



Atrezzo® User Guide Provider Portal

Colorado Utilization Management (UM) & Physician Administered Drug (PAD)¹

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The purpose of this user guide is to provide an overview of the Provider Portal for Atrezzo, the Kepro proprietary system. Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

Atrezzo is a web-based system that works across numerous internet browsers; however, **Chrome is preferred** and system functionality is enhanced with this platform.

Kepro utilizes Multi-Factor Authentication to keep all information within the Provider Portal protected.

Multi-Factor Authentication (MFA) Summary

Single-Factor authentication (username/password) is not sufficiently secure when handling sensitive Personal Health Information or Personally Identifiable Information. Multi-Factor authentication is required to properly secure access to sensitive information.

What is MFA?

Multi-Factor authentication (MFA) is an authentication method that requires users to verify identity using multiple independent methods. Instead of just asking for a username and password, MFA implements additional credentials like a pin sent via email or text, or a verification call made to a pre-registered phone number.

How Multi-Factor Authentication Works

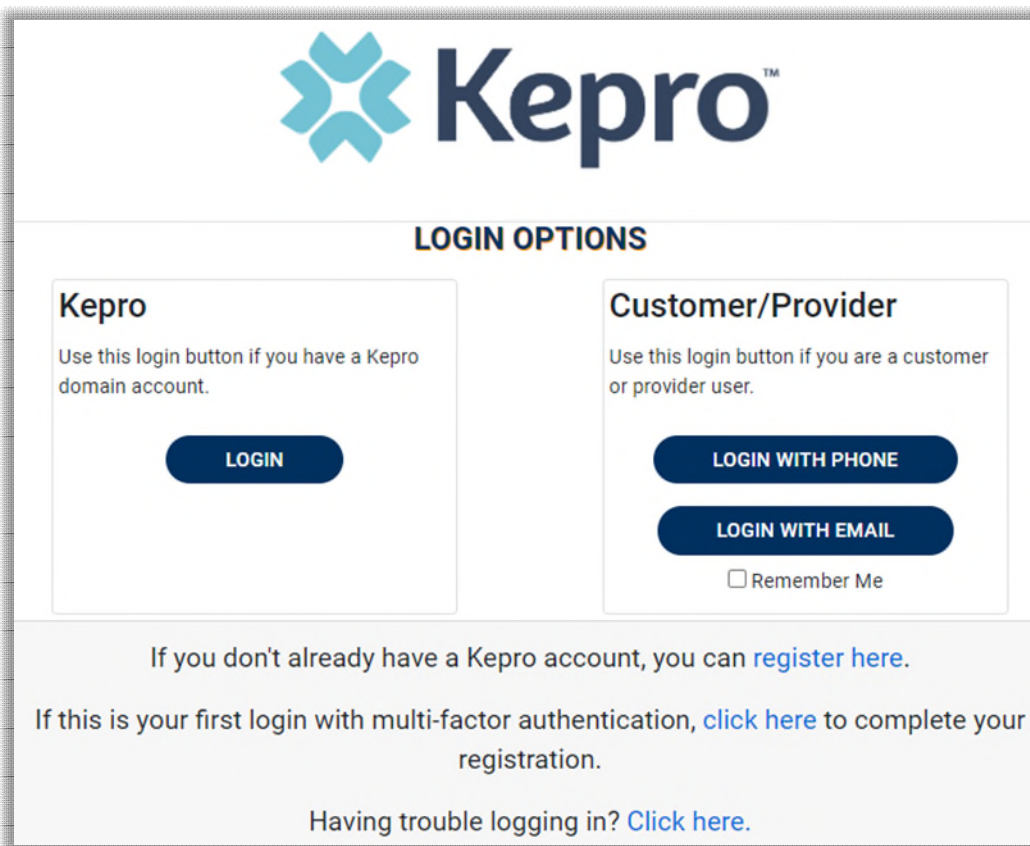
The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access.

Provider Login

Customer and provider users are any users who do not have a Kepro account or kepro.com email address. These users should use the login button under the Customer/Provider heading on the right-hand side of the login page.

After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

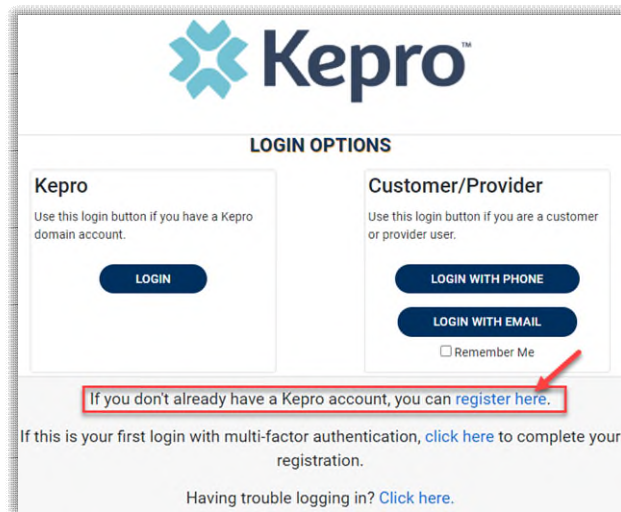


The screenshot shows the Kepro login page. At the top is the Kepro logo. Below it is a section titled "LOGIN OPTIONS". There are two main columns. The left column is titled "Kepro" and contains the text "Use this login button if you have a Kepro domain account." and a blue "LOGIN" button. The right column is titled "Customer/Provider" and contains the text "Use this login button if you are a customer or provider user." and two blue buttons: "LOGIN WITH PHONE" and "LOGIN WITH EMAIL". Below these buttons is a checkbox labeled "Remember Me". At the bottom of the page, there is a light gray box containing the text: "If you don't already have a Kepro account, you can [register here](#)." "If this is your first login with multi-factor authentication, [click here](#) to complete your registration." and "Having trouble logging in? [Click here](#)."

New Provider Registration & MFA Registration

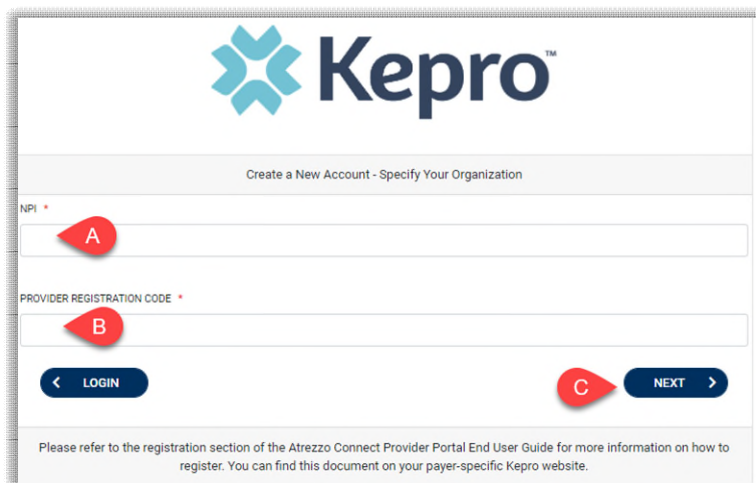
Use these instructions if you are a new provider and need to register for a Kepro account. The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time process.

From the login screen, click the link to register for a Kepro Account.

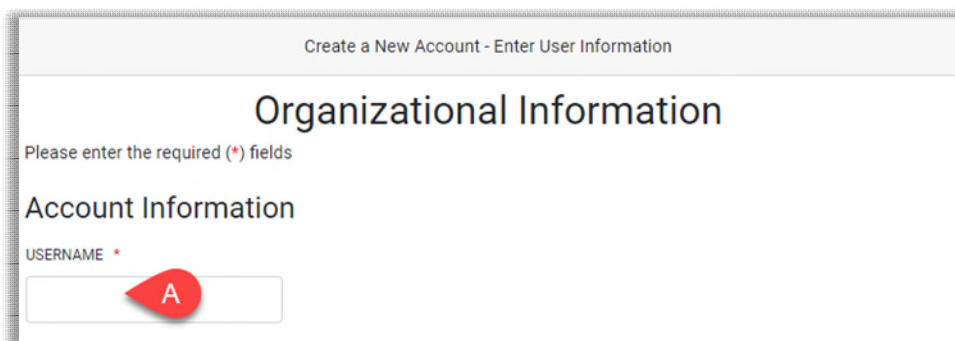


Enter your facility NPI in the NPI box and use your Medicaid ID as the Registration Code, then click Next.

NOTE: If you do not have an NPI, use the Medicaid ID in both NPI and Registration Code fields.



Create Username, and enter all required fields under Contact Information, then click Next. If you do not have a fax number, you may enter all 9s (i.e., 999-999-9999) in the fax field.



Contact Information

FIRST NAME *

B

LAST NAME *

C

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

EMAIL *

D

CONFIRM EMAIL *

E

PHONE

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

FAX *

F

< LOGIN

G

NEXT >

A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.

• Atrezzo - Account Registration



• atrezzo_donotreply@kepro.com
To: dduck_denver@yahoo.com

Dear User,

Your Atrezzo user profile has been initiated. Please follow the link below and the instructions on that page to register your account.

[Atrezzo Registration](#)

This link will expire in 20 minutes.

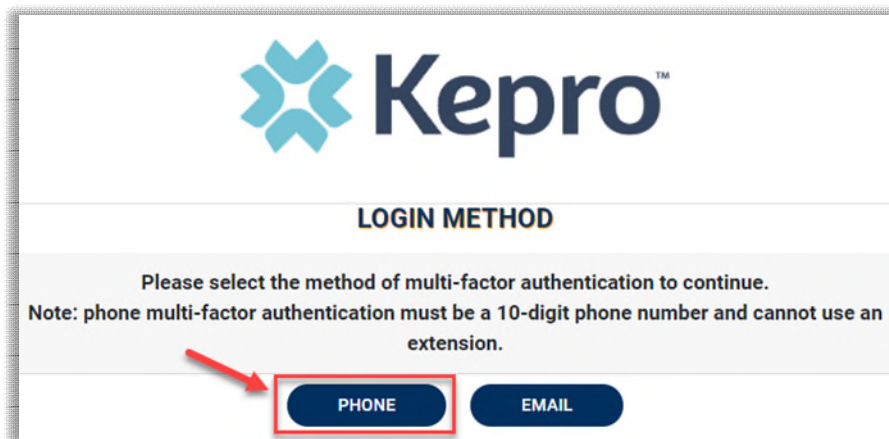
Thank you,
Kepro

Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.

NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

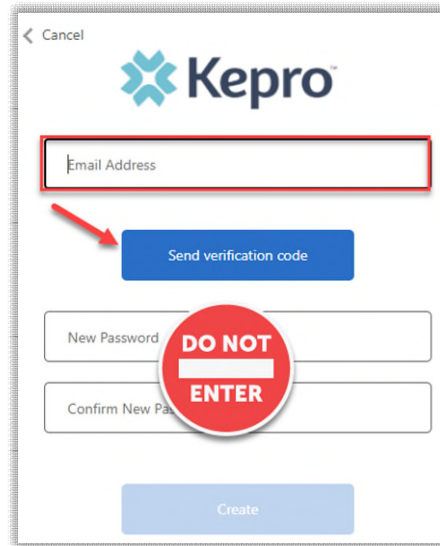
Phone Verification

Click the PHONE button



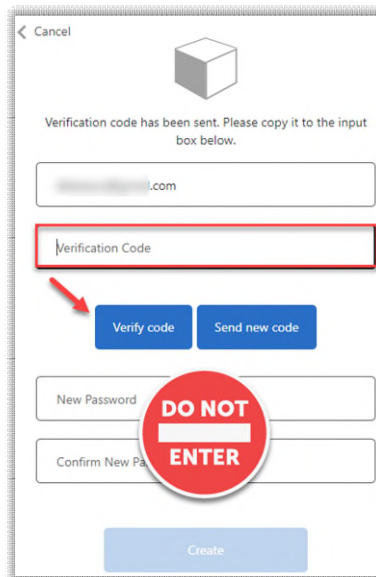
The image shows a screenshot of the Kepro LOGIN METHOD screen. At the top is the Kepro logo. Below it, the text "LOGIN METHOD" is centered. A message states: "Please select the method of multi-factor authentication to continue. Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom, there are two buttons: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button, which is also highlighted with a red rectangular border.

Enter your work email address, then click Send Verification Code. A 6-digit code will be sent to your email.



