Substance Use Disorder
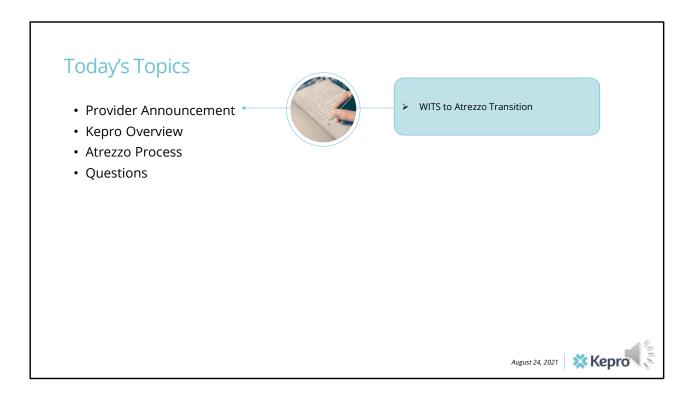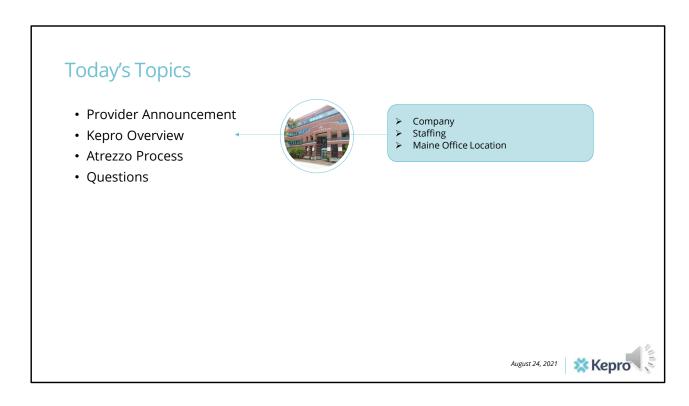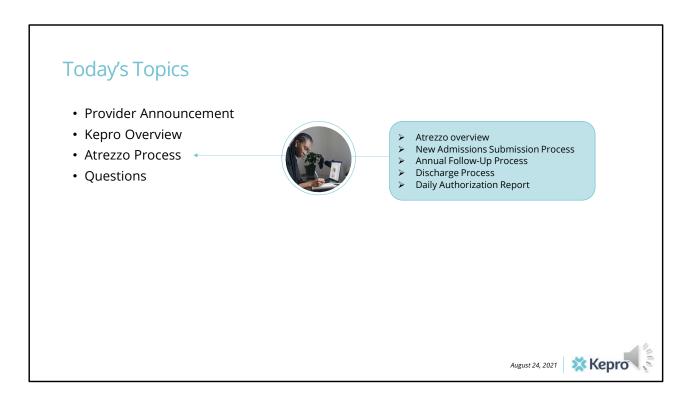Treatment Data Collection

Kepro Atrezzo Provider Training

Hello and welcome to the Kepro training on Substance Use Disorder Treatment Data Collection (formerly known as WITS). This process will be required of _all_ licensed SUD providers of _all_ SUD clients and is _not_ limited to MaineCare or OBH Funded members. The guidance presented in this presentation is meant to give providers a basic understanding of the SUD Treatment Data Collection process in Atrezzo for new admissions, annual follow-ups, and discharges.

Today's Topics

- Provider Announcement
- Kepro Overview
- Atrezzo Process
- Questions

➢ WITS to Atrezzo Transition

August 24, 2021 | Kepro

Today's topics will include an overview of the WITS to Atrezzo transition

Today's Topics

- Provider Announcement
- Kepro Overview
- Atrezzo Process
- Questions

- ➢ Company
- ➢ Staffing
- ➢ Maine Office Location

August 24, 2021 | Kepro

An overview of Kepro for those who have not previously interacted with Kepro

Training regarding the Atrezzo system, new admission process, how to search for a case, how to submit an annual follow-up, discharge process, and the daily authorization report.

The last topic of the training will cover some frequently asked questions

Part One -
Provider Announcement

We will start with an overview of the transition from WITS to Kepro

Provider Announcement

The Office of Behavioral Health, in coordination with Kepro is implementing a project aimed at improving efficiencies through a process change. This change will streamline workflow and decrease the number of data collection portals required for adult behavioral health services.
Providers familiar with submitting Substance Use Disorder (SUD) Treatment data in the WITS system will no longer need to submit data to WITS after August 31,2021.

Beginning September 1, 2021, all licensed Substance Use Disorder providers will start submitting requests to Kepro via the Atrezzo portal for Substance Use Disorder Treatment Data of all clients. The Federal Government requires the Office of Behavioral Health (OBH) to submit Substance Use Disorder Treatment Data to them on a monthly basis.

