

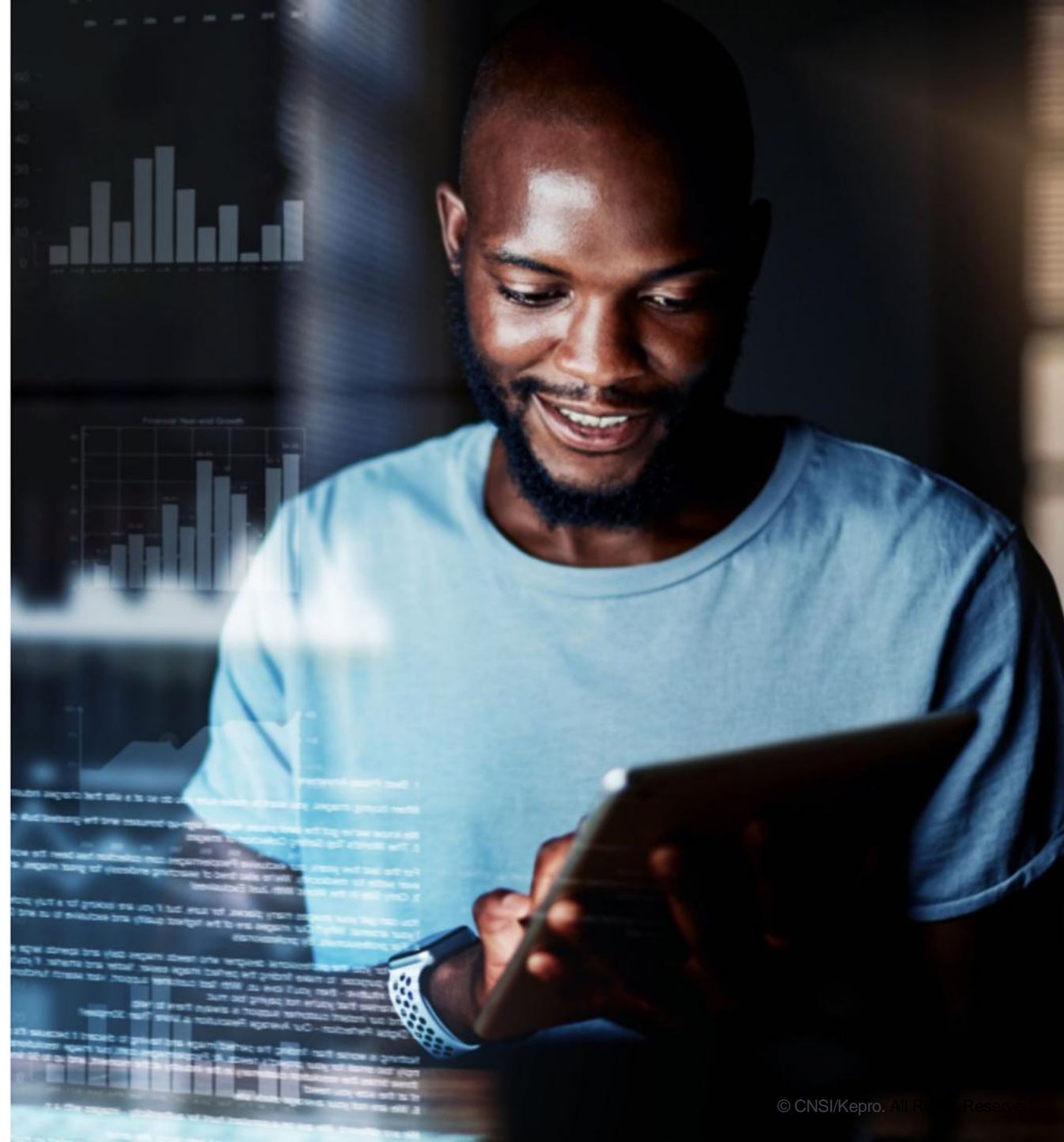


# Atrezzo Provider Portal Registration Overview

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January 2024

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# Overview

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REGISTRATION

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CREATING AN ACCOUNT

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ADDING NEW USERS

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MANAGING USERS

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# What is the Provider Portal?

