



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



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



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

Today's Topics

- Provider Announcement
- Kepro Overview
- Atrezzo Process
- Questions



- Atrezzo overview
- New Admissions Submission Process
- Annual Follow-Up Process
- Discharge Process
- Daily Authorization Report

August 24, 2021



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.

Today's Topics

- Provider Announcement
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- Questions

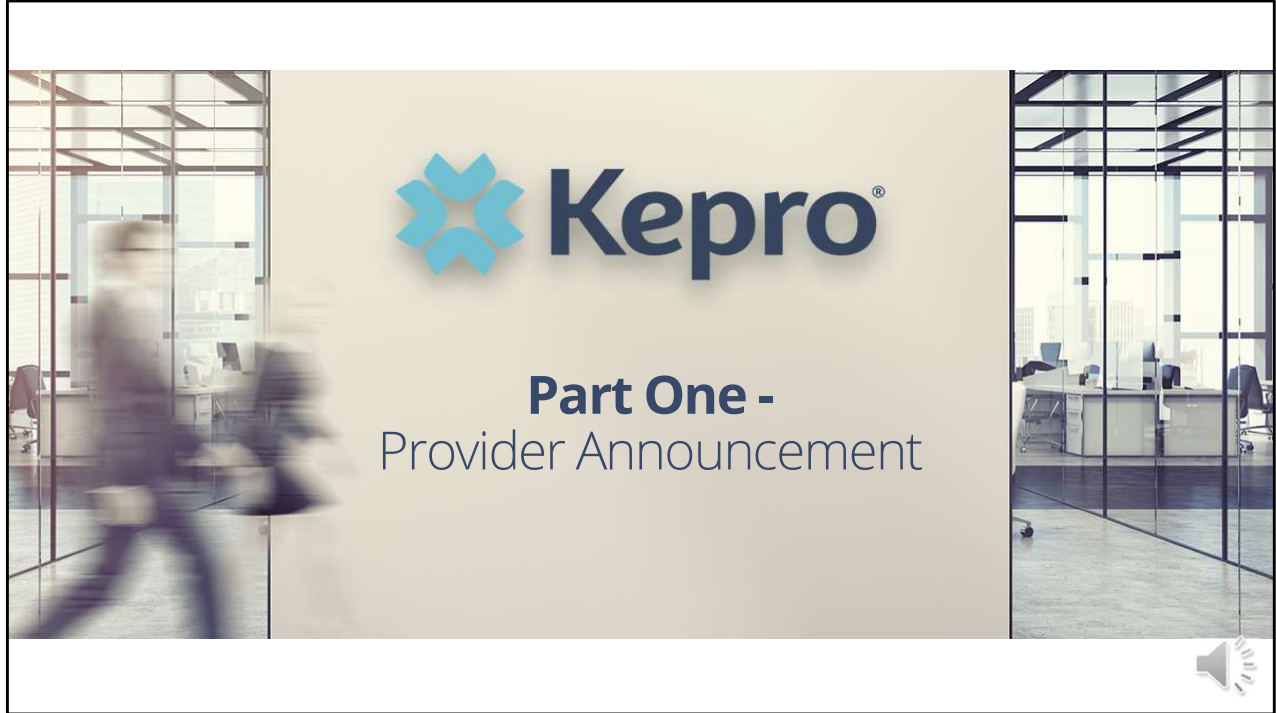


- Frequently Asked Questions
- Open for participants questions

August 24, 2021



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



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.

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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

