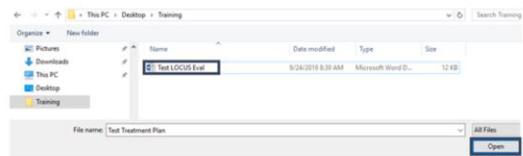
Click on the Attached Documents Page



Using the tabs on the left-hand side of your screen, click on the Attached Document page. The Clinical Information page is not required for SMI Terminations

Attached Document Page

Attach the 30-day written notice to consumer.



On the attached documents page, please upload the 30-day written notice to the consumer. Kepro is able to accept documents that are no larger than 10 megabytes and that meet the acceptable file types of PDF's, TIFs, word, txt, rich text format, gif, or jpeg files. Click on browse and locate the document on your computer. Once you've found the document, double click on it, or select it and click open.

Attached Document Page

Attach the 30-day written notice to consumer.

Document Type (required): 

(Select a file and document type to activate 'Attach Selected Document' button)



Once you have selected the document, in Atrezzo, select the type of document you are uploading from the drop-down list and then click attached selected document.

Attached Document Page

ATTACHED DOCUMENTS

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards; please do not password protect or personally encrypt any files you wish to upload.

Attach New Document (4 MB size limit):
 No file chosen

Acceptable File Types: pdf, tif, doc, docx, xls, xlsx, txt, rtf, gif, jpg, jpeg.

Document Type (required):

(Select a file and document type to activate 'Attach Selected Document' button)

Larger files will take longer to upload/download. Please be patient.

Attached:
[training document.docx](#) Decision Letter



Allow a few moments for the document to attach. Once successfully uploaded, you will see the document listed as a hyperlink at the bottom. Click next to navigate to the Questionnaire page.

Questionnaire Page

Complete the Termination Request Questionnaire

QUESTIONNAIRES	
Questionnaire Name Termination Request	Status Not Completed

2. Is the Consumer aware of the request to Terminate/Interrupt Services?
(Please select one.)

Yes
 No

2.2.1. Please explain



Click on the Termination Request Questionnaire and complete the questionnaire. Please note, that as you answer the questionnaire, some questions will cascade to other questions if more information is required.

Questionnaire Page

Save changes and return to request



When the questionnaire has been completed, click on the save changes button and then click on Return to Request. It is important that the questionnaire is filled out completely as this is where we will be capturing most of the information about why there is a request to terminate or interrupt services.

Submitting the Request

Select the pre-certification statement and click submit.

I understand that precertification does not guarantee payment. I understand that precertification only identifies benefits.

[Save](#) [Save for later](#) [Cancel Request](#) [Submit](#)



Once you have returned to the request, scroll to the bottom of the page and check the pre-certification statement and then click submit.

Submitting the Request



If the case has been successfully submitted, you will be brought to the request overview page and a case ID number will be generated. Here you are able to print your request or view it at any time.



PART TWO

Post Submission



Now that we have reviewed the process for submitting a SMI Termination request, we will review what happens post submission

Post Submission

Once your request has been submitted, Kepro's Clinical team will review the request within 48 business hours. At that point a call will be made to the member or guardian to verify the request and discuss the request.

If the member/guardian answers:

- Kepro will verify the termination request with member/guardian
- If member/guardian approves request, the SMI Termination case will likely be approved however is not guaranteed
- If member disagrees, Kepro will collect more information and may consult with OBH before a decision is made

If the member/guardian does not answer:

- Kepro will leave a message requesting call to be returned within 24 hours.
- If member does not respond, a 10-day letter will be sent to the member asking for a response.
- If member does not respond, SMI Termination case will likely be approved however is not guaranteed



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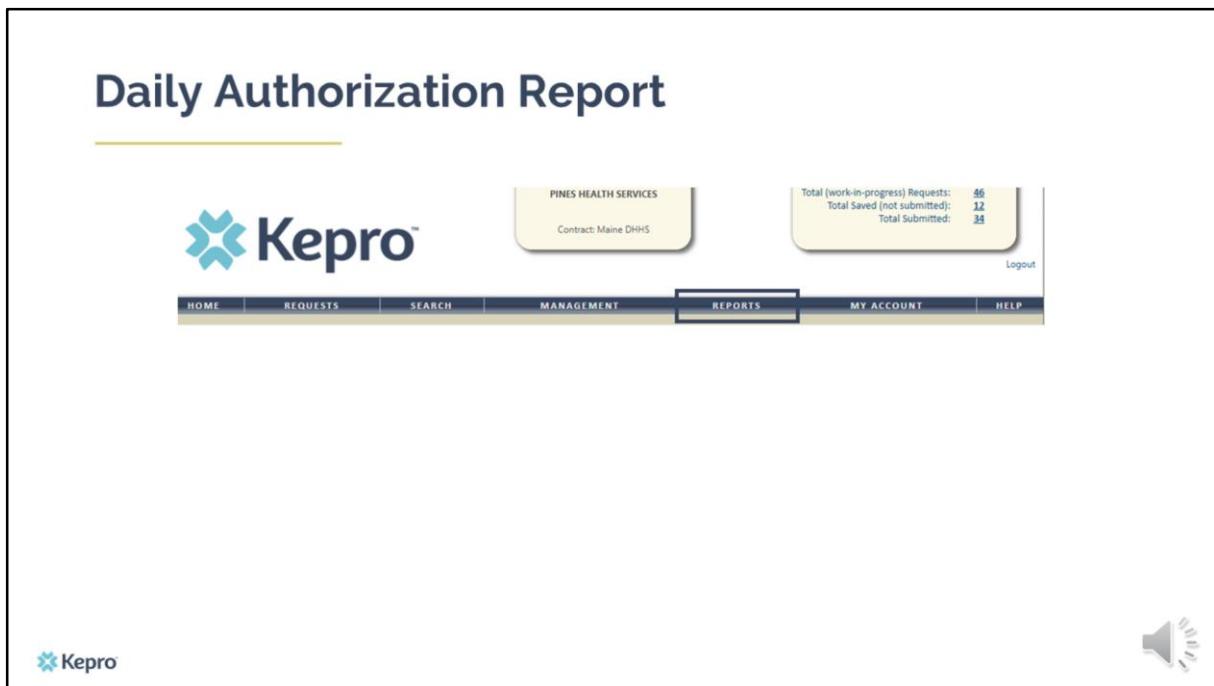
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Providers will be notified about the decision in Atrezzo through the Daily Authorization Report.

Daily Authorization Report



The screenshot shows the Kepro Atrezzo portal interface. At the top, there is a navigation bar with tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS (which is highlighted with a blue border), MY ACCOUNT, and HELP. Above the navigation bar, there are two yellow callout boxes. The left one is for 'PINES HEALTH SERVICES' and 'Contract: Maine DHHS'. The right one displays statistics: 'Total (work-in-progress) Requests: 86', 'Total Saved (not submitted): 12', and 'Total Submitted: 34'. In the bottom right corner of the interface, there is a speaker icon with three curved lines, indicating a sound or audio feature.

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 will have a Reports tab. Within the reports tab, you will find the Daily Authorization Report which will give you updates as cases change status.

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 Termination Request 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.