## Atrezzo Provider Portal Registration

- In order to utilize the Atrezzo Provider Portal, each Provider (location) must appoint **one person** to be the administrator, or owner, of their provider portal account.
  - The account group administrator is typically a supervisor, as this user role holds the highest system permissions.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
  - Provider locations need to **register one time**.
  - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff and Administrator user accounts.

Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.



# Registration Code

## New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility location.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility location NPI and Registration Code.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

## Helpful Hints

- You will need the NPI for your facility.
- You will need the Registration Code for your location.
- The Administrator should be someone on your team who will be able to add and manage users in the system.



# Creating an Account

## New to Atrezzo?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- Click the **register here** link on the LOGIN section.
- Enter your facility NPI and the registration code, click **Next**.

## Helpful Hints

- Bookmark the Provider Portal URL for future use.
- Chrome is preferred browser.
- If you do not have a facility or clinic NPI, use the provided secure registration code in the NPI and Provider Registration Code fields.



### LOGIN OPTIONS

#### Acentra Health Employees

Use this login button if you have a Acentra Health domain account.

LOGIN

Remember Me

#### Customer/Provider

Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

If you don't already have a Acentra Health account, you can [register here](#).

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).



### Create a New Account - Specify Your Organization

NPI \*

PROVIDER REGISTRATION CODE \*

< LOGIN

NEXT >



# Creating an Account

## What to Know

Complete your **Account Information** by creating a username.

Complete the **Contact Information** section, click **Next**.

Review the **Terms of Use**, click the **Acknowledgement** check box, then click

## Helpful Hints

- Consider a standard naming convention when creating usernames.
- Will receive immediate notification if username is available or already in use.
- Fields that have an asterisk (\*) by them are required fields.



Create a New Account - Enter User Information

Organizational Information  
Account Information

USERNAME \*

Contact Information

FIRST NAME \*

LAST NAME \*

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

EMAIL \*

CONFIRM EMAIL \*

PHONE

FAX \*

LOGIN

NEXT

Terms of Use Agreement

THE KERO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCESSING OR USING THE KERO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KERO PORTAL. UNAUTHORIZED ACCESS TO THE KERO PORTAL IS PROHIBITED.

KERO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between Kero, Inc. ("Kero", "it" or "Our"), the private practice entity that has been provided an ID (as defined in Section 2 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Kero Portal, including without limitation, all software, insurance codes, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes combined therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.

2. Authorized Personnel: This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard User(s)") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)"; "Standard User(s)" and "Administrative User(s)" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

Of any subsequent breach of the same or any other provision. The titles of the sections hereof are for convenience only and do not in any way limit or amplify the terms and conditions of this Agreement. All sections necessary to interpret the rights and duties of the parties shall survive termination of this Agreement. This Agreement shall be interpreted and governed according to the laws of the Commonwealth of Pennsylvania, USA, regardless of any conflict of laws, provisions, and any claims or actions shall be subject to arbitration pursuant to the rules and regulations of the American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

Kero, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-Free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3962 www.kero.com

I have read and agree to these terms of use.

CONTINUE



# Adding New Users

## What to Know

Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section when Adding New Users.

Click on the **arrow** on the far right to expand the section.

Click on **Add New User**.

Create a **username**, complete the contact information section, and click **Create**.

## Helpful Hints

- New users will receive an email with link to complete their account setup.
- Always use Manage Providers Groups Tab

The screenshot shows the Acentra Health interface. The navigation bar includes Home, Cases, Create Case, Members, Setup (highlighted), Message Center, Reports, and Preferences. The main content area is titled 'SETUP / MANAGE PROVIDER GROUPS'. Under the 'SETUP' tab, there are two sub-sections: 'Manage Provider Groups (3)' (highlighted with a red box) and 'Manage Users (2)'. The 'Manage Provider Groups' section shows a table with one entry: 'Doctor Test' (Indiana Medicaid) with NPI 1234567890 and address 123 Sesame Street. A red box highlights an upward arrow icon on the right side of this entry. Below the table, there is a section for 'AVAILABLE USERS FROM YOUR GROUP' with a dropdown menu set to 'Select Any' and an 'ADD' button. A red arrow points to an 'ADD NEW USER' button at the bottom right of the page.