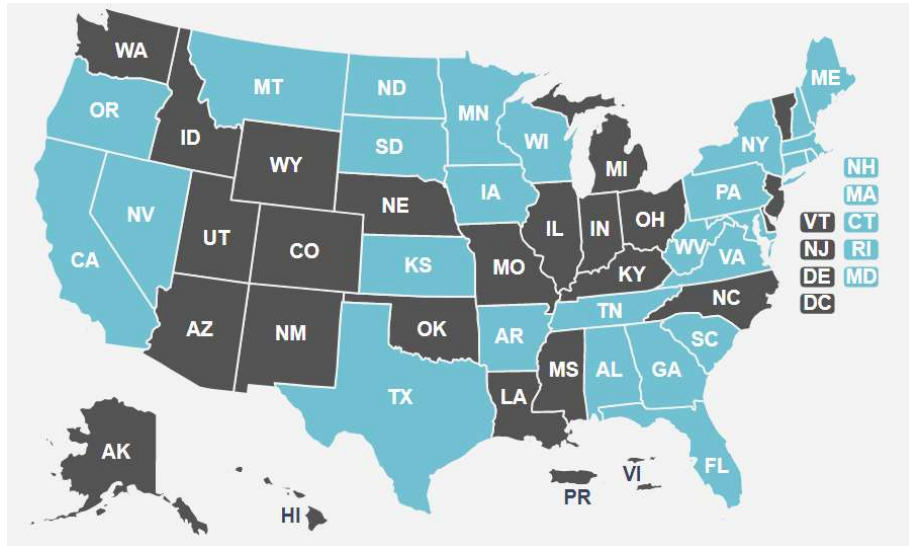


Assessments, Eligibility & Enrollment

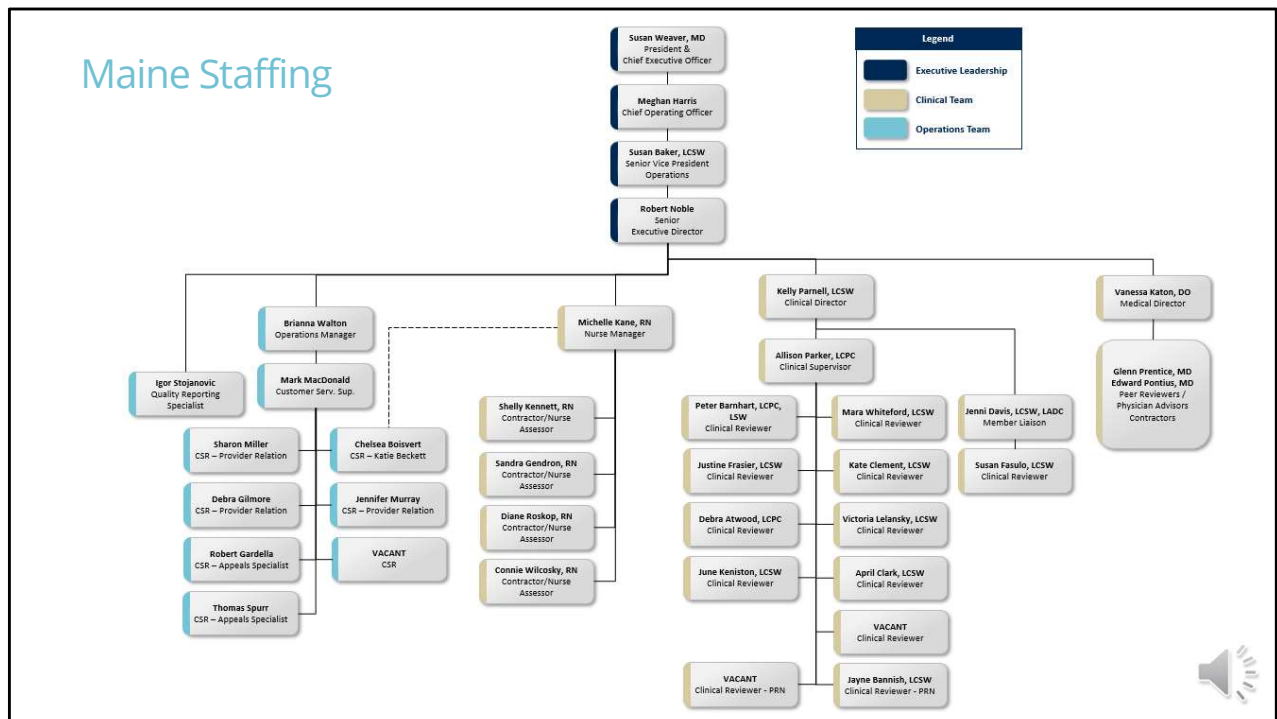
- APPLICATION PROCESSING & ENROLLMENT
- BEHAVIORAL HEALTH NEEDS ASSESSMENT
- LEVEL OF CARE ASSESSMENTS
- PREADMISSION SCREENING & RESIDENT REVIEW