New Users: As part of the transition from WITS to Kepro, we have set up providers in our Atrezzo system with a login and password who have not previously interacted with Kepro. If you need an Atrezzo login, please contact us at ProviderRelationsME@kepro.com

Existing Users: If you already use the Kepro Atrezzo system to submit requests, no further action is needed at this time.
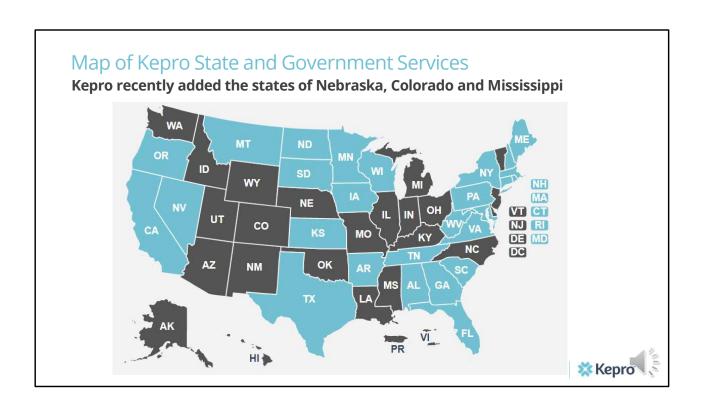
August 24, 2021 | Kepro
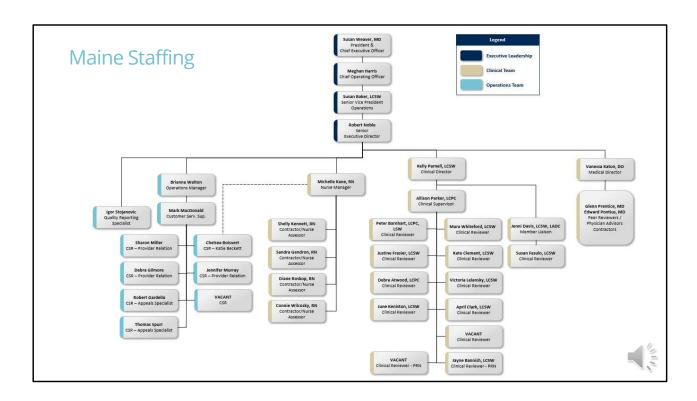
7

Part Two -
Kepro Overview

Kepro Overview

Servicing 250 state, federal and employer clients

Since 1985, Kepro has helped members lead healthier lives through clinical expertise, integrity and compassion. Kepro was founded by physicians and clinical expertise is at the core of our organization. Kepro has 14 offices with more than 1,000 employees.

Care Management

- CARE COORDINATION
- CASE MANAGEMENT
- EAP & ABSENCE MANAGEMENT
- PHARMACY MANAGEMENT
- UTILIZATION MANAGEMENT

Quality Oversight

- APPEALS & GRIEVANCES
- CMS WAIVER OVERSIGHT
- EXTERNAL QUALITY REVIEW
- STANDARD OF CARE REVIEW

Assessments, Eligibility & Enrollment

- APPLICATION PROCESSING & ENROLLMENT
- BEHAVIORAL HEALTH NEEDS ASSESSMENT
- LEVEL OF CARE ASSESSMENTS
- PREADMISSION SCREENING & RESIDENT REVIEW

Map of Kepro State and Government Services
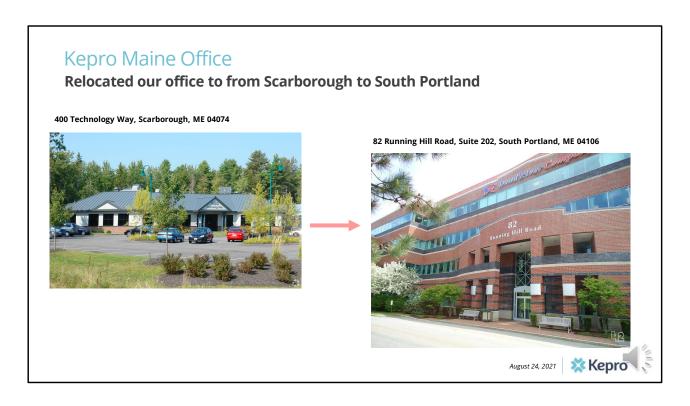**Kepro recently added the states of Nebraska, Colorado and Mississippi**

Kepro has contracts in all of the states highlighted in blue. We have recently added the states of Nebraska, Colorado, and Mississippi
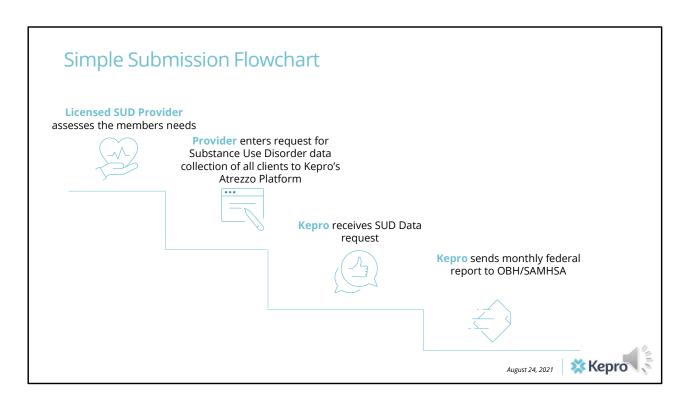
Maine Staffing

This is the Kepro Maine Office staffing chart. Team members marked in the navy-blue color are members of our Executive Leadership. Team members marked in the tan color are members of our clinical team, while team members marked in the light blue color are members of our Operations team.