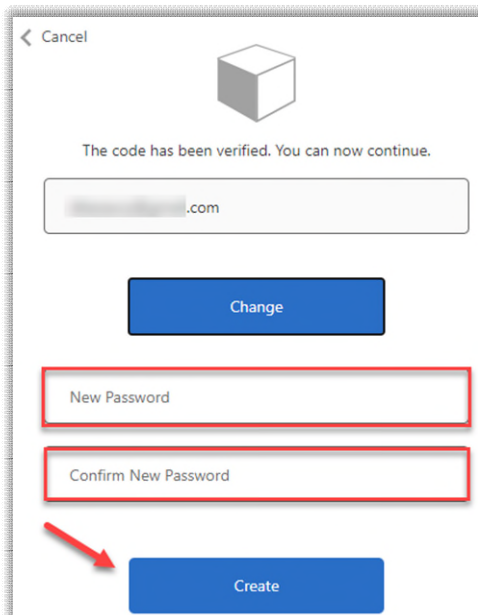
IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

Enter the verification code sent to the email address entered; then click Verify Code.

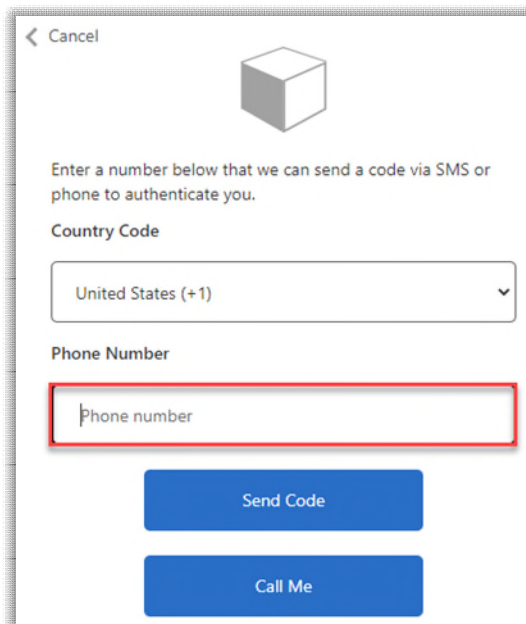


IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.

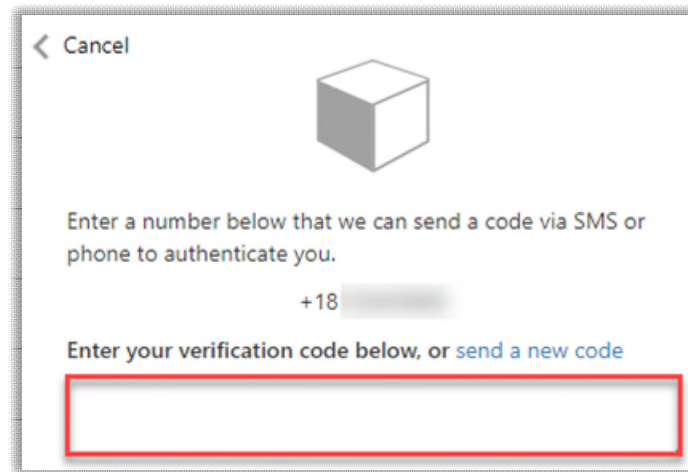


Enter your phone number and select Send Code or Call Me.



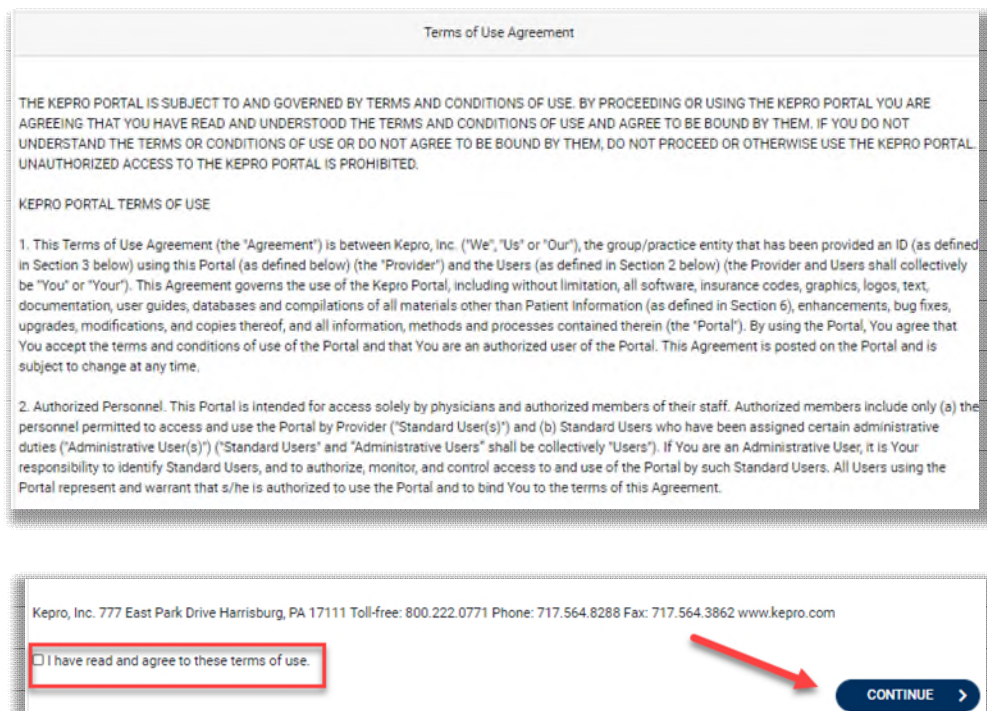
When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



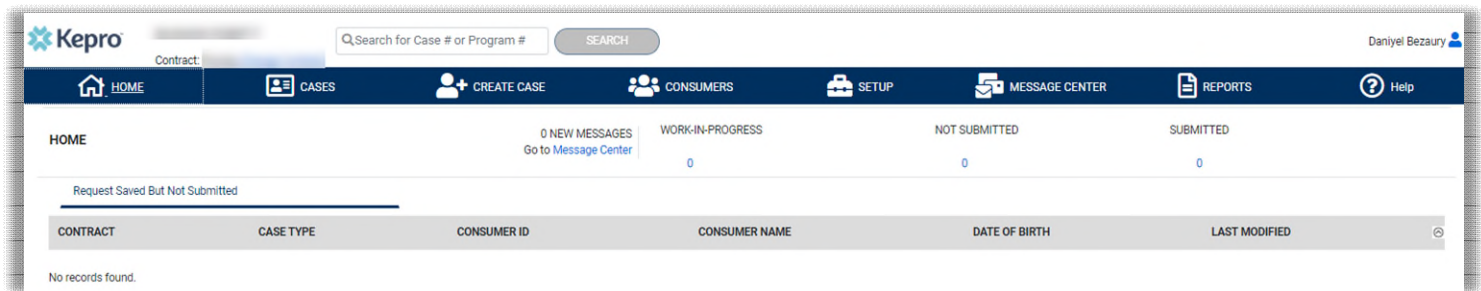
A screenshot of a mobile app interface for SMS verification. At the top left is a back arrow and the word "Cancel". In the center is a 3D wireframe cube icon. Below the icon, the text reads: "Enter a number below that we can send a code via SMS or phone to authenticate you." Underneath is a text input field with a "+18" prefix. Below the input field, the text says: "Enter your verification code below, or [send a new code](#)". At the bottom is a large, empty rectangular text input field, which is highlighted with a red border.

As a new user, you will need to read and agree to the Terms of Use.



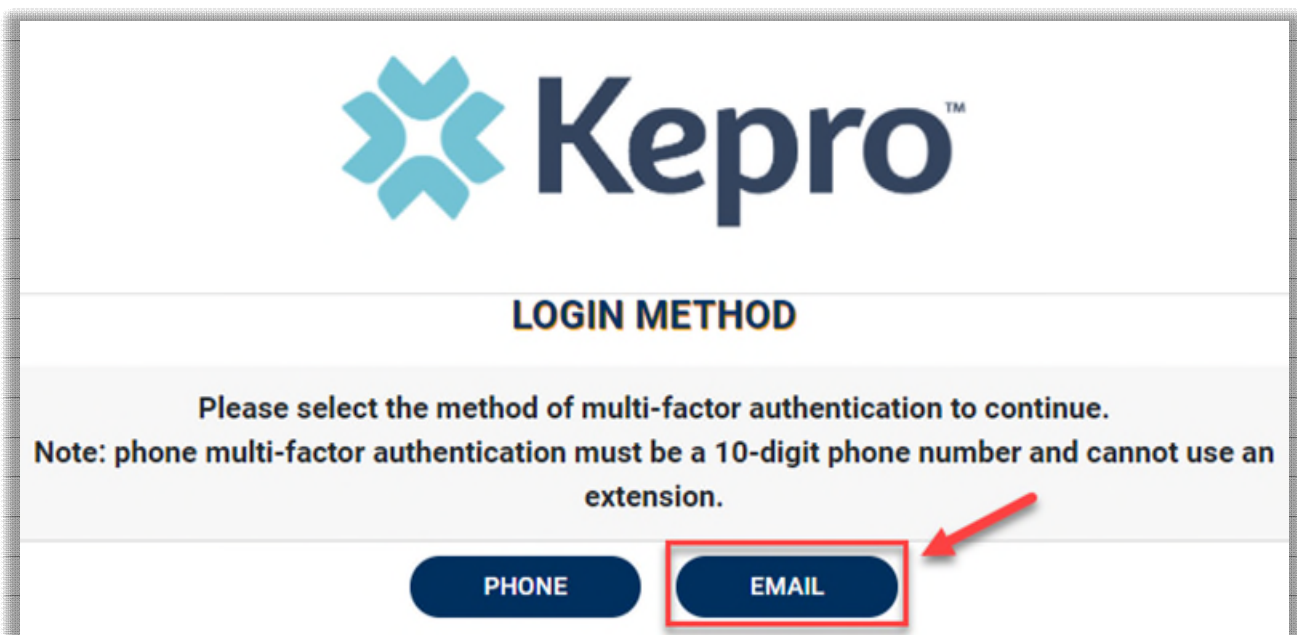
A screenshot of a "Terms of Use Agreement" screen. The title "Terms of Use Agreement" is at the top. The main body contains legal text about the Kepro Portal. At the bottom, there is a checkbox labeled "I have read and agree to these terms of use." which is highlighted with a red border. To the right of the checkbox is a red arrow pointing towards a "CONTINUE" button with a right-pointing chevron.

The system will automatically authenticate and display the home page.

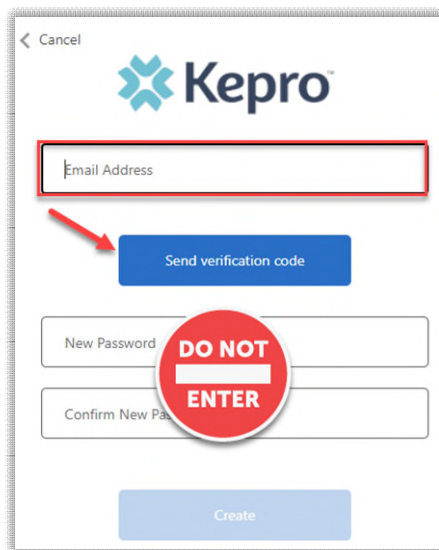


Email Verification

Click the EMAIL button



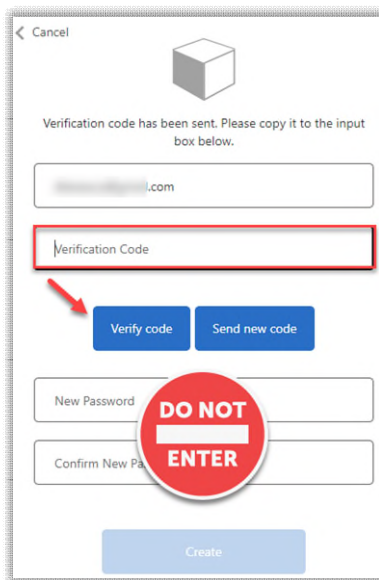
Enter your work email address, then click Send Verification Code. A code will be sent to your email.



The screenshot shows the Kepro registration interface. At the top, there is a 'Cancel' link and the Kepro logo. Below the logo is a text input field labeled 'Email Address', which is highlighted with a red border. A red arrow points from this field to a blue button labeled 'Send verification code'. Below this button are two more text input fields: 'New Password' and 'Confirm New Password'. A large red circular overlay with the text 'DO NOT ENTER' is positioned over these password fields. At the bottom of the form is a light blue 'Create' button.

IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

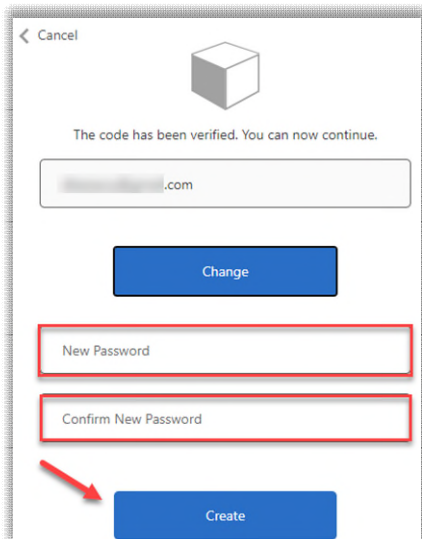
Enter the verification code sent to the email address entered; then click Verify Code.



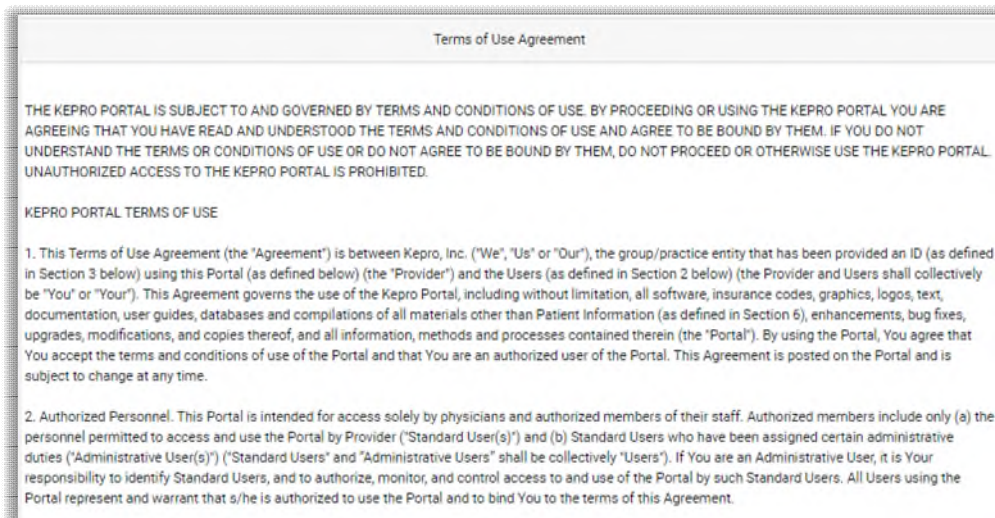
The screenshot shows the verification step of the registration process. At the top, there is a 'Cancel' link and a 3D cube icon. Below the icon, a message states: 'Verification code has been sent. Please copy it to the input box below.' This is followed by a text input field containing a partially obscured email address ending in '.com'. Below this is a text input field labeled 'Verification Code', which is highlighted with a red border. A red arrow points from this field to a blue button labeled 'Verify code'. Next to it is another blue button labeled 'Send new code'. Below these buttons are the same 'New Password' and 'Confirm New Password' text input fields, which are also covered by the 'DO NOT ENTER' red circular overlay. The 'Create' button is at the bottom.

IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.



As a new user, you will need to read and agree to the Terms of Use.



Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com

☐ I have read and agree to these terms of use.

CONTINUE >

The system will automatically authenticate and display the home page.

Kepro

 SEARCH

Contract:

HOME
 CASES
 CREATE CASE
 CONSUMERS
 SETUP
 MESSAGE CENTER
 REPORTS
 Help

HOME
 0 NEW MESSAGES
Go to Message Center
 WORK-IN-PROGRESS
0
 NOT SUBMITTED
0
 SUBMITTED
0







Request Saved But Not Submitted


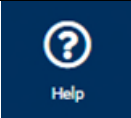
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					

System Navigation

Navigation of Atrezzo will remain consistent throughout use despite user role. The navigation pane will remain in place regardless of navigation through the system. This functionality allows for quick and easy navigation from any screen.

Utilize the below legend for a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the icon hyperlink.

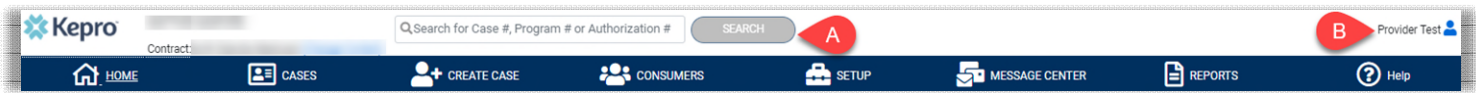
Sections	Section Name	Purpose of Section
	Home	This is the default page upon successful login and will enable you to view submitted cases and any pending submissions.
	Cases	This section will enable you to search cases based on specific parameters including case type, case status and request type To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.
	Create Case	This section will enable you to create a new case for a consumer. Required fields include the case type, consumer information, and case parameters. Some fields will auto populate based on user role. Additional fields appear based on selections made.
	Consumers	This section will enable you to search for Consumer specific information utilizing the Consumer ID or last name and date of birth. Consumer specific data will render based on information entered.
	Setup	Visible to Provider Administrator users only. This section will enable Provider Administrators to manage, edit, and add provider users for the facility.
	Message Center	This section will enable users to communicate directly with the team at Kepto regarding specific Consumers and/or cases.


	Reports	This section will display all available reports for those who have access. The report icon will not be visible to those users or contracts who do not have access to reports User specific reports will be listed on this page, no search required.
	Help	This section will display available information including User Guides, FAQs, Latest Release Notes, and Password Guidelines.

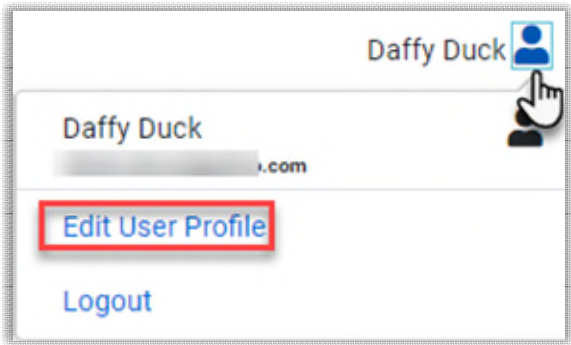
General System Features

This section will highlight the features found on all screens throughout the system and provide information on how to utilize these features for optimal navigation. The ability to search and view profile information will appear on all pages throughout the system, regardless of navigation.

After successful login, the system will default to the Home Screen. See below for the features present on all pages throughout the system to assist with navigation.



- A. To search a Case #, Program #, or Authorization #, enter specified information in this box and click Search (see [Searching by Case ID](#) for step-by-step instructions).
- B. This section will identify the user logged in. Click on the  icon in the upper right corner to open menu options where you can Edit User Profile or Logout.



Home Screen View



Once successfully logged in, the user will be taken to the Atrezzo Home Screen which will default to display available “Request Saved But Not Submitted”. This will provide a list of Consumers with cases that have been started, but are incomplete and have not been submitted to Kepro.

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES
Go to Message Center

WORK-IN-PROGRESS
11

NOT SUBMITTED
9

SUBMITTED
20

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
10000	UM	TEMP001942020122100000	10000	12/15/20	1/11/2021 8:47:18 AM
10000	UM	TEMP001942020121100000	10000	12/15/20	1/11/2021 8:41:24 AM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/28/2020 12:27:27 PM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/28/2020 12:21:53 PM
10000	UM	TEMP001942020122100000	10000	12/15/20	12/23/2020 1:02:37 PM
10000	UM	TEMP001942020122100000	10000	12/15/20	12/23/2020 11:56:27 AM
10000	UM	TEMP001942020122100000	10000	12/15/20	12/21/2020 1:30:48 PM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/15/2020 4:17:04 PM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/15/2020 8:51:05 AM

Displaying records 1 to 9 of 9 records

Previous1NextShow10Entries

To complete an un-submitted case, you can click the edit icon that will appear when hovering over the specified Consumer line, or complete a full search for un-submitted cases with specific parameters (see the [Cases](#) section for the steps to complete a full search).

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

HOME

0 NEW MESSAGES
Go to Message Center

WORK-IN-PROGRESS
11

NOT SUBMITTED
9

SUBMITTED
20

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
10000	UM	TEMP001942020122100000	10000	12/15/20	1/11/2021 8:47:18 AM
10000	UM	TEMP001942020121100000	10000	12/15/20	1/11/2021 8:41:24 AM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/28/2020 12:27:27 PM
10000	UM	TEMP001942020121100000	10000	12/15/20	12/28/2020 12:21:53 PM

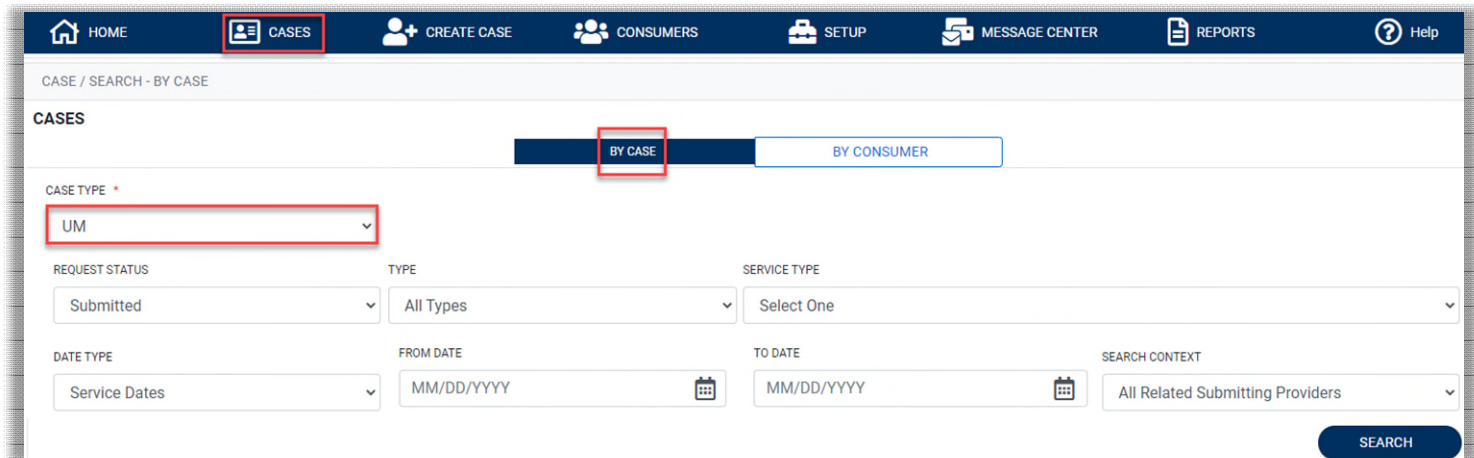
Cases



This section will identify the steps to search for cases based on selected search parameters. This section is searchable by Case or Consumer. Select the specific search on the top.

To search By Case, select Case Type UM from the drop down. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.

Note: You must enter a submitted or service date span for search results to render.



To search By Consumer, enter the required Member information. For results to render, user must enter Last Name and DOB or Member ID.

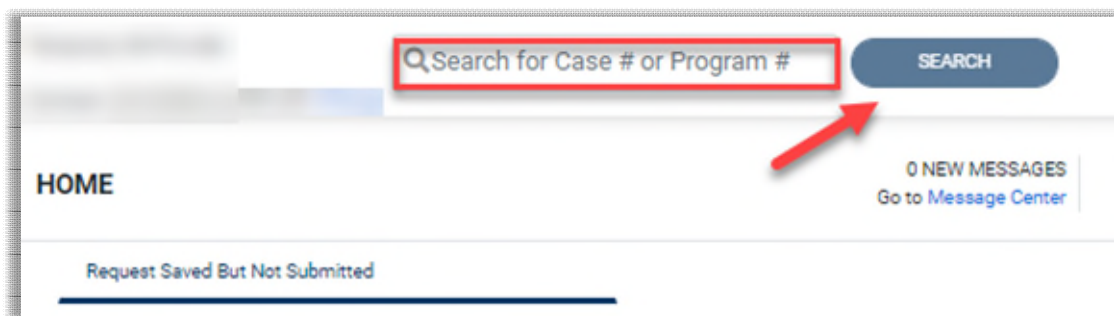


Search results will render below. The Case ID is a hyperlink which will open the specified Case page.