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



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



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



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



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.**

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Kepro Atrezzo

Our proprietary system



HOME

MEMBERS

MEMBER ADVISORY COL

Intelligent Value

State of Maine Department of Health and Human Services

ATREZZO LOGIN

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

The screenshot displays the Atrezzo Login interface. At the top, there is a header with the Kepro logo and a 'WELCOME PLEASE LOGIN' banner showing the date and time (11/4/2020 7:04:30 AM). Below the header, the main content area features a 'LOGIN' form. The form includes a title 'LOGIN' in orange, followed by instructions: 'Please enter your username and password to access the Atrezzo Provider Portal.' and 'If you don't already have a Kepro account, you can [Register here](#).' Below this, there are two input fields labeled 'USERNAME:' and 'PASSWORD:', each with a red asterisk indicating a required field. A 'Login' button is positioned below the fields. At the bottom of the form, there is a link for 'Forgot Password?'. The footer of the page includes the Kepro logo, the date 'August 24, 2021', and a copyright notice: 'Copyright © 2011 KeproPortal / All Rights Reserved / Version 5.2.0.21849 (ATREZZO_UNK_TEST)'.

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 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.



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, or 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.

Request Counts	
Total (work in progress) Requests:	52
Total Saved (not submitted):	33
Total Submitted:	28

Member ID:

or

Member Last Name:

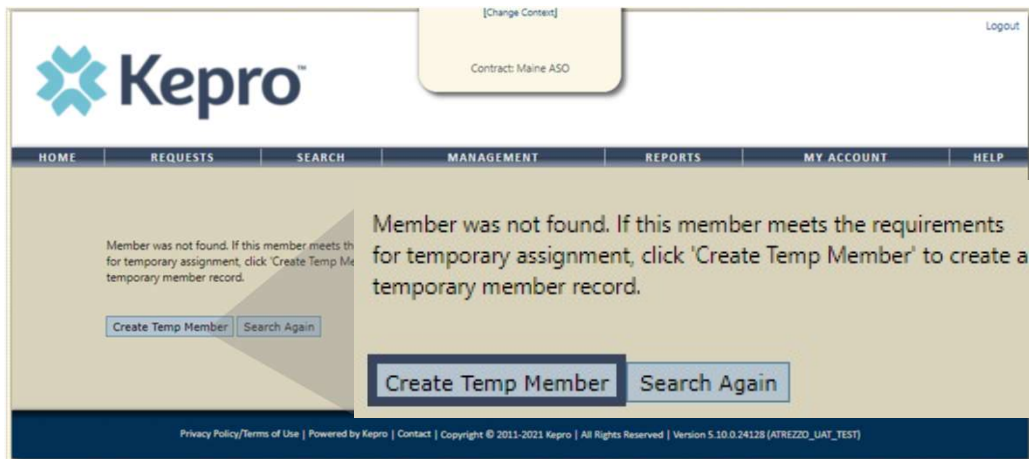
Member Birthdate:

(mm/dd/yyyy)

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

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

Request Counts	
Total (work in progress) Requests:	52
Total Saved (not submitted):	33
Total Submitted:	28

MEMBER SEARCH
Search for a member using the criteria below

Member ID:

or

Member Last Name:

Member Birthdate:

(mm/dd/yyyy)

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.

The screenshot displays the Kepro Member Search interface. At the top, the 'MEMBER SEARCH' title is centered. Below it is a table with the following columns: Member ID, Last Name, First Name, Address, DOB, Case Count, Contract, and a 'Select' button. The table contains one row of data for a member with ID TEMP00000000, Last Name Doe, First Name Jane, DOB 10/01/1968, Case Count 0, and Contract Maine DHHS. The 'Select' button is highlighted. The interface also includes a navigation bar with 'HOME', 'REQUESTS', and 'SEARCH' tabs, and a footer with the Kepro logo and version information.