The screenshot shows the 'ACCOUNT INFORMATION' and 'CONTACT INFORMATION' sections of the user creation form. The 'ACCOUNT INFORMATION' section has a 'USER NAME' field. The 'CONTACT INFORMATION' section includes fields for 'FIRST NAME', 'LAST NAME', 'EMAIL', 'CONFIRM EMAIL', 'ADDRESS LINE 1', 'ADDRESS LINE 2', 'CITY', 'STATE/PROVINCE' (a dropdown menu set to 'Select One'), 'POSTAL CODE', 'PHONE', and 'FAX'. A red arrow points to a 'CREATE' button at the bottom right of the form. A note at the bottom of the form states: 'Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.'



# Managing Users

## Need to Deactivate or Update a User Role?

1. On **Manage Users** tab, select a user to edit user's information, delete the user or reset registration.
  - Expand specified user by clicking arrow on the right.
2. You can assign the user to different provider groups that you manage and change the assigned user role.
3. Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be **Provider Staff Account**.

The screenshot shows the 'Manage Users' interface. At the top, there are two tabs: 'Manage Provider Groups (3)' and 'Manage Users (2)'. The 'Manage Users (2)' tab is active. Below the tabs, there is a header for 'Provider Test (provtest)' with the email 'providertest@mail.com /'. A table displays user details:

USER NAME	EMAIL	FAX
provtest	providertest@mail.com	

Below the table, there are two buttons: a pencil icon (1) and a square icon (2). Underneath, there are two dropdown menus: 'AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED' (set to 'Select Any') and 'PROVIDER GROUP ROLE' (set to 'Select One'). An 'ADD' button (2) is next to the second dropdown. Below this, there is a table with columns: 'ASSOCIATED PROVIDER', 'PROVIDER TYPE', 'CONTRACT', 'ADDRESS', and 'SELECT ROLE'.

ASSOCIATED PROVIDER	PROVIDER TYPE	CONTRACT	ADDRESS	SELECT ROLE
Temporary Facility	IPF	California	111 Anystreet Anycity CA 90001	PROVIDER GROUP Provider Admin (3)
Denver Provider	None Listed	Colorado	123 Temporary Road Denver CO 99999	PROVIDER GROUP Provider Staff Account

## Helpful Hints

- Use **Manage Users** to edit or deactivate a current user.
- Any role with **Admin** in the name works the same.
- You can create as many admin roles as needed to help manage larger groups.
- **Provider Staff Account** is a general user account.
- **Provider Admin** will have the ability to add/manage users for the assigned provider.
- **Provider Group Admin** will have the ability to add/manage users for all providers in the group.



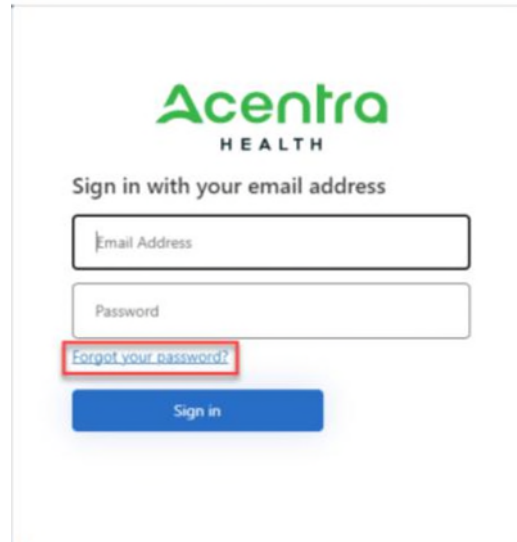




# Staff User Login & Reset Password

## What to Know?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- An Administrator can reset MFA registrations.
- You may reset your password at any time.
  - Click Login with Phone or Email, then click Forgot Password.



Acentra  
HEALTH

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

## Helpful Hints

- Passwords must contain:
  - 14 characters
  - One upper case letter
  - One lower case letter
  - One number
  - One special character.
- Your account will lock after three unsuccessful attempts or 60 days of nonuse.

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HEALTH

Accelerating  
Better Outcomes