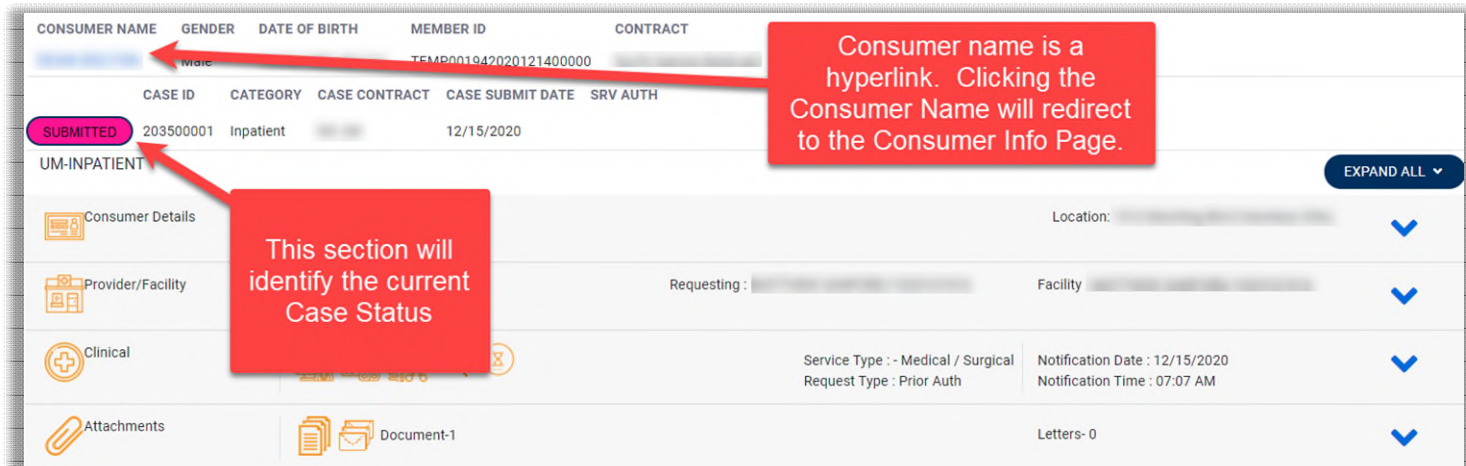
CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM	E1399
203500001 8015985 View Request [Extend] [Copy] [Discharge]	36324355	Submitted Approved: 0 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Inpatient Letters: 0 Messages: 0	- Medical / Surgical	12/8/2020 12:00:00 AM	LOS 43865
203500003 8015989 View Request [Extend] [Copy] [Discharge]	36324357	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Outpatient Letters: 1 Messages: 0	- Medical / Surgical	12/15/2020 12:00:00 AM	15780

Search by Case ID

To search directly for a case, enter the Case ID in the search box on the top left of any page, then click **SEARCH** to be directed to the specified case.



The visible information will be in Read-Only format.



UM Case Status

The UM case will display the case status at the top. The UM program status options are color coded for quick and easy identification.

Status	Description of Status
UN-SUBMITTED	Unsubmitted identifies a case that has been started but has not been completed or officially submitted. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted or Insufficient Information if any required information is incomplete or missing.
SUBMITTED	Submitted identifies a case that has been submitted but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
COMPLETED	Completed identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (i.e., Approved, denied, partial approval, etc.).

Create Case



This section will identify the steps to create a new inpatient or outpatient request. In the navigation pane, click **CREATE CASE**.

The Case Type will default to UM. To search the consumer, you must enter the Consumer ID or Last Name and Date of Birth, then select **SEARCH**.

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

NEW CASE REQUEST

EXPAND ALL

CASE TYPE

UM

Consumer Information

SEARCH CONSUMER

CONSUMER ID

LAST NAME

DATE OF BIRTH

MM/DD/YYYY

SEARCH

*Combination of DOB and Last Name or Member ID

NEXT

Click the radio button to select the consumer. If the Case Parameters section does not open automatically, click **NEXT** to proceed with the case.

Consumer Information

SEARCH CONSUMER

CONSUMER ID

LAST NAME

DATE OF BIRTH

SEARCH

doe

08/15/1961

*Combination of DOB and Last Name or Member ID

+ ADD TEMPORARY CONSUMER

SELECT MEMBER	NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
<input checked="" type="radio"/>	John Doe	08/15/1961		TEMP001942020121100000		2

NEXT

After selecting the proper Consumer, Select the proper case parameters for the request being made. Then click **CREATE CASE**.

Case Parameters

SUB CONTRACT *

ND UM

REQUEST TYPE *

Select One

Select One

Inpatient

Outpatient

CREATE CASE

The next page that renders will be the shell of the case and will reflect Un-Submitted. This means the case request has been started, but not yet submitted to Kepro for review. Enter the rest of the clinical information pertaining to the request. Follow the instructions below to submit an [inpatient](#) or an [outpatient](#) request.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	

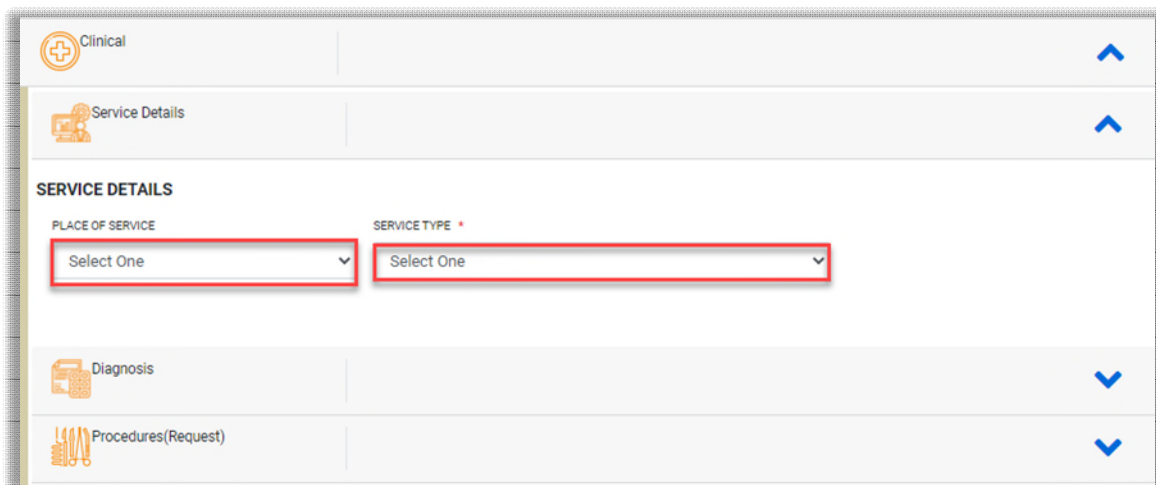
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	Outpatient			

Note the case is Un-Submitted and there is not a Case ID assigned. This will be updated once the request is submitted.

UM-OUTPATIENT	
Consumer Details	Location: 123 Somewhere Street Anywhere North Dakota;
Provider/Facility	Requesting : MATTHEW SANFORD/1033167416 Servicing : MATTHEW SANFORD/1033167416
Clinical	Service Type : Request Type : Notification Date : 12/21/2020 Notification Time : 01:26 PM
Attachments	Document-0 Letters- 0
Communications	Most Recent Interaction date: Most Recent Note date:

Outpatient Request

To submit an Outpatient request, expand the Clinical section, then expand Service Details. Select the appropriate **Place of Service** and **Service Type**.



The screenshot shows a web interface for submitting an outpatient request. The 'Clinical' section is expanded, and within it, the 'Service Details' section is also expanded. Under 'SERVICE DETAILS', there are two dropdown menus: 'PLACE OF SERVICE' and 'SERVICE TYPE'. Both dropdowns currently show 'Select One' and are highlighted with red rectangular boxes. Below these, the 'Diagnosis' and 'Procedures(Request)' sections are visible but collapsed.

Place of Service Options include:

Ambulatory Surgical Center
 Community Mental Health Center
 Home

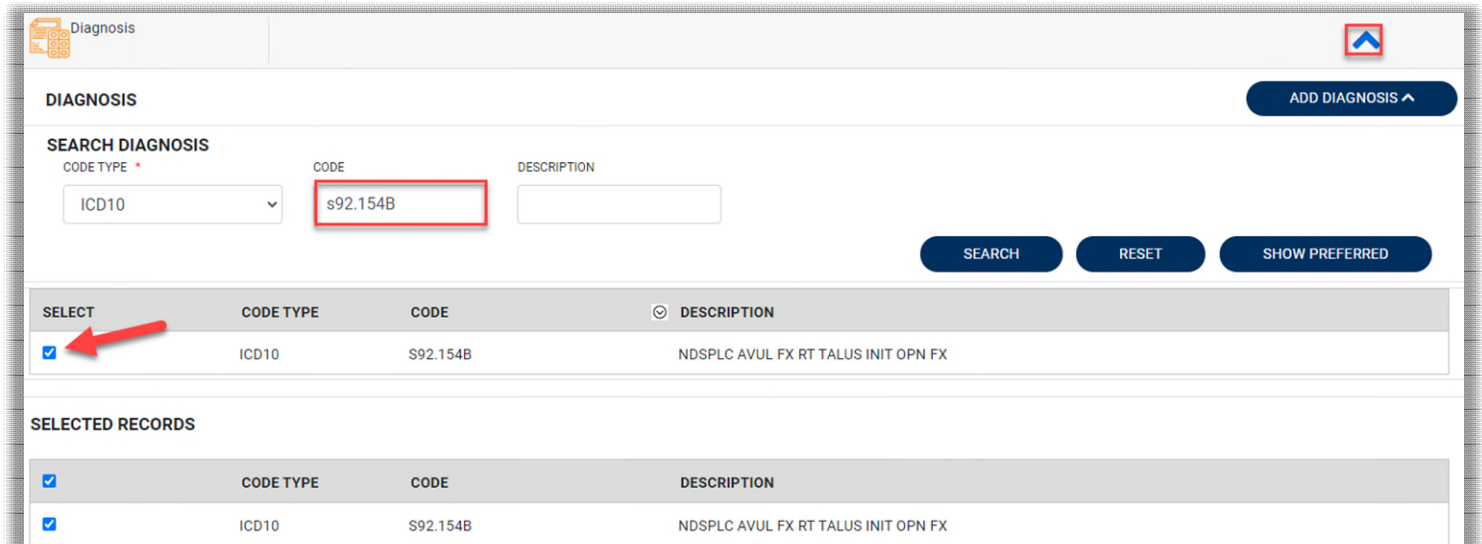
Outpatient Service Types Include:

Occupational Therapy	Audiology
Speech Therapy	Wheelchairs and Accessories
Genetics Lab	Disposable Medical Supplies
Imaging Studies	Oxygen and Respiratory
Pediatric Behavior Therapy (PBT)	Orthotics/Prosthetics
Physician Services	Reconstructive Surgery
Personal Care Services	Pediatric Long Term Home Health
Vision Care	Private Duty Nursing
Ambulation Devices	CRT
Hot & Cold Applications	Phototherapy / Wound Care
Oral / Enteral / Parenteral	Bedroom and Bathroom
Trapeze Traction & Fracture Frames	Monitoring Equipment & Diabetic Supplies

Nerve Stimulators

Lymphedema Pumps & Compressors

After entering Service Details, expand Diagnosis to enter all applicable diagnosis codes. Click Add Diagnosis and search by diagnosis code or description. Select the needed diagnosis by clicking the Select Box. The diagnosis will be added to the Selected Records section.



DIAGNOSIS ADD DIAGNOSIS ^

SEARCH DIAGNOSIS

CODE TYPE: ICD10 CODE: S92.154B DESCRIPTION:

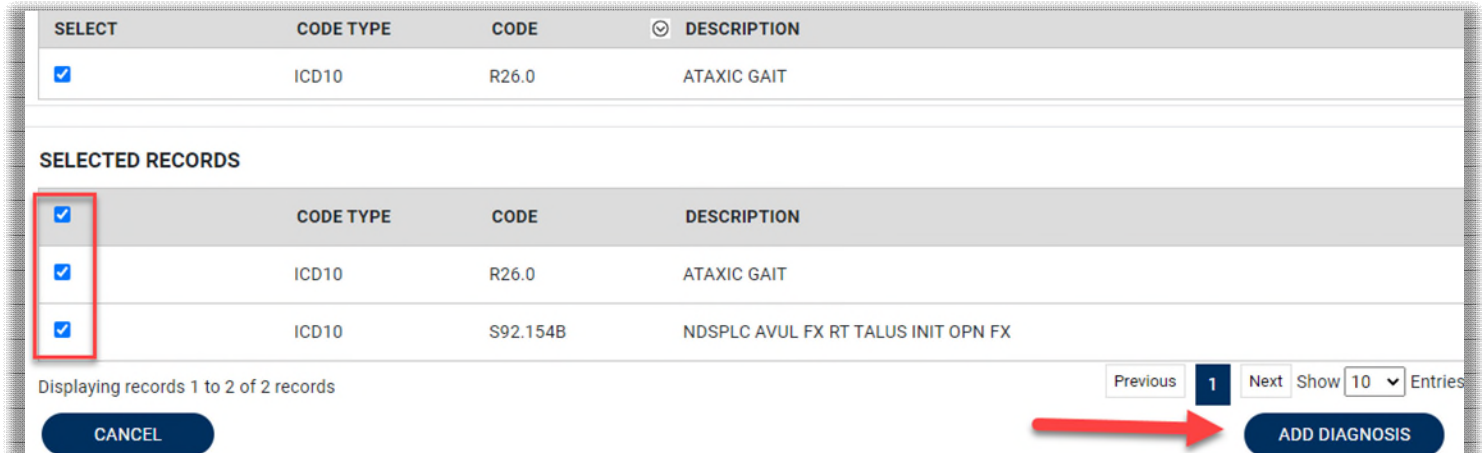
SEARCH RESET SHOW PREFERRED

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Once all diagnosis codes are entered, select **ADD DIAGNOSIS**.



SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT

SELECTED RECORDS

	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Displaying records 1 to 2 of 2 records

CANCEL Previous 1 Next Show 10 Entries ADD DIAGNOSIS

Once all diagnosis codes are entered, expand Procedures. Enter all applicable procedure codes, this process is similar to adding a diagnosis. Enter CPT or ICD10 Procedure Code or description, then click Search. Select the appropriate procedure codes to be added. Once all codes are listed, select Add Procedure.

SEARCH PROCEDURES

CODE TYPE *

CPT

CODE STARTS WITH

e0290

DESCRIPTION

SHOW PREferred

SEARCH

RESET

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	E0290	Hosp bed fx ht w/o rails w/m

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	E0141	Rigid wheeled walker adj/fix
<input checked="" type="checkbox"/>	CPT	E0163	Commode chair with fixed arm
<input checked="" type="checkbox"/>	CPT	E0290	Hosp bed fx ht w/o rails w/m

Previous

1

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Show 10

Entries









ADD PROCEDURES

After entering the procedure codes, an outpatient request will require detailed information for each requested code. Once all the codes are entered, they will be displayed in a stacked layout.








Procedures

E0141	Rigid wheeled walker adj/fix	<div></div>	<div></div>
E0163	Commode chair with fixed arm	<div></div>	<div></div>
E0290	Hosp bed fx ht w/o rails w/m	<div></div>	<div></div>

To enter details for each procedure code, expand the line for each code entered and complete required fields.

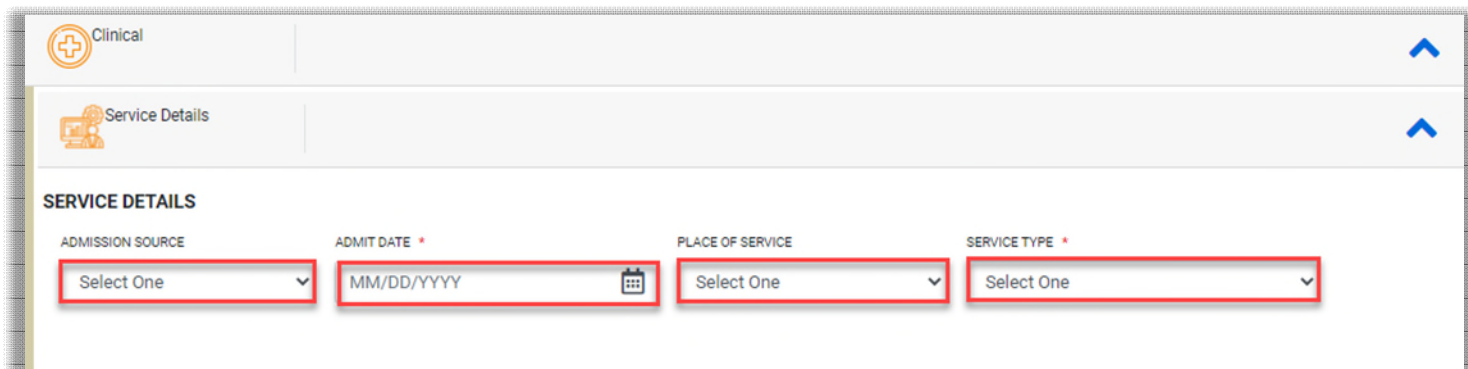
Code	Description	Actions
E0141	Rigid wheeled walker adj/fix	 A 
<div> <div>UNIT QUALIFIER</div> <div>Select One</div> </div> <div> <div>REQUESTED START DATE *</div> <div>MM/DD/YYYY </div> </div> <div> <div>REQUESTED END DATE *</div> <div>MM/DD/YYYY </div> </div> <div> <div>REQUESTED DURATION *</div> <div></div> </div> <div> <div>REQUESTED QUANTITY *</div> <div></div> </div> <div> <div>REQUESTED FREQUENCY</div> <div>Select One</div> </div> <div> <div>REQUESTED RATE</div> <div>\$ <div></div></div> </div> <div> <div>Certify Status</div> <div>Un-Submitted</div> </div> <div> <div>Certify Reason</div> <div></div> </div> <div> <div>Units</div> <div>0 / 0</div> </div> <div> <div>Certified Start Date</div> <div></div> </div> <div> <div>Certified End Date</div> <div></div> </div>		
E0163	Commode chair with fixed arm	 B 
E0290	Hosp bed fx ht w/o rails w/m	 C 

For codes requiring a modifier, select the appropriate modifier from the dropdown.

Code	Description	Actions
97110	THERAPEUTIC EXERCISES	 
<div> <div style="background-color: yellow;">MODIFIER</div> <div>UNIT QUALIFIER</div> <div>GO </div> <div>Select One </div> </div> <div> <div>REQUESTED START DATE *</div> <div>04/01/2021 </div> </div> <div> <div>REQUESTED END DATE *</div> <div>05/15/2021 </div> </div> <div> <div>REQUESTED DURATION *</div> <div>45</div> </div> <div> <div>REQUESTED QUANTITY *</div> <div>49</div> </div> <div> <div>REQUESTED RATE</div> <div></div> </div> <div> <div>REQUESTED FREQUENCY</div> <div>Select One </div> </div>		

Inpatient Request

To submit an inpatient request, expand Clinical, then expand Service Details. Select the appropriate Admission Source, Admit Date, Place of Service, and Service Type.



Admission Source Options Include:

Elective

Emergency

Place of Service Options Include:

Ambulatory Surgical Center

Inpatient Hospital

Community Mental Health Center

Office

Home

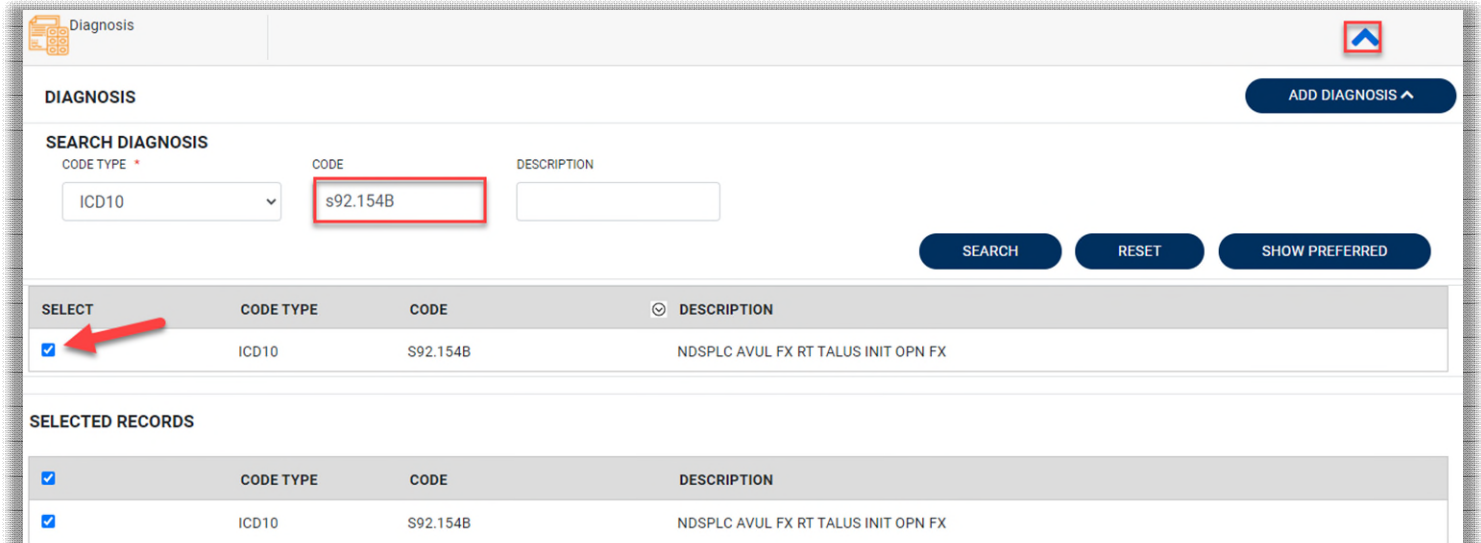
Outpatient Hospital

Inpatient Service Types Include:

Out of State (OOS) Inpatient

Transplant

After entering Service Details, expand Diagnosis to enter all applicable diagnosis codes. Click Add Diagnosis and search by diagnosis code or description. Select the needed diagnosis by clicking the Select Box. The diagnosis will be added to the Selected Records section.



DIAGNOSIS ADD DIAGNOSIS ^

SEARCH DIAGNOSIS

CODE TYPE ICD10 CODE S92.154B DESCRIPTION

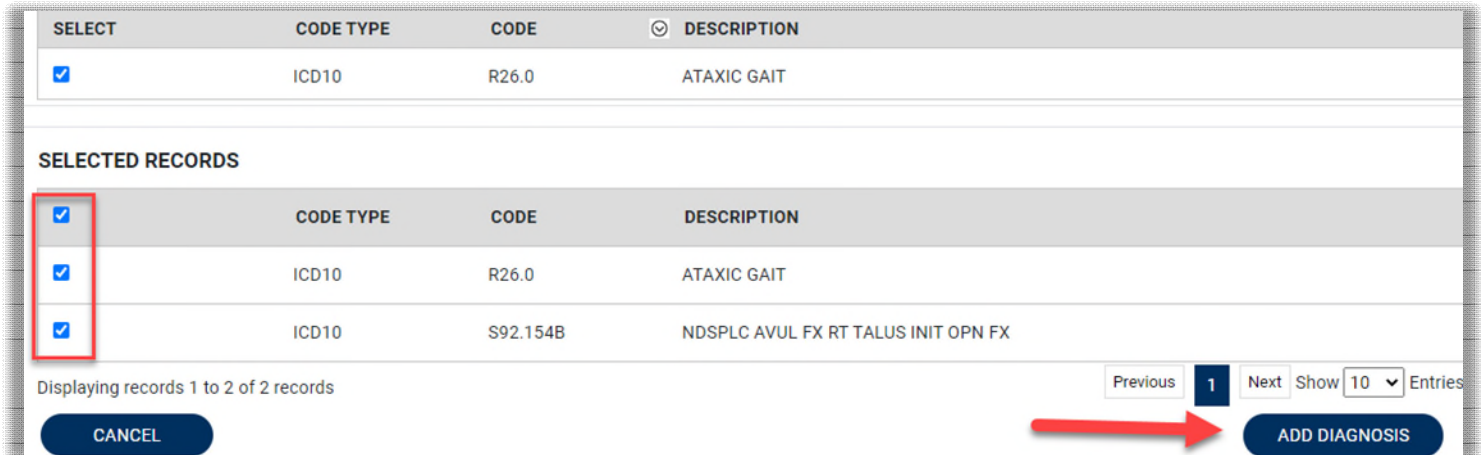
SEARCH RESET SHOW PREFERRED

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

SELECTED RECORDS

CODE TYPE	CODE	DESCRIPTION
ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Once all diagnosis codes are entered, select **ADD DIAGNOSIS**.



SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	ICD10	R26.0	ATAXIC GAIT

SELECTED RECORDS

CODE TYPE	CODE	DESCRIPTION
ICD10	R26.0	ATAXIC GAIT
ICD10	S92.154B	NDSPLC AVUL FX RT TALUS INIT OPN FX

Displaying records 1 to 2 of 2 records

Previous 1 Next Show 10 Entries

CANCEL ADD DIAGNOSIS

Once all diagnosis codes are entered, expand Procedures and enter required fields under LOS.