Kepro Maine Office

Relocated our office to from Scarborough to South Portland

400 Technology Way, Scarborough, ME 04074

82 Running Hill Road, Suite 202, South Portland, ME 04106

August 24, 2021 | Kepro

Our office has recently relocated from Scarborough, ME to South Portland, ME.

Part Three -
Atrezzo Process

In part three, we will begin talking about the Atrezzo process

Simple Submission Flowchart

Licensed SUD Provider
assesses the members needs

Provider enters request for Substance Use Disorder data collection of all clients to Kepro's Atrezzo Platform

Kepro receives SUD Data request

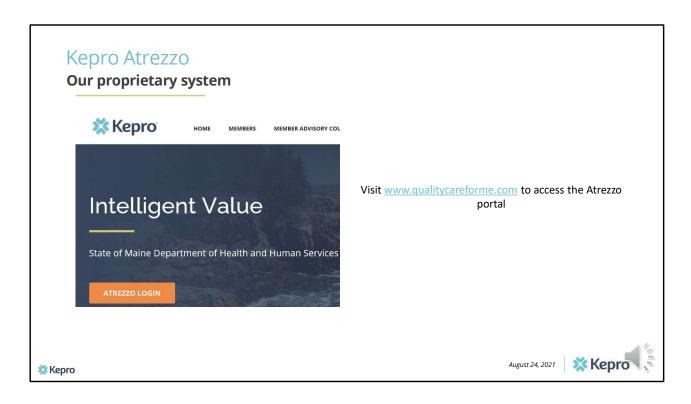**Kepro** sends monthly federal report to OBH/SAMHSA

August 24, 2021   Kepro

This flowchart depicts the submission process for the SUD Treatment Data Collection. The provider starts out by assessing the members needs and then enters a request in Atrezzo

Kepro Atrezzo

Our proprietary system

Kepro's proprietary system, Atrezzo, is a web-based application built using Microsoft technology. Its modular design is easily configurable to meet each client's unique short and long-term requirements for data, information, and intelligence today and in the future. **Atrezzo is HIPAA and ICD-10CM/PCS compliant.**
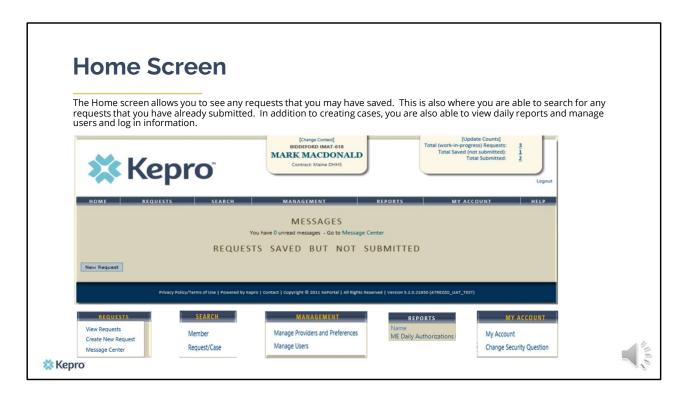
August 24, 2021   **Kepro**

Kepro Atrezzo
Our proprietary system

Visit www.qualitycareforme.com to access the Atrezzo portal

August 24, 2021

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

Atrezzo Login

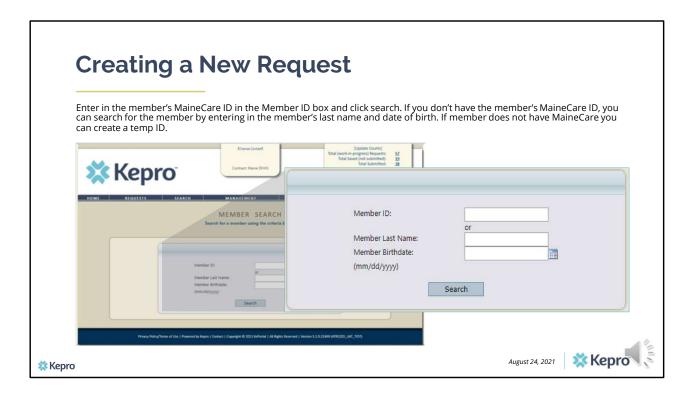Enter in your username and password

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. 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.

Home Screen

The Home screen allows you to see any requests that you may have saved. This is also where you are able to search for any requests that you have already submitted. In addition to creating cases, you are also able to view daily reports and manage users and log in information.
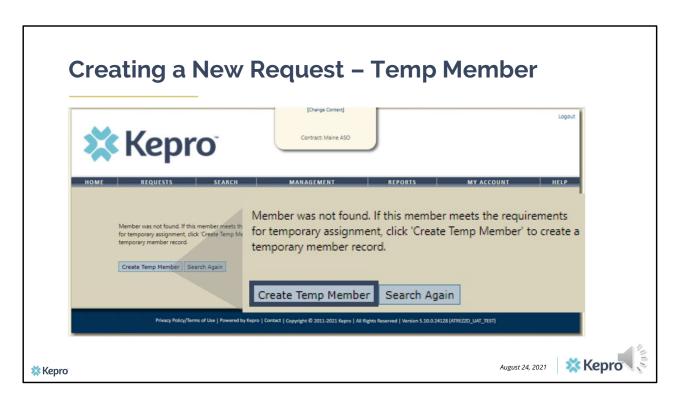