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 a New Request

Click on New Request at the bottom of the Request screen

Submitted Requests | Servicing/Attending/PCP Requests

[Change Content]

[Update Counts]
Total (work-in-progress) Requests: 52
Total Saved (not submitted): 19
Total Submitted: 38

Logout

Case Level Member ID
Case ID
(Reference ID)

Status Request Info Service Type Service Date(s) Providers

New Request

Address: 123456 Main St
Bangor, ME 04401

Contact: 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



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Click on New Request at the bottom of the Request screen

Creating a New Request

Select Outpatient as the request type

Kepro

Contract: Maine DHS

[Update Counts]
Total (work-in-progress) Requests: 52
Total Saved (not submitted): 19
Total Submitted: 38

Logout

HELP

Select request type: Outpatient

Select sub contract: Maine ASO

Jane Doe
Member ID: TEMP00000000
Address: 123456 Main St
Bangor, ME 04401
Birth Date: 10/01/1968
Contact: Primary Phone: 555-555-5555

CONTRACT DETAILS
County: N/A District Office: N/A Member Class Indicator: N/A

Results Sorted By: Case ID (ascending)

Submitted Requests Servicing/Adjudging/PCP Requests

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers
Select request type: Outpatient <input type="button" value="Create Request"/> <input type="button" value="Cancel"/>					
Select sub contract: Maine ASO					

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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.

OUTPATIENT SERVICES REQUEST

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

REQUESTING PROVIDER

Name: PINES HEALTH SERVICES
Provider ID: 1922449834
Provider Type: 78 - Facility-Agency-Organization NR Provider
Address: 1260 MAIN ST
WADE ME 04786
Phone: 207-498-1164

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

Fax * 555-555-5555

* denotes required field

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 Provider Page

OUTPATIENT SERVICES REQUEST

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

SERVICE PROVIDER

Use the search below to change the selected Service Provider.

Name PINES HEALTH SERVICES
Provider ID 1111111111
Location WADE ME 04786

[Find](#) [Show Preferred](#)

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

SERVICE PROVIDER

[Find](#)

Provider Search

Provider ID 1111111111

Provider First Name

Provider Last Name

Specialty

☒ Provider ☐ Facility

[Find](#)

Provider Search

Provider ID 1922449834

Provider Name

Specialty

☐ Provider ☒ Facility

[Find](#)

Click on the "Info" link to see more details.

Name	NPI	Provider Type	Action
PINES HEALTH SERVICES	1111111111	78 - Facility-Agency-Organization NR Provider	Select Info
WASHBURN-001	1111111111	17 - Community Provider	Select Info

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.

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 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.

OUTPATIENT SERVICES REQUEST

SERVICE DETAIL

Service Type *
Request Type
FIPS Code

100 - Baxter Fund Services
105 - SUD Treatment Episode Data
120 - Long-Term Supported Employment
130 - Section 13 Targeted Case Management
140 - Section 17 Community Support Services - Adults
160 - Section 21 Rehav for Adults w/ I.D. and Autism
180 - Section 28 Rehab and Community Support (RCS)
220 - Section 65 Behavioral Health Services
230 - Section 92 Behavioral Health Homes
235 - Section 93 Opioid Health Home
240 - Section 97 Private Non-Med Institution (PNMI)

--Select One--
Continued Stay Review
Critical Incident
OBH Funded Continued Stay Review
OBH Funded Review
Placement Level Change
Prior Auth
Referral
Referral (OBH Funded)
Referral Refusal
Registration
Retroactive MaineCare Eligibility
Service Notification
Service Notification Extension
SMI Termination

Previous

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.

Procedures Page

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

Procedure Search

Code Type: CPT

Code Starts with:

Description:

Smart Search:

Procedure Search

Code Type: CPT

Code Starts with: 105-700

Description:

Smart Search:

Code	Description	Action
105-700	Halfway House*	<input type="button" value="Select"/>

*Has Multiple Descriptions

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 one 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-Hour Detoxification (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)

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.

The screenshot displays the 'PROCEDURES' section of a software interface. On the left, a sidebar contains links for 'Patient Detail', 'Requesting Provider', 'Service Provider', and 'Attending Physician'. Below these links, a procedure is listed: '105-700 - Halfway House (Short-term)' with a dropdown arrow and a '[remove]' link. Below the list, there are input fields for 'Date: *', 'to', 'Qty: *', '-Frequency-', and 'Rate:'. On the right, the 'PROCEDURES' header is followed by the instruction 'Use the search below to add procedures to this request'. Below this, the same procedure '105-700 - Halfway House (Short-term)' is shown with a dropdown arrow and a '[remove]' link. Below the procedure name are input fields for 'Date: *', 'to', 'Qty: *', '-Frequency-', and 'Rate:'. At the bottom right of the search area are 'Find' and 'Show Preferred' buttons. A footnote at the bottom right states '* denotes required field'.