LOS

UNIT QUALIFIER

Select One

REQUESTED START DATE *

MM/DD/YYYY

REQUESTED END DATE *

MM/DD/YYYY

REQUESTED DURATION *

After completing LOS, enter all applicable procedure codes, this process is similar to adding a diagnosis. Enter CPT/ICD10 Procedure Code or description, then click Search. Select the appropriate procedure codes to be added. Once all codes are listed, select Add Procedure.

Add Procedures

SEARCH PROCEDURES

CODE TYPE *

CPT

CODE STARTS WITH

99232

DESCRIPTION

SHOW PREferred

SEARCH

RESET

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	99232	SUBSEQUENT HOSPITAL CARE

Displaying records 1 to 1 of 1 records

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Show

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Entries

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	99222	INITIAL HOSPITAL CARE
<input checked="" type="checkbox"/>	CPT	99232	SUBSEQUENT HOSPITAL CARE

Displaying records 1 to 2 of 2 records

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Show

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Entries

ADD PROCEDURES

If the requested start date entered under LOS will not be applicable to all procedure codes, expand the procedure code section to update the date. Once the date has been changed, it will automatically save.

 Procedures


LOS

99222

INITIAL HOSPITAL CARE

REQUESTED START DATE *

01/24/2021



REQUESTED RATE


\$

99232

SUBSEQUENT HOSPITAL CARE

REQUESTED START DATE *

01/25/2021

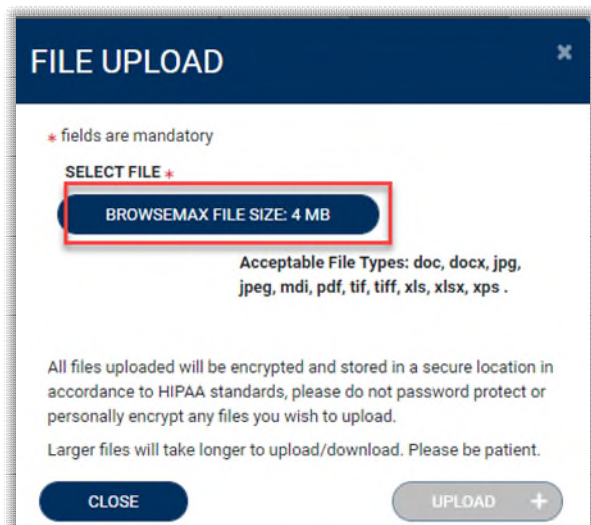


REQUESTED RATE

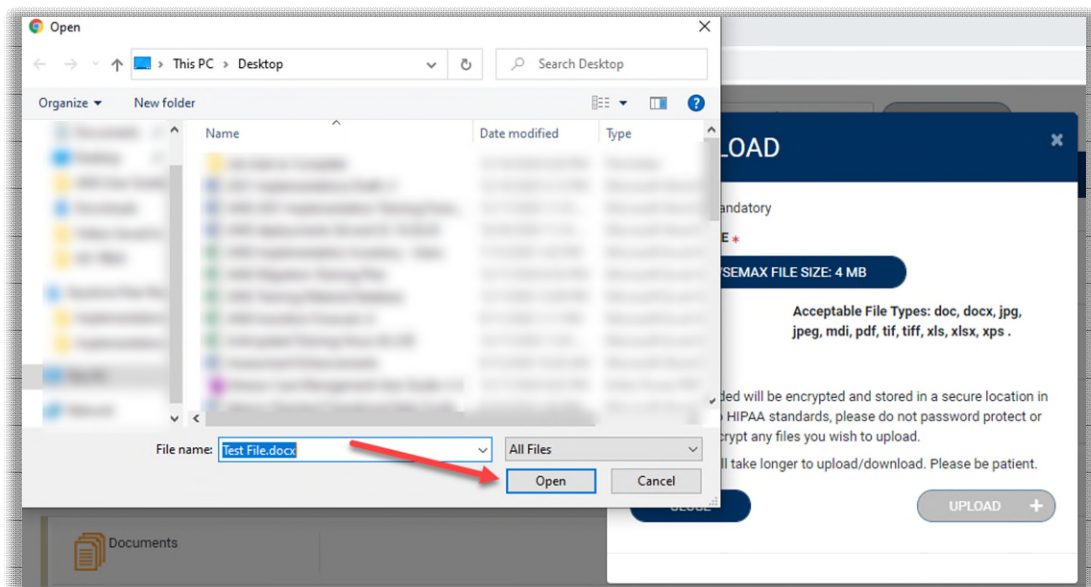
\$

If no changes to the requested start date are needed, continue to complete request.

Once all clinical information is added, expand Attachments, then expand Documents to upload any supporting documentation. Select **CLICK HERE TO UPLOAD FILE**. A pop up will display, click Browse to search for the supporting documentation.



Select the file and click Open.



Repeat the above steps until all supporting documentation is uploaded. Then click **UPLOAD**.

FILE UPLOAD

* fields are mandatory

SELECT FILE *

BROWSEMAX FILE SIZE: 4 MB

Test File.docx
 Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.
 Larger files will take longer to upload/download. Please be patient.

CLOSE

UPLOAD

+

All uploaded documents will be visible in the Documents section for review.

Attachments

Documents

DOCUMENTS

CLICK HERE TO UPLOAD FILE

+

Document has been uploaded successfully

FILE NAME	DOCUMENT TYPE	DEACTIVATE
<div>Test File.docx</div>		<div></div>

Displaying records 1 to 1 of 1 records

Previous

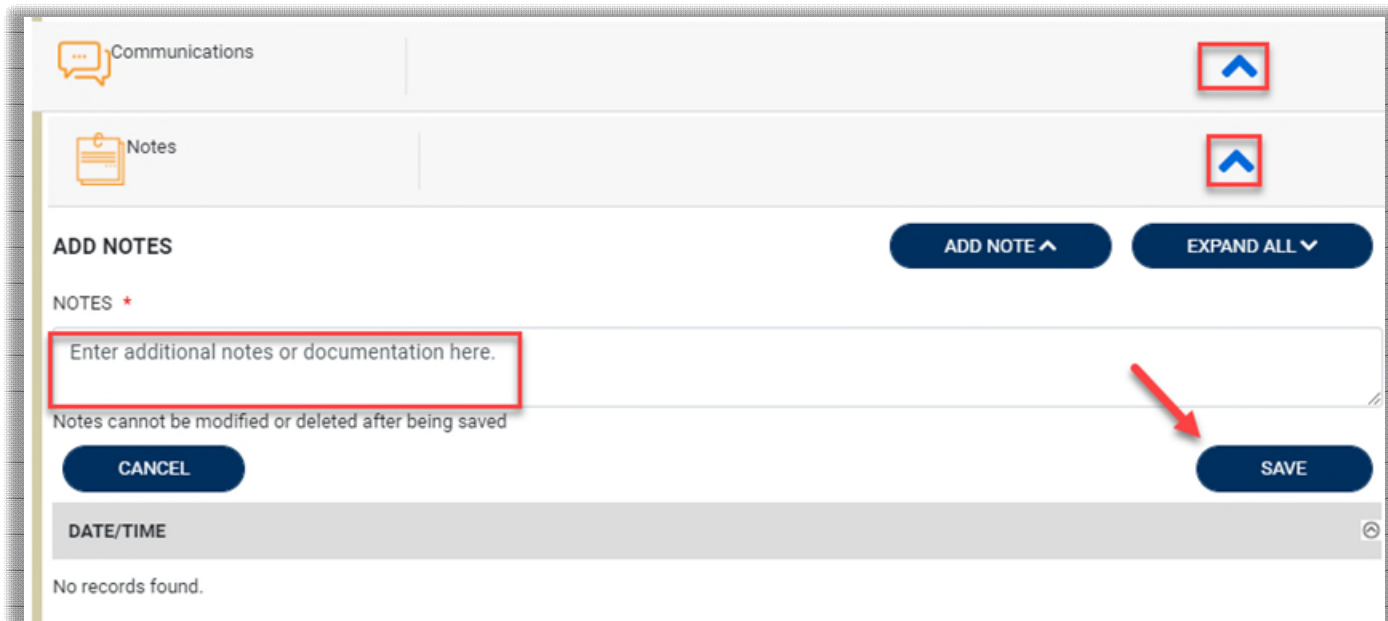
1

Next

Show 10

Entries

Once all supporting documentation has been added, expand Communications, then expand Notes to enter any additional supporting information or notes for Kepro to review. To add a note, click **ADD NOTE**, then enter documentation and click **SAVE**.



The screenshot shows the 'ADD NOTES' section of the Kepro interface. The 'Communications' and 'Notes' tabs are expanded. A text input field is highlighted with a red box, and a red arrow points to the 'SAVE' button.

ADD NOTES ADD NOTE ^ EXPAND ALL v

NOTES *

Enter additional notes or documentation here.

Notes cannot be modified or deleted after being saved

CANCEL SAVE

DATE/TIME



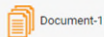
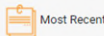
No records found.

After all information is entered and uploaded, read and check the box of the disclaimer at the bottom of the page. Then click **SUBMIT**.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000	

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	Outpatient			

UM-OUTPATIENT EXPAND ALL ^

Consumer Details	Location: [Redacted]			▼
Provider/Facility		Requesting: [Redacted] Serving: [Redacted]		▼
Clinical		Service Type: - Medical / Surgical Request Type: Prior Auth	Notification Date: 12/21/2020 Notification Time: 02:00 PM	▼
Attachments	 Document-1	Letters- 0		▼
Communications	 Most Recent Interaction date:	Most Recent Note date:12/21/2020		▼

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

CANCEL REQUEST
SUBMIT

The case will be assigned a Case ID and the status will change from Un-Submitted to Submitted. If any errors or warnings are found, a pop up will display. Click **OK** to acknowledge.

Atrezzo
✕

The following errors/warnings were encountered:

Error: One or More Requested Procedure Codes Do Not Require Prior Authorization

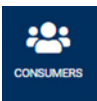
OK

If no errors or warnings are noted, the case will be submitted. A Case ID will be generated which is a unique numerical identifier that can be used for identification purposes and status updates. The Case Page will identify the status along with an overview of the request submitted.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT																									
ANG TEST	Female	01/15/1977 (43 Yrs)	TEMP001942020122100000																										
<table border="1"> <thead> <tr> <th>CASE ID</th> <th>CATEGORY</th> <th>CASE CONTRACT</th> <th>CASE SUBMIT DATE</th> <th>SRV AUTH</th> </tr> </thead> <tbody> <tr> <td>203560017</td> <td>Outpatient</td> <td></td> <td>12/21/2020</td> <td></td> </tr> </tbody> </table>					CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH	203560017	Outpatient		12/21/2020																
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH																									
203560017	Outpatient		12/21/2020																										
UM-OUTPATIENT																													
<div>EXPAND ALL</div>																													
<table border="1"> <tr> <td>Consumer Details</td> <td colspan="4">Location: </td> </tr> <tr> <td>Provider/Facility</td> <td colspan="4"> Requesting: Servicing: </td> </tr> <tr> <td>Clinical</td> <td colspan="4"> Service Type: - Medical / Surgical Request Type: Prior Auth Notification Date: 12/21/2020 Notification Time: 03:12 PM </td> </tr> <tr> <td>Attachments</td> <td colspan="4">Letters- 0</td> </tr> <tr> <td>Communications</td> <td colspan="4">Most Recent Note date:</td> </tr> </table>					Consumer Details	Location: 				Provider/Facility	Requesting: Servicing: 				Clinical	Service Type: - Medical / Surgical Request Type: Prior Auth Notification Date: 12/21/2020 Notification Time: 03:12 PM				Attachments	Letters- 0				Communications	Most Recent Note date:			
Consumer Details	Location: 																												
Provider/Facility	Requesting: Servicing: 																												
Clinical	Service Type: - Medical / Surgical Request Type: Prior Auth Notification Date: 12/21/2020 Notification Time: 03:12 PM																												
Attachments	Letters- 0																												
Communications	Most Recent Note date:																												

NOTE: For information on the types of messages received, see the [Informational Error/Warning Messages](#) section under Tips & Tricks.

Consumers



To search by Consumer (Member), click Consumer on the navigation pane. The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case.

To search By Consumer, enter the required Member information. For results to render, user must enter Last Name and DOB or Member ID.