Once you have successfully logged in, you will be brought to the home screen of Atrezzo. The home screen will allow you to see requested that you have saved but not yet submitted. The Requests tab is where you can go to create a new request. The search tab is used to search for a member or to search for a previously submitted case. The management tab will only display for those with specific user roles in Atrezzo. The management tab can be used to add additional users to your agency's account. The Provider Reports tab is also only available to those with specific user roles. The reports tab will give those users access to the Daily Authorization Report which is a report that captures your submission requests. The My account tab is where you can go to update your contact information or to change your security question.

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.

REQUESTS

View Requests

→ Create New Request

Message Center

[Update Counts]
work-in-progress) Requests: **5**
otal Saved (not submitted): **0**
Total Submitted: **5**

Logout

HOME   REQUESTS   SEARCH   MY ACCOUNT   HELP

MESSAGES
You have 0 unread messages - Go to Message Center

REQUESTS SAVED BUT NOT SUBMITTED

New Request

Privacy Policy/Terms of Use | Powered by K...   n 5.2.0.21849 (ATREZZO_UAT_TEST)
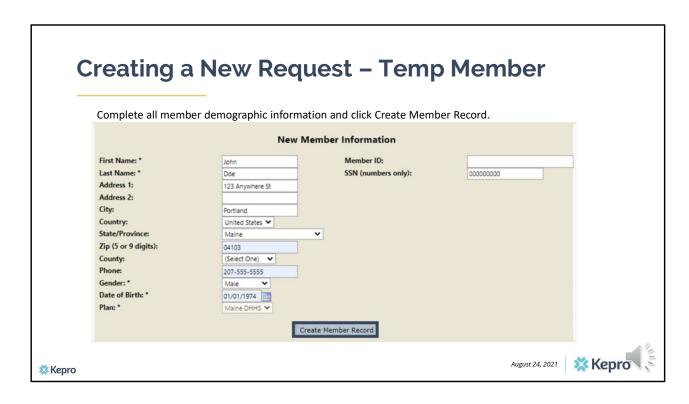
New Request

August 24, 2021

Now that you have logged in and are on 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.

Creating a New Request

Enter in the member's MaineCare ID in the Member ID box and click search. 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. If member does not have MaineCare you can create a temp ID.

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 member is not found, you will be prompted to enter in a temporary ID for the member.

Creating a New Request – Temp Member

When you search by the member's last name and date of birth and no matching records are found, you will be asked to create a temp member. Click on the Temp member button.
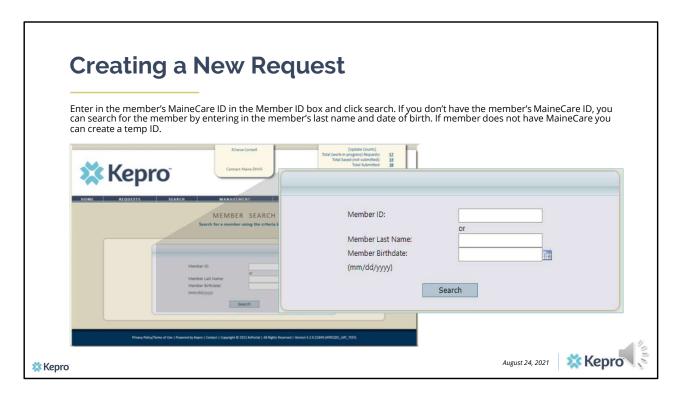
Creating a New Request – Temp Member

Complete all member demographic information and click Create Member Record.

New Member Information

First Name: *	John	Member ID:	
Last Name: *	Doe	SSN (numbers only):	000000000
Address 1:	123 Anywhere St		
Address 2:			
City:	Portland		
Country:	United States		
State/Province:	Maine		
Zip (5 or 9 digits):	04103		
County:	(Select One)		
Phone:	207-555-5555		
Gender: *	Male		
Date of Birth: *	01/01/1974		
Plan: *	Maine DHHS		

Create Member Record

On the New Member Information Screen, fill in the member's demographics and click Create Member Record. It is important to fill out all information on this screen for reporting purposes. Please note, you will not be able to enter any text in the Member ID box. This box will generate a number once you have clicked the create member record.

Creating a New Request – Temp Member

New Member Information

First Name: *	John	Member ID:	TEMP001492021051300000
Last Name: *	Doe	SSN (numbers only):	000000000
Address 1:	123 Anywhere St		
Address 2:			
City:	Portland		
Country:	United States		
State/Province:	Maine		
Zip (5 or 9 digits):	04103		
County:	(Select One)		
Phone:	207-555-5555		
Gender: *	Male		
Date of Birth: *	01/01/1974		
Plan: *	Maine DHHS		

To start a request using a temporary member: Please copy the temporary Member ID and click Requests > Create New Request or Search > Member and paste the new temporary Member ID into the search screen.