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.

Diagnosis Page

Enter in the SUD ICD 10 diagnosis code and any subsequent diagnoses.

The diagram illustrates the workflow for adding diagnoses to an outpatient services request. It shows the 'OUTPATIENT SERVICES REQUEST' page with a sidebar menu and a 'DIAGNOSES' section. A callout box highlights the 'Find' and 'Show Preferred' buttons. A 'Diagnosis Search' modal is shown with fields for 'Code Type' (ICD10), 'Code Starts with' (F20.0), 'Description', and 'Smart Search'. A 'Search' button is present. Below the search modal, a table displays the search results for 'F20.0'.

Code	Description	Action
F20.0	PARANOID SCHIZOPHRENIA	Select

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

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a sidebar lists the following sections: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The 'Clinical Information' section is currently selected. The main content area shows a large red 'X' over a white background with the text 'NOT REQUIRED' in red. Above this, a message states: 'Please click Save button before proceeding to the next section of the case submission process.' Below the 'NOT REQUIRED' message, there are 'Previous' and 'Next' buttons.

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.

The screenshot shows a web interface titled "OUTPATIENT SERVICES REQUEST". On the left is a sidebar menu with items: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires (which is highlighted). The main content area is titled "QUESTIONNAIRES" and contains a table with two columns: "Questionnaire Name" and "Status".

Questionnaire Name	Status
Substance Use Treatment Admission	Not Complete
Substance Use Treatment Discharge	Not Complete

At the bottom right of the main content area is a "Previous" button.

For new admissions, click on the Substance Use Treatment Admission Questionnaire. The Substance Use Treatment Discharge questionnaire will be completed at a later time.

Questionnaire Page

18. SuDS16_Arrests in 30 Days Prior to Admission

(Please select one.)

☒ Click to enter number of Arrests in 30 Days Prior to Admission

☐ Unknown

☐ Not Collected

18.2.1. Number of Arrests in 30 Days Prior to Admission

3 Min/Max - 0/30; No decimal places allowed

Client Information

1. MDS3_Primary Presenting Problem

(Please select one.)

- ☒ Substance Abuse Only
- ☐ Affected/Co-Dependent

2. SuDS5_Co-Occurring SA and MH Problem

(Please select one.)

- ☐ Yes
- ☒ No
- ☐ Unknown
- ☐ Not Collected

3. MDS4_Client Transaction Type

(Please select one.)

- ☒ Initial Admission

18. SuDS16_Arrests in 30 Days Prior to Admission

(Please select one.)

- ☒ Click to enter number of Arrests in 30 Days Prior to Admission
- ☐ Unknown
- ☐ Not Collected

18.2.1. Number of Arrests in 30 Days Prior to Admission

3

Min/Max - 0/30; No decimal places allowed

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

Edit Questionnaire

Status: Incomplete

Save Changes Mark as Completed Return To Request

Management (TCM) Services
Sport Services
Section 28 Rehabilitative and Community Support (RCS) Services
Section 65 Home and Community Based Treatment (HCT) Services
☒ Section 92 Behavioral Health Home (BHH) Services
Section 97 Intensive Temporary Residential Treatment (ITRT) Services

1.7.1. Indicate the referent's name, email address, and phone number:

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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

Kepro

HOME MEMBERS PROVIDERS SERVICES KATIE BECKETT BENEFIT ABOUT US

Atrezzo Questionnaires

A list of questionnaires required for Utilization Review

Home
Members
Providers
Services
Katie Beckett Benefit
About Us

Atrezzo Questionnaires

As part of the utilization review process, Kepro has developed service specific questionnaires to capture the required clinical information in order to establish eligibility and medical necessity criteria according to the MaineCare Benefits Manual. These questionnaires are updated from time to time, however, the most up-to-date version can be found within the Atrezzo platform.

Questionnaires

- Child & Adolescent Needs and Strengths (CANS) Admission
- Child & Adolescent Needs and Strengths (CANS) Discharge
- Baxter Invoice

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Kepro

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.