HOME	CASES	CREATE CASE	CONSUMERS	SETUP	MESSAGE CENTER	REPORTS	Help								
<div>CONSUMERS</div> <div>RESET</div> <table border="1"> <tr> <td>CONSUMER ID</td> <td>LAST NAME</td> <td>DATE OF BIRTH</td> <td></td> </tr> <tr> <td></td> <td></td> <td>MM/DD/YYYY</td> <td></td> </tr> </table> <div>SEARCH</div> <div>*Combination of DOB and Last Name or Member ID</div>								CONSUMER ID	LAST NAME	DATE OF BIRTH				MM/DD/YYYY	
CONSUMER ID	LAST NAME	DATE OF BIRTH													
		MM/DD/YYYY													

Search results will render below. To view the Consumer page, click on the Consumers Name which is a hyperlink.

CONSUMERS

RESET

CONSUMER ID

LAST NAME

DATE OF BIRTH

SEARCH

doe

08/15/1961

*Combination of DOB and Last Name or Member ID

+ ADD TEMPORARY CONSUMER

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
John Doe	08/15/1961		TEMP001942020121100000		2

Displaying records 1 to 1 of 1 records

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Show 10 Entries

Set Up



This section will identify the steps for Provider Group Administrators to add and manage additional users within the portal. **Only users set up as Provider Administrators will see this tab.** For all other users, the tab will be hidden.

Add New User

As a Provider Group Administrator, users within your facility can be added and managed locally once the group account has been registered.

Click Setup in the navigation pane. Always stay within the Manage Provider Groups tab/section to add users. Click the caret in the far right to expand the group section.



The screenshot shows the 'SETUP' page in the Keipro portal. The top navigation bar includes links for HOME, CASES, CREATE CASE, CONSUMERS, SETUP (highlighted with a red box), MESSAGE CENTER, and REPORTS. A 'REGISTER NEW PROVIDER' button is in the top right. Below the navigation bar, there are two tabs: 'Manage Provider Groups (1)' and 'Manage Users (2)'. The 'Manage Provider Groups (1)' tab is active, showing a provider group for 'MATTHEW'. The provider details include NPI, PROVIDER TYPE (Physicians), and ADDRESS (PO BOX 2010). A red box highlights an upward arrow icon in the top right corner of the provider details section. Below the provider details, there is a section for 'AVAILABLE USERS FROM YOUR GROUP' with a dropdown menu showing 'Select Any' and an 'ADD' button. A red arrow points from the 'ADD' button to the 'ADD NEW USER' button in the bottom right corner.

Create username and complete the contact information, click **CREATE**.

ACCOUNT INFORMATION

USER NAME *

CONTACT INFORMATION

FIRST NAME *

LAST NAME *

EMAIL *

CONFIRM EMAIL *

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE/PROVINCE
 Select One ▼

POSTAL CODE

PHONE

FAX *

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.


CREATE >

The user role will default to **Provider Staff Account**. This is the general account user. To change the user role, under Mange Provider Groups, select the Role the user should have. All accesses with Admin listed will have the ability to add and manage user roles for the assigned provider group.

Provider, ND

SELECT ROLE

Provider Group Admin
Provider Group Admin
 Provider Admin
 Provider Staff Account
 Provider Group Admin + Reports
 Provider Admin +Reports



Displaying records 1 to 2 of 2 records

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COLORADO
Department of Health Care
Policy & Financing

NOTE: A new user will receive an email with a link to complete the MFA registration process after the Provider Administrator has created their username. As a new user, you must click the link in the email and follow the [MFA registration process](#) within 2 days in order to complete the access request.

From: ATREZZO_DoNotReply@kepro.com

Date: April 15, 2021 at 10:50:41 AM EDT

To: [redacted]

Subject: Atrezzo - Account Registration

Dear User,

Your Atrezzo user profile has been initiated. Please follow the link below and the instructions on that page to register your account.

[Atrezzo Registration](#)

This link will expire in 2 days.

Thank you,
Kepro

Add New Provider Group

Provider Group Administrators can manage multiple facilities under the same login credentials. After the original account has been created, click **REGISTER NEW PROVIDER**. Enter the NPI and Medicaid ID as the Provider Registration Code. Click **FIND PROVIDER**.

Select the provider to confirm and click **SELECT**.



The screenshot shows the 'Register a New Provider' form in the Kepro system. At the top is the Kepro logo. Below it is a header bar with the text 'Register a New Provider'. The form contains two input fields: 'PROVIDER NPI: *' with the value '9999999991' and 'PROVIDER REGISTRATION CODE: *' with the value '23458266'. Below these fields is a list of providers, with the first one being 'Pueblo Provider - - 123 Temporary Road null - Pueblo CO', which is preceded by an unchecked checkbox. A red arrow points to this checkbox. To the right of the provider list are two buttons: a dark blue 'FIND PROVIDER' button and a light grey 'SELECT >' button. A red arrow points to the 'SELECT >' button.

The provider will then be added to the list of providers under Manage Provider Groups. To add additional users to this Provider Group, expand the desired Provider Group and follow the steps to [Add New User](#).

SETUP		REGISTER NEW PROVIDER +
Manage Provider Groups (2)	Manage Users (2)	
Centennial Provider	NPI : 9999999990 / / 123 Temporary Road	⌵
Jane Smith MD	NPI : 9999999999 / / 123 Temporary Road	⌵

Message Center



This section will identify the steps to view new and unread messages. To send messages, you must be inside a specified case.

New available messages are displayed in the navigation index menu.





Indicates there are unread and non-responded messages available.



Indicates all messages are read and/or responded; no messages available to view.

Available messages will display in the Message Center.

MESSAGE CENTER				
FROM	SUBJECT	TO	SENT ON	
Kepro	Status Complete	Provider Demo	9/14/2020 10:04:50 AM	
Kepro	Please Complete Questionnaire	Provider Demo	9/14/2020 9:59:43 AM	

Displaying records 1 to 2 of 2 records

Previous 1 Next Show 10 Entries

To open/view the message, click the caret in the right had corner of the selected message. To view the selected case, click **GO TO CASE**. You will be directed to the specified case related to the message.

To reply to the message, directly in the Message Center, type text in the Message section, click **SEND**.

FROM	SUBJECT	TO	SENT ON
Kepro	Status Complete	Provider Demo	9/14/2020 10:04:50 AM

Message:

[GO TO CASE >](#)

Reply

SUBJECT *

RE: Status Complete

MESSAGE *

To reply to the message, type text here and click Send.

please do not send additional clinical information through these messages. Additional clinical information should be added to the clinical information section of the request.

[CANCEL](#) [SEND >](#)

Reports



Not all users will have access to reports and availability will vary by user role. Clicking the Reports icon in the navigation pane will open all available reports. The report name will be a hyperlink and open the desired report in a new tab within the internet browser.

REPORTS		
REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
Report 1	Category 1	Description 1
Report 2	Category 2	Description 2

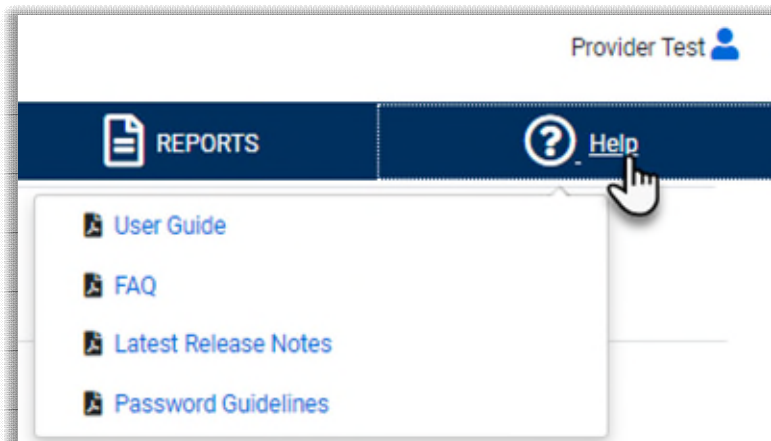
Displaying records 1 to 2 of 2 records

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Help Guide

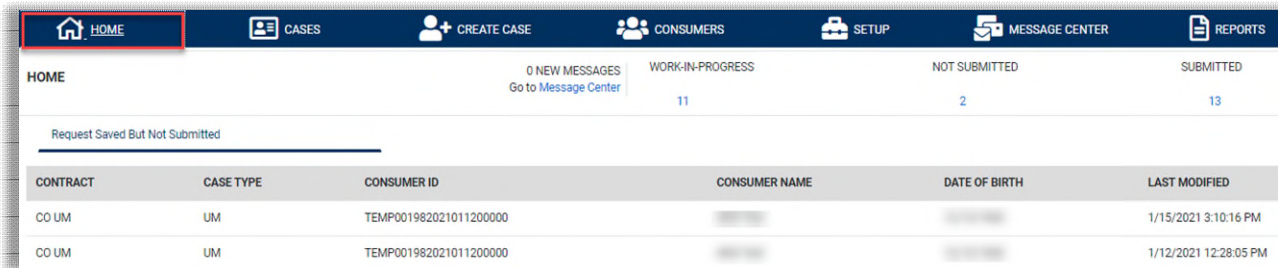


Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, and Password Guidelines. These items are updated regularly and may change over time.



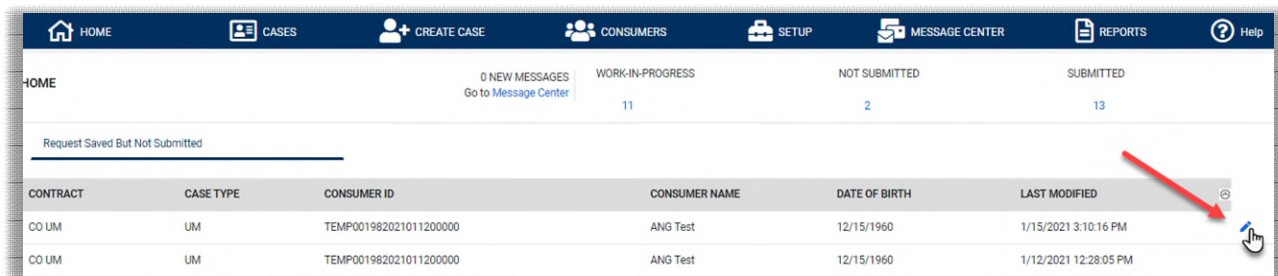
How to Complete a 'Saved But Not Submitted' Request

After logging in, the Home page will display any “Saved But Not Submitted Requests”. These are requests that have been started, but are incomplete. These are viewable to the submitting provider, but have not been sent to Kepro for review.



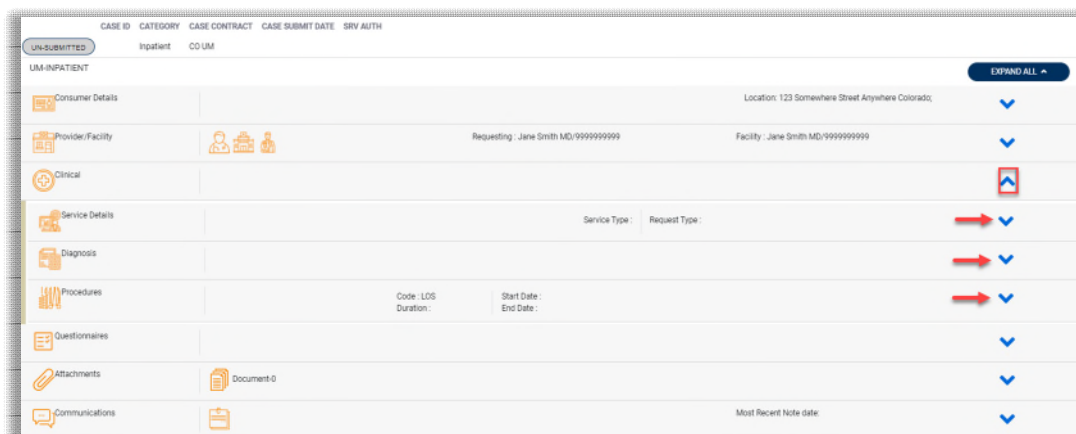
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM	TEMP001982021011200000			1/15/2021 3:10:16 PM
CO UM	UM	TEMP001982021011200000			1/12/2021 12:28:05 PM

To complete the saved request, hover over the request line and click the edit icon.