Once you have clicked create member record, a Temporary Member ID will display in the Member ID box. This will act as the member's ID. To create a request using a temporary member ID, please copy the ID.

Creating a New Request – Temp Member

With the copied Temporary Member ID, click on Requests and then Create New Requests.

With the copied Temporary Member ID, click on Requests and then Create New Request.

Creating a New Request

Enter in the member's MaineCare ID in the Member ID box and click search. 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. If member does not have MaineCare you can create a temp ID.

Paste the member's Temporary ID box and click search

Creating a New Request

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

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

Creating a New Request

Click on New Request at the bottom of the Request screen

Click on New Request at the bottom of the Request screen

Creating a New Request

Select Outpatient as the request type

In the select request type box, always 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.

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 Provider Page

The service provider page is used to indicate the specific location of where the client is being served. This page will primarily be utilized for users who are associated with an agency in Atrezzo. It is important to update this page so when reporting the SUD data, we are reporting the correct location. To update this page to the specific location (referred to as NPI +3) click on find and enter in your main NPI number in the Provider ID box. Next select facility if you are associated with an agency and then click find again. When the search results appear choose the appropriate location. Please note locations are denoted by an NPI+3 which will appear as a three digits after the location name. In this example, the location would be Washburn-001. If more than one NPI+3 is listed, you can click on Info to get the specific address of the NPI+3. Once the location has been identified, click select to add it. Click next when finished.

Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Attending Physician page is not required for SUD Treatment Data Submissions.
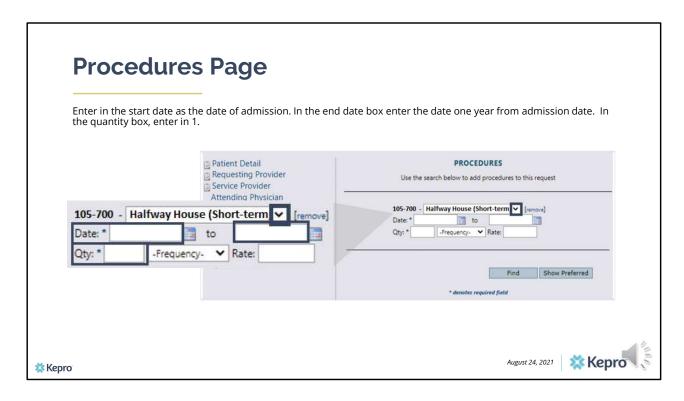
Service Detail Page

Select 105 – SUD Treatment Episode Data as the Service Type and OBH Funded Review as the Request Type. Click next to continue.

For a new admission, select 105-SUD Treatment Episode Data for the service type. In the request type box, select OBH Funded Review. Click next to continue.
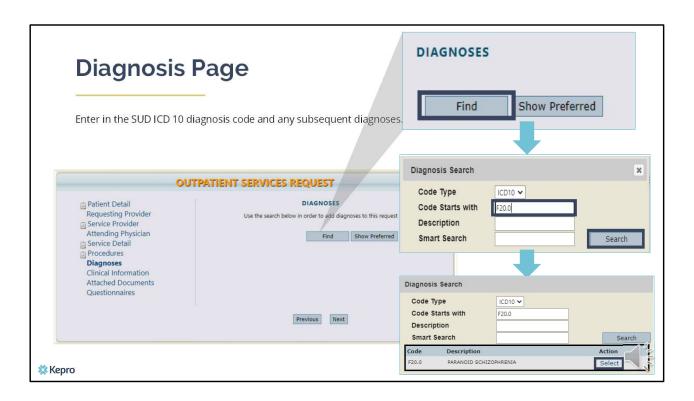
On the procedures page, enter the applicable procedure code. Click on find, then enter in the procedure code or description of the code and click find again. When the procedure appears, click on select under action. This will add the code to your request. Please note if an asterisk appears after the description of the code, this means there are more than on description. You will need to identify the specific description in the coming screens.

Procedure Codes

Type of Service Treatment	Procedure Code(s)
Non-Intensive Outpatient	105-100 – Non-Intensive Outpatient
Intensive Outpatient	105-200 – Intensive Outpatient
Detoxification (Outpatient)	105-300 – Detoxification Outpatient
24 Hour Detoxification	105-400 – 24-Hour Detoxification (Free Standing Residential) 105-400 – 24-HourDetoxification (Inpatient)
Inpatient	105-500 – Inpatient
Methadone	105-600 – Methadone (Inpatient)
Halfway House	105-700 – Halfway House (Short-term, 30 days or fewer) 105-700 – Halfway House (Long-term, more than 30 days)
Shelter	105-800 – Shelter (Short-term, 30 days or fewer) 105-800 – Shelter (Long-term, more than 30 days)
Consumer Run Residence	105-900 – Consumer Run Residence (Short-term, 30 days or fewer) 105-900 – Consumer Run Residence (Long-term, more than 30 days)

Kepro

This is a list of the available service codes for the SUD Treatment Data Collection