Submitting the Request

Select the pre-certification statement and click submit.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. It is divided into two main sections: 'Patient Detail' and 'REQUESTING PROVIDER'. The 'Patient Detail' section includes a 'Requesting Provider' dropdown menu with 'Service Provider' and 'Attending Physician' as options. The 'REQUESTING PROVIDER' section displays the following information: Name: PINES HEALTH SERVICES, Provider ID: 1922449834, and Provider Type: 78 - Facility-Agency-Organization NR Provider. Below these sections is a pre-certification statement: 'I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.' This statement is preceded by an unchecked checkbox. At the bottom of the form, there are four buttons: 'Save', 'Save for later', 'Cancel Request', and 'Submit'. The 'Submit' button is highlighted with a red border. A 'Previous' and 'Next' button are also visible at the bottom right of the form. The Kepro logo is in the bottom left corner, and the date 'August 24, 2021' is in the bottom right corner.

OUTPATIENT SERVICES REQUEST	
<input type="checkbox"/> Patient Detail	REQUESTING PROVIDER
Requesting Provider	Name PINES HEALTH SERVICES
<input type="checkbox"/> Service Provider	Provider ID 1922449834
<input type="checkbox"/> Attending Physician	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](#)

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

Request Submitted

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

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 Contact] PINES HEALTH SERVICES ROBERT NOBLE Contract: Maine DHS

[Update Counts] Total (work-in-progress) Requests: 59 Total Saved (not submitted): 21 Total Submitted: 38 Logout

HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP

REQUEST OVERVIEW

CASE INFORMATION PRINT CASE

Case ID:	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

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

The screenshot displays the Kepro web application interface. At the top left is the Kepro logo. Below it is a navigation bar with four tabs: HOME, REQUESTS, SEARCH, and MANAGEMENT. The SEARCH tab is selected, and a dropdown menu is open, showing two options: 'Member' and 'Request/Case'. Below the navigation bar is a search box with the text 'Case or Reference ID: 203090001' and a 'Go' button. A callout box highlights the search box and the 'Go' button.

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.

Submitting an Annual Update

Extend off the Initial Admission request

Results Sorted By: Case ID (descending) Go

Message counts with altered color (i.e. Messages: 2) means there are unread messages on that request

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers	
203090001 (N/A) [Procedures] [Diagnosis]	TEMP DOB: Contract: Maine ASO	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	140 - Section 17 Community Support Services - Adults	11/4/2020 - 12/1/2020	[Servicing]	[Select] [Extend] [Copy] [Discharge]

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.

OUTPATIENT SERVICES REQUEST

SERVICE DETAIL

Service Type *
Request Type
FIPS Code

100 - Baxter Fund Services
105 - SUD Treatment Episode Data
120 - Long-Term Supported Employment
130 - Section 13 Targeted Case Management
140 - Section 17 Community Support Services - Adults
160 - Section 21 Rehav for Adults w/ I.D. and Autism
180 - Section 28 Rehab and Community Support (RCS)
220 - Section 65 Behavioral Health Services
230 - Section 92 Behavioral Health Homes
235 - Section 93 Opioid Health Home
240 - Section 97 Private Non-Med Institution (PNMI)

--Select One--
Continued Stay Review
Critical Incident
OBH Funded Continued Stay Review
OBH Funded Review
Placement Level Change
Prior Auth
Referral
Referral (OBH Funded)
Referral Refusal
Registration
Retroactive MaineCare Eligibility
Service Notification
Service Notification Extension
SMI Termination

Prev

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

OUTPATIENT SERVICES REQUEST

PROCEDURES

No New Codes May Be Added To An Existing Authorization

105-700 - Halfway House (Short-ter) [remove]

Date: * 08/27/2022 to []

Qty: * 1 -Frequency- Rate: []

For the selected service type, procedure codes cannot be added on an extension

* denotes required field

Previous Next

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

OUTPATIENT SERVICES REQUEST

QUESTIONNAIRES

Questionnaire Name	Status
Substance Use Treatment Follow-Up	Not Complete

[Previous](#)

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

Questionnaire Page

Save changes and return to request

Edit Questionnaire

Status: Incomplete

Save Changes Mark as Completed Return To Request

Management (TCM) Services
Sport Services
Section 28 Rehabilitative and Community Support (RCS) Services
Section 65 Home and Community Based Treatment (HCT) Services
☒ Section 92 Behavioral Health Home (BHH) Services
Section 97 Intensive Temporary Residential Treatment (ITRT) Services