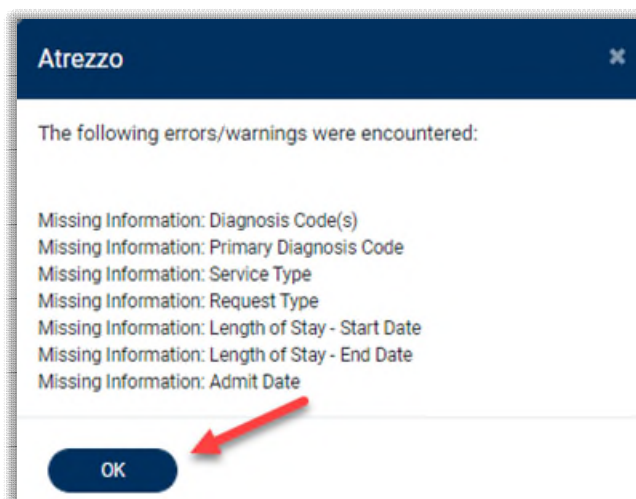


CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM	TEMP001982021011200000	ANG Test	12/15/1960	1/15/2021 3:10:16 PM
CO UM	UM	TEMP001982021011200000	ANG Test	12/15/1960	1/12/2021 12:28:05 PM

The case creation page will display. To continue adding required information, expand clinical and review Service Details, Diagnosis, and Procedure sections to identify information necessary to submit request.



If uncertain what required information is missing, clicking Submit will generate an error/information pop up which will identify what information is missing. Review the pop up and click OK to continue.



The case creation page will display a red exclamation point which will identify which sections required information is missing. Expand each section with a red exclamation point displayed.



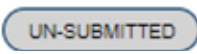

Once required information is added, the red exclamation point indicator will disappear and case can be submitted. Additional information is needed; refer to other sections for more information on attaching clinical documentation, creating note documentation, and other options.


Once the case has been submitted, it will no longer appear on the Home page under “Saved But Not Submitted Request”.

How to View Status of a Submitted Request

Once a request has been submitted, there are a different ways the status can be reviewed. A status check can be completed with a Case ID or Consumer Name and DOB. Below you will find step by step instructions for each method.

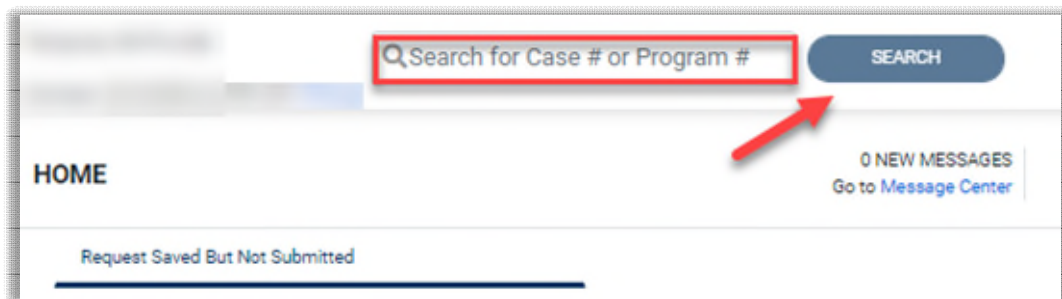
The UM program status options are color coded for quick and easy identification.

Status	Description of Status
	Unsubmitted identifies a case that has been started, but has not been completed or officially submitted. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted or Insufficient Information if any required information is incomplete or missing.
	Submitted identifies a case that has been submitted, but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.

	<p>Completed identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (ie. Approved, denied, partial approval, etc).</p>
---	---

View Status by Case ID

To view the status of a request using a Case ID, you will enter the Case ID in the search bar at the top of the screen and click Search.




The case page will display and provide the status at the top. For cases that display as Completed, you can review the determination letter by following the steps in the section titled: [How to View a Determination Letter](#).


CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
[REDACTED]	Male	[REDACTED]	TEMP001982020122200000	Colorado


	CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
COMPLETED	210060006	Outpatient	CO UM	01/06/2021	123456789

UM-OUTPATIENT

Once the auth number has been assigned, it will be found in the banner of a completed request.

 Consumer Details

 Provider/Facility

 Clinical

Requesting : Jane Smith MD/9999999999

Servicing : Jane Smith MD/9999999999

Service Type : - DME Notification Date : 01/06/2021

Request Type : Prior Auth Notification Time : 02:58 PM

View Status by Consumer

To view the status of a request by Consumer, you will search by the individual name. Click Consumers in the navigation pane and enter Consumer ID or Last Name and Date of Birth, then click Search.

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

CONSUMERS

CONSUMER ID

LAST NAME

DATE OF BIRTH

MM/DD/YYYY

SEARCH

*Combination of DOB and Last Name or Member ID

The result will render below. Click the Consumer Name to view available requests. The case count will identify how many requests have been submitted.

CONSUMERS

RESET

CONSUMER ID

LAST NAME

DATE OF BIRTH

SEARCH

*Combination of DOB and Last Name or Member ID

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
ANG Test	12/15/1960	123 Somewhere Street Anywhere, CO	TEMP001982021011200000	Colorado	2

The member requests will display. To view the details of the request, click View Request. For a quick snapshot of the request, you will see the number of codes Approved, Denied, Pending, Void, or Appeal. If a determination letter is available, follow the steps on [How to View a Determination Letter](#).

UM CASE (10)						
Submitted Requests			Servicing Requests			
Case	Status	Request Info	Service Type	Service Date(s)	Procedures (Top 10)	
210060006 Request 801607 View Request [Copy] [Discharge]	Submitted Approved: 3 Denied: 0 Pending: 0 Void: 0 Appeal: 0	Submit Date: 1/6/2021 Outpatient Letters: 0 Messages: 4	- DME	1/8/2021 - 1/8/2021	E0141 E0163 E0290	
210130009 Request 8016123 View Request [Copy] [Discharge]	Submitted Approved: 0 Denied: 1 Pending: 0 Void: 0 Appeal: 0	Submit Date: 1/13/2021 Outpatient Letters: 0 Messages: 0	- Vision Care	1/13/2021 - 7/11/2021	E1399	

Email Notification

When a change has been made to a submitted request, you will receive an email notification to the email address provided when setting up the user account. The email notification will provide the Case ID to direct you to the specified request. No PHI will be included in the email for security purposes.

Below is a sample of the email you would receive when a change is made to a submitted request.

From: [ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com) <[ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com)>
Sent: Tuesday, December 29, 2020 10:48 AM
To: [REDACTED]
Subject: Atrezzo Case Status Change Alert

Dear Provider,

There has been a change in status or a request for more information, in a case that you submitted. The case ID is 203510030. Please log into <https://portal.kepro.com> to review the necessary information and to provide a timely response, if required.

Thank you,
 Kepto

How to View a Determination Letter

This section will identify how to view a determination letter once a decision has been entered. When a change has been made to the submitted request, you will receive an email notification. The email notification will provide the Case ID to direct you to the specified request. To view the determination letter, enter the Case ID once logged into the Provider Portal.



Once the case displays, expand Attachments, then expand Letters. The available determination letters will be hyperlinks.

CASE ID
CATEGORY
CASE CONTRACT
CASE SUBMIT DATE
SRV AUTH

COMPLETED
203630015
Outpatient
12/28/2020

UM-OUTPATIENT
EXPAND ALL

Consumer Details
Location:

Provider/Facility
Requesting :
Servicing :

Clinical
Service Type : - Medical / Surgical
Request Type : Prior Auth
Notification Date : 12/28/2020
Notification Time : 01:16 PM

Questionnaires

Attachments

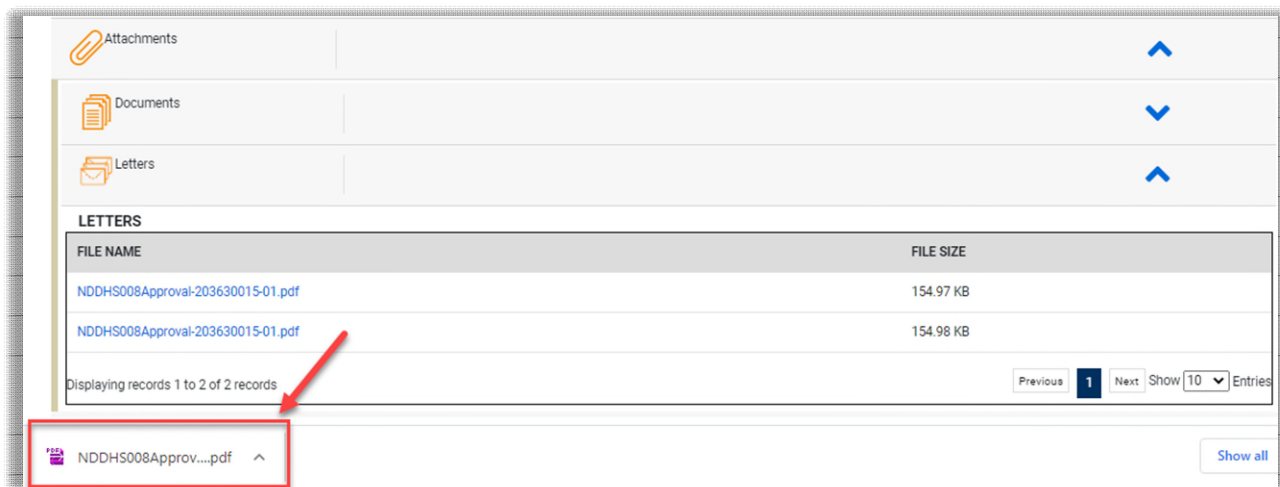
Documents

Letters

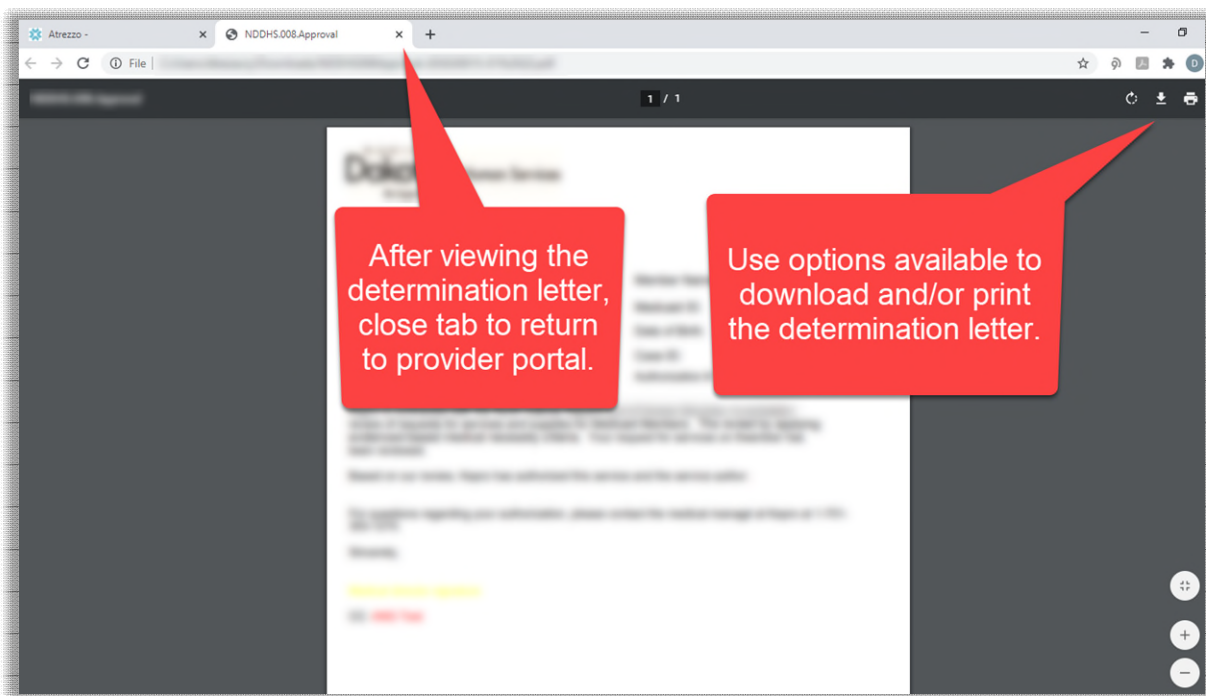
LETTERS

FILE NAME	FILE SIZE
Approval-203630015-01.pdf	154.97 KB
Approval-203630015-01.pdf	154.98 KB

To view the determination letter, click the file name hyperlink. The file will open outside of the Provider Portal for viewing, downloading/saving, and/or printing if needed. In most instances, the file will be visible in the bottom banner, you will need to click the file to view the document.



After clicking link, the document will be viewable in an internet browser tab separate from the Provider Portal. Once view is complete, close tab to return to the Provider Portal.



How to Add Additional Clinical Documentation

If additional supporting documentation needs to be uploaded after the request has been submitted, you will need to return to the specified request.

Within the request, expand attachments, expand Documents, and then select **CLICK HERE TO UPLOAD FILE**. A pop up will display, click Browse to search for the supporting documentation.

FILE UPLOAD

* fields are mandatory

SELECT FILE *

BROWSE

MAX FILE SIZE: 4 MB

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