Procedures Page

Enter in the start date as the date of admission. In the end date box enter the date one year from admission date. In the quantity box, enter in 1.
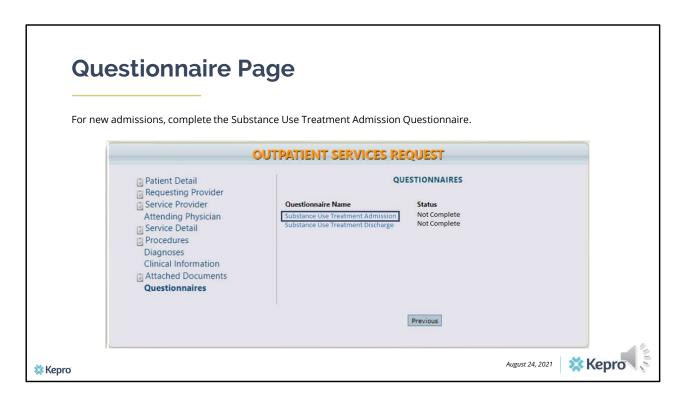
Once the code has been added, indicate the start as the date of admission. The end or to date will be one year from the admission date. In the quantity box indicate one. If your code was one that had an asterisk after the description, you will want to click on the drop down error on the description and select the appropriate code description. Click Next.
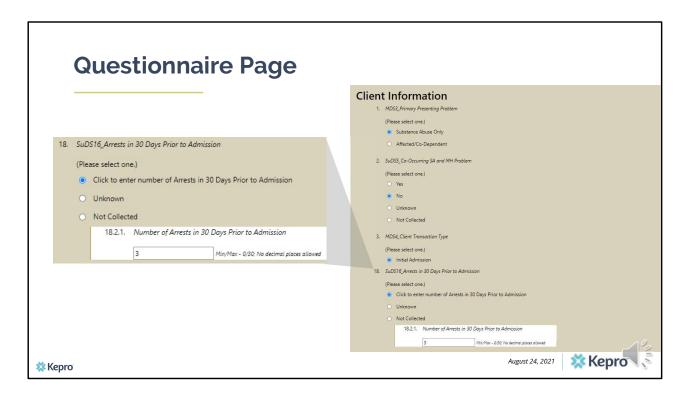
On the Diagnosis page, enter in the member's primary SUD diagnosis and any other subsequent diagnosis at time of admission. Click on find, enter in the diagnosis code or description and click search. When the procedure code appears, click select under action to add the code to the request. Repeat the same steps to add each diagnosis code. Click next to continue.

Clinical Information Page
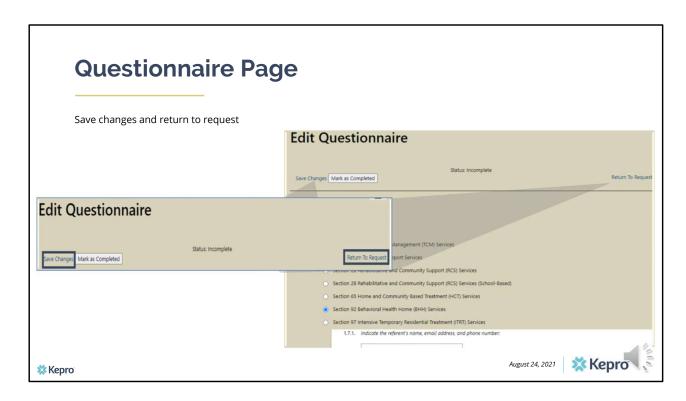
Clinical information page is not required

Using the tabs on the left-hand side of your screen, click on the Questionnaires page. The Clinical Information and Attached Documents page are not required.

Questionnaire Page

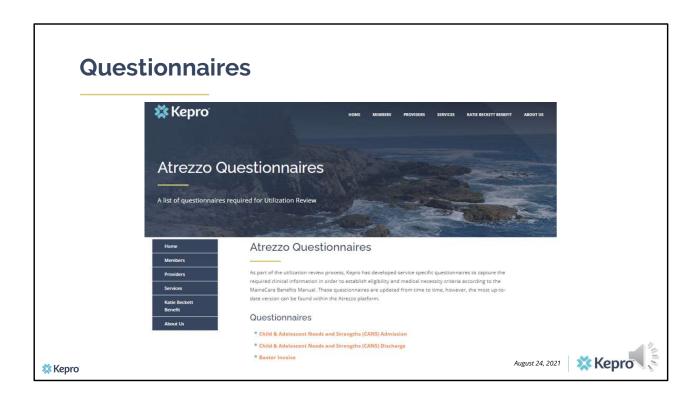For new admissions, complete the Substance Use Treatment Admission Questionnaire.

For new admissions, click on the Substance Use Treatment Admission Questionnaire. The Substance Use Treatment Discharge questionnaire will be completed at a later time.
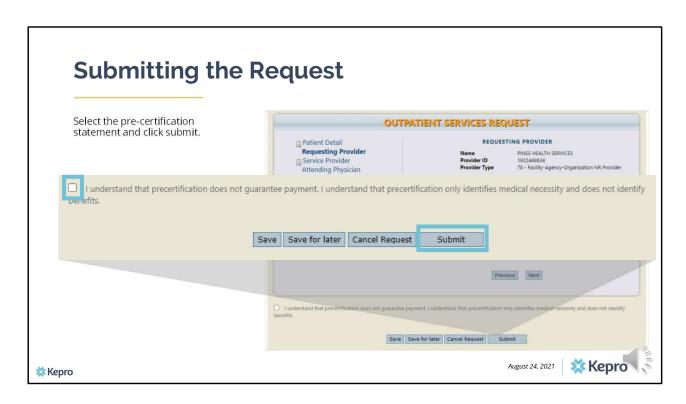
It is important to complete this questionnaire in it entirety as this is where we will be pulling most information from for the monthly federal reporting. Please note that as you answer questions, additional questions will cascade if more information is needed as shown in question 18.