1.7.1. Indicate the referent's name, email address, and phone number:

August 24, 2021

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.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. It includes sections for 'Patient Detail' and 'REQUESTING PROVIDER'. The 'REQUESTING PROVIDER' section shows the following information:

REQUESTING PROVIDER	
Name	PIINES HEALTH SERVICES
Provider ID	1922449834
Provider Type	78 - Facility-Agency-Organization NR Provider

Below the form, there is a pre-certification statement with a checkbox:

☐ I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

At the bottom of the form, there are four buttons: 'Save', 'Save for later', 'Cancel Request', and 'Submit'. The 'Submit' button is highlighted with a red box. Additionally, there are 'Previous' and 'Next' buttons at the bottom right of the form.

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

Request Submitted

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

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 Content] PINES HEALTH SERVICES
ROBERT NOBLE
Contract: Maine DHS

[Update Counts]
Total (work-in-progress) Requests: 59
Total Saved (not submitted): 21
Total Submitted: 38

Logout

HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP

REQUEST OVERVIEW

CASE INFORMATION PRINT CASE

Case ID:	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

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

The screenshot displays the Kepro web application interface. At the top left is the Kepro logo. Below it is a navigation bar with four tabs: HOME, REQUESTS, SEARCH, and MANAGEMENT. The SEARCH tab is currently selected, and a dropdown menu is open showing two options: 'Member' and 'Request/Case', with 'Request/Case' being the active selection. Below the navigation bar is a search form with a label 'Case or Reference ID:' followed by a text input field containing the number '203090001' and a 'Go' button. A callout box from the top right of the page points to the search form, showing a larger view of the same input field and 'Go' button.

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.

Results Sorted By: Case ID (descending) Go

Message counts with altered color (i.e. Messages: 2) means there are unread messages on that request

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers
203090001 (N/A) [Procedures] [Diagnosis]	TEMP DOB: Contract: Maine ASO	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Outpatient Letters: 0 Messages: 0	140 - Section 17 Community Support Services - Adults	11/4/2020 - 12/1/2020	[Servicing] [Select] [Extend] [Copy] [Discharge]

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.

The screenshot shows a web interface with two main sections: 'ATTACHED DOCUMENTS' and 'QUESTIONNAIRES'. The 'ATTACHED DOCUMENTS' section has a heading 'ATTACHED DOCUMENTS' and a message 'No Documents exist for this request'. Below this is a section for attaching new documents, labeled 'Attach New Document (4 MB size limit):', which includes a 'Choose File' button and the text 'No file chosen'. It also lists 'Acceptable File Types: pdf, tif, doc, docx, xls,xlsx, txt, rtf, gif, jpg, jpeg.' and a 'Document Type (required): (Select One)' dropdown menu. Below the dropdown is a button labeled 'Attach Selected Document' and a note: '(Select a file and document type to activate 'Attach Selected Document' button)'. A final note states 'Larger files will take longer to upload/download. Please be patient.' The 'QUESTIONNAIRES' section has a heading 'QUESTIONNAIRES' and two links: 'Substance Use Treatment Admission' and 'Substance Use Treatment Discharge'. A blue arrow points to the 'Substance Use Treatment Discharge' link.

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 screenshot shows the Kepro web application interface. At the top, there is a header with the Kepro logo, a [Change Context] button showing 'Contract: Maine DHHS', and an [Update Counts] button showing 'Total (work-in-progress) Requests:', 'Total Saved (not submitted):', and 'Total Submitted:'. A navigation bar includes links for HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS (which is highlighted), MY ACCOUNT, and HELP. Below the navigation bar, the page title 'HEALTH INTELLIGENCE CENTER - REPORTS' is displayed. A large, light-colored trapezoidal graphic points down to a table. The table has three columns: Name, Category, and Description. The first row of the table contains the text 'ME Daily Authorizations' under the Name column, 'ME Authorizations' under the Category column, and 'ME Daily Authorizations' under the Description column.

Name	Category	Description
ME Daily Authorizations	ME Authorizations	ME Daily Authorizations

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

The screenshot shows the Kepro web application interface. At the top, there is a header with the Kepro logo on the left, a user profile box in the center containing the name "BRIANNA WALTON" and "Contract: Maine DHHS", and a "Logout" link on the right. Below the header is a navigation bar with tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area is divided into sections. On the left, there are two date input fields: "Start Date" with the value "8/25/2021" and "End Date" with the value "8/25/2021". Below these is a "Request Type" dropdown menu that is open, showing a list of options: "(Select All)", "Continued Stay Review", "Critical Incident", "OBH Funded Continued St.", and "OBH Funded Review". To the right of the date fields is a "View Report" button. The bottom of the page features a footer with the Kepro logo on the left, the date "August 24, 2021" in the center, and the Kepro logo with a speaker icon on the right.

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

Copyright: Walbridge

Logout

Kepto™

BRIANNA WALTON
Contract: Maine DHHS

HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP

Start Date: 8/25/2021 End Date: 8/25/2021 View Report

Request Type: Continued Stay Review, Critical Inc

1 of 1 Find Next

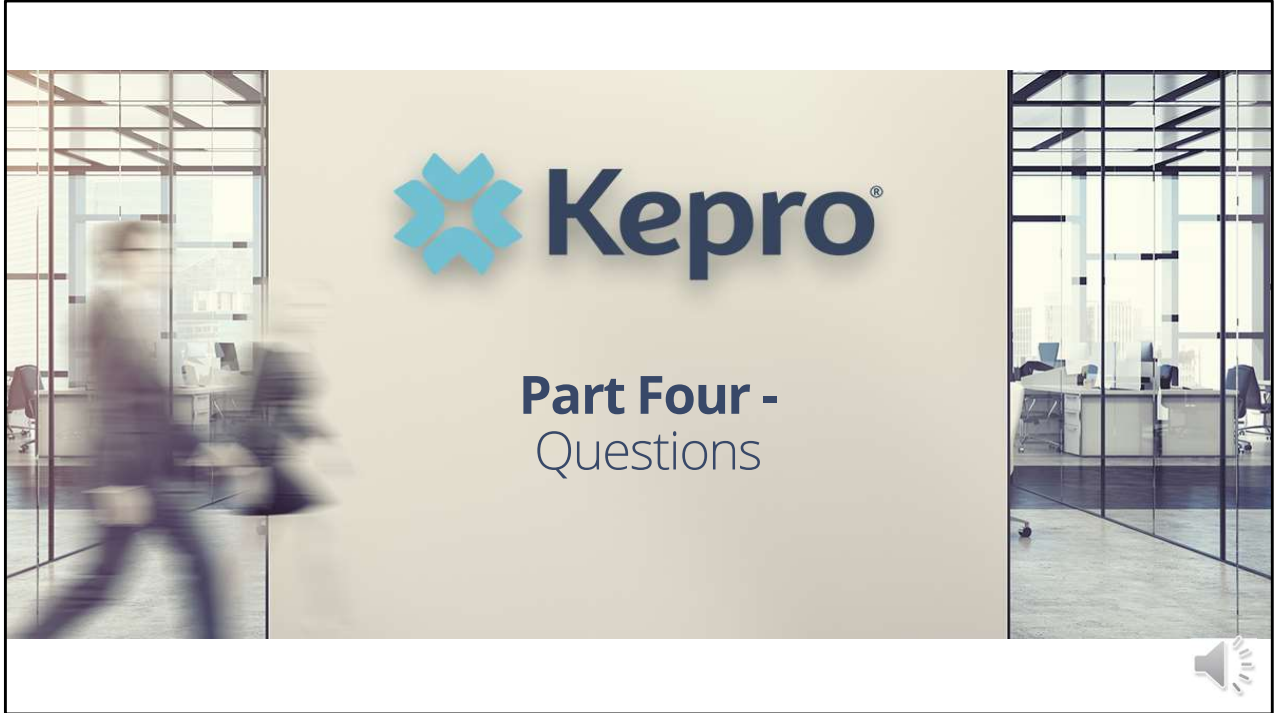
Daily Authorization Report:
Requests submitted or certified or had a status change between 08/25/2021

Total records: 33

Request ID	KEPRO Case ID	Submit Date	Member First Name	SSN	Request Type
------------	---------------	-------------	-------------------	-----	--------------

Word
Excel
PowerPoint
PDF
TIFF file
MHTML (web archive)
CSV (comma delimited)

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.



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

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.

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



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.