Questionnaire Page

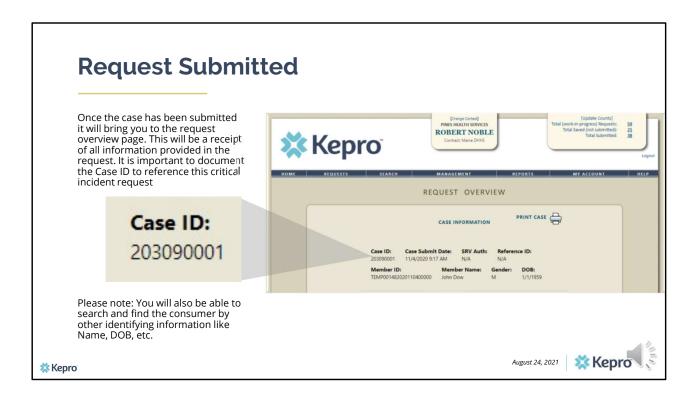Save changes and return to request

When the questionnaire(s) has been filled out in its entirety, click on the save changes button at the top of the screen and then click on Return to Request.

Questionnaires

A copy the Substance User Treatment Episode Questionnaires can be found on our website by visiting www.qualitycareforme.com, clicking on the Providers tab and then selecting Atrezzo questionnaires.
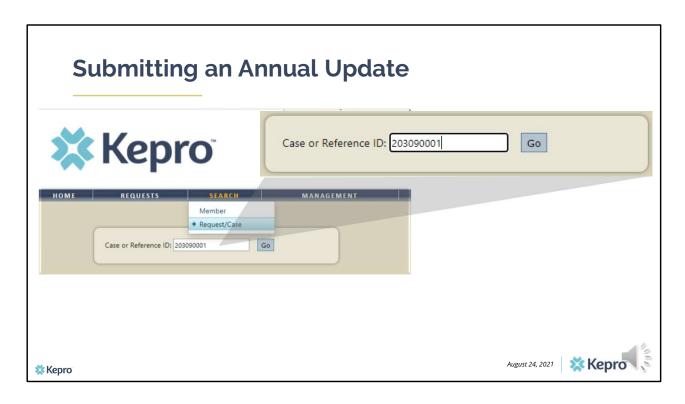
Once you have returned to the request, scroll to the bottom of the page and check the pre-certification statement and then click submit.

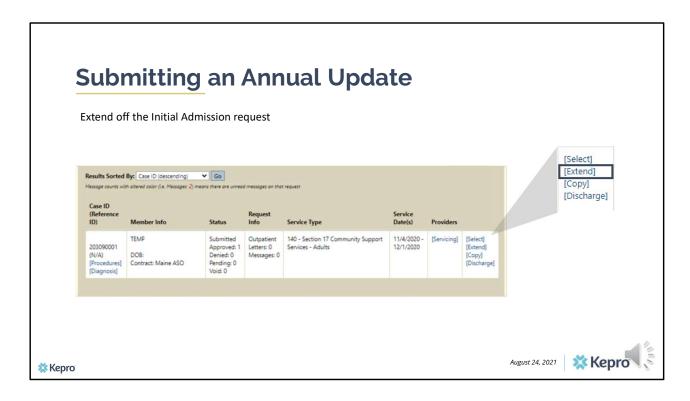Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference when the member has been discharged from your services or if the member requires an annual update.

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

Submitting an Annual Update

Case or Reference ID: 203090001   Go

HOME   REQUESTS   SEARCH   MANAGEMENT
Member
＋ Request/Case
Case or Reference ID: 203090001   Go

August 24, 2021

To search for a case, click on the search tab and then select member to search using member's ID (MaineCare ID or temporary ID)or last name and DOB. Or select Request/Case to search using the case ID. Once you have entered in the case ID, click go.

44

Submitting an Annual Update

Extend off the Initial Admission request

If the member is still receiving SUD services a year after the initial admission, you will need to submit an annual update request. To do this, click on the Extend link.

Service Detail Page

Select 105 – SUD Treatment Episode Data as the Service Type and OBH Funded Continued Stay Review as the Request Type. Click next to continue.

The service type box will default to 105 – SUD Treatment Episode data. In the request type box, select OBH Funded Continued Stay Review. Click next to continue.

Procedures Page

Enter in the end date as a year from start date and 1 in the Qty. box

You will notice on the procedure page that the service code is already indicated as well as the start date. The start date automatically populates based off the end date of your initial admission case. Enter in the end date as one year out from the start date and enter 1 in the quantity box. Using the links on the left hand side of the screen, click on the Questionnaires page.

Questionnaire Page

Complete the Substance Use Treatment Follow-Up Questionnaire

Select the Substance Use Treatment Follow-Up questionnaire to complete.

Questionnaire Page

Save changes and return to request

When the questionnaire(s) has been filled out in its entirety, 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 for the monthly federal reporting.

Submitting the Request

Select the pre-certification statement and click submit.

OUTPATIENT SERVICES REQUEST

Patient Detail
Requesting Provider
Service Provider
Attending Physician

REQUESTING PROVIDER

Name   PINES HEALTH SERVICES
Provider ID   1922449834
Provider Type   78 - 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

August 24, 2021 | Kepro

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

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 when the member has been discharged from your services.

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

Submitting a Discharge Questionnaire

When the member is discharging from SUD services, you will need to complete the SUD Treatment Discharge questionnaire. To do this, click on the search tab and select request/case. Enter in the case ID number for the initial admission case you submitted and click go.

Completing the Discharge Questionnaire

Once you have searched for the case, scroll down to the bottom of the page and click on the Select link.

Even though the member is discharging you are not going to select the discharge link. Instead click on the select link.

Completing the Discharge Questionnaire

Once you have searched for the case and selected it, scroll down to the bottom to the Questionnaire Section. Select the Substance Use Treatment Discharge questionnaire and complete it.

ATTACHED DOCUMENTS

No Documents exist for this request

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

Acceptable File Types: pdf, tif, doc, docx, xls, xlsx, txt, rtf, gif, jpg, jpeg.
Document Type (required): (Select One)

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

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

QUESTIONNAIRES
Substance Use Treatment Admission
Substance Use Treatment Discharge

August 24, 2021 | ❉ Kepro

❉ Kepro

When you click select, it will bring you to the Request overview page or the receipt of information page. Scroll down to the bottom to the Questionnaire section. Click on the Substance Use Treatment Discharge questionnaire to complete it. Once completed, scroll to the top of the page, click on save changes and then return to the request. You have now submitted the discharge questionnaire.

Daily Authorization Report

The daily authorization report is a report available to users with an Group Admin + Report and a Admin + Report user role. The Daily Authorization report is a way to look at what has been submitted in Atrezzo for the NPI number that you are associated with as a user. Click on the Provider Reports tab (displayed as reports tab in this screenshot) and then select ME Daily Authorization.

Daily Authorization Report

Enter in the search parameters and click view report

Indicate the start and end date that you want to see your submitted requests for. Then select the type of request you want to view. If you are looking for SUD Treatment submissions, you will want to select OBH Funded Review, and OBH Funded Continued Stay Review. Click on View Report.

Daily Authorization Report

Once the report runs, you can export it to different file formats

The report will display any cases matching your search criteria. You can view the report on the Atrezzo page, or you can export it to a different file format by clicking on the save icon with the green arrow and selecting the type of file you want it to open in.

Part Four -
Questions

Frequently Asked Questions

1. **What do I need to do when a member discharges from services, but the admission data was submitted in WITS?**
   a. The Substance Use Disorder Discharge questionnaire will ask if the member was initially admitted to the WITS system. If you answer yes, you will be asked to enter a few questions regarding the admissions in addition to the required discharge information.

2. **Will the training be available to providers?**
   a. Yes, the PowerPoint training presentation as well as the questionnaires will be posted on our website: www.qualitycareforme.com

3. **Is this process separate from requesting an authorization?**
   a. Yes. There is no change to how your request an authorization from Kepro. You will need to submit a SUD Treatment Data request by copying your authorization request.

4. **How long is an initial admission?**
   a. One year from your admission date

Kepro

Frequently Asked Questions

5. **What happens if my member is still in treatment at the year mark?**
   a. You will need to submit an updated request via an OBH Funded Continued Stay Review and complete the Substance Use Treatment Follow-Up questionnaire. Please refer to the training for instructions on this process.

6. **We have an Atrezzo account for our MaineCare clients. Do we need a separate account for our DEEP clients?**
   a. No. You will be able to use your existing Atrezzo login information to submit both requests for MaineCare clients and SUD clients. If there are SUD providers within your agency who need access to Atrezzo please have them contact us at ProviderRelationsME@kepro.com to be setup with a login for your agency account.

7. **Is this process required for all SUD patients or just MaineCare/OBH Funded patients?**
   a. This process is required for ALL licensed SUD treatment providers for ALL patients and is NOT limited to MaineCare or OBH Funded clients.

Kepro

Questions?

Toll-Free Phone: (866) 521-0027

Option 1 – Member Services (caller must be the member or guardian)
Option 2 – Katie Beckett
Option 3 – Provider Relations: Portal, Technical, Authorization number questions
Option 4 – Care Management: Respond to a pending case if a provider does not have access to Atrezzo
Option 5 – Appeals
Option 6 – Critical Incident Level I Reporting for Office of Behavioral Health

Email: ProviderRelationsME@Kepro.com

Hours: Monday-Friday 8am to 6pm

www.qualitycareforme.com

August 24, 2021 | Kepro

Thank you for joining the Kepro Substance Use Disorder Treatment Data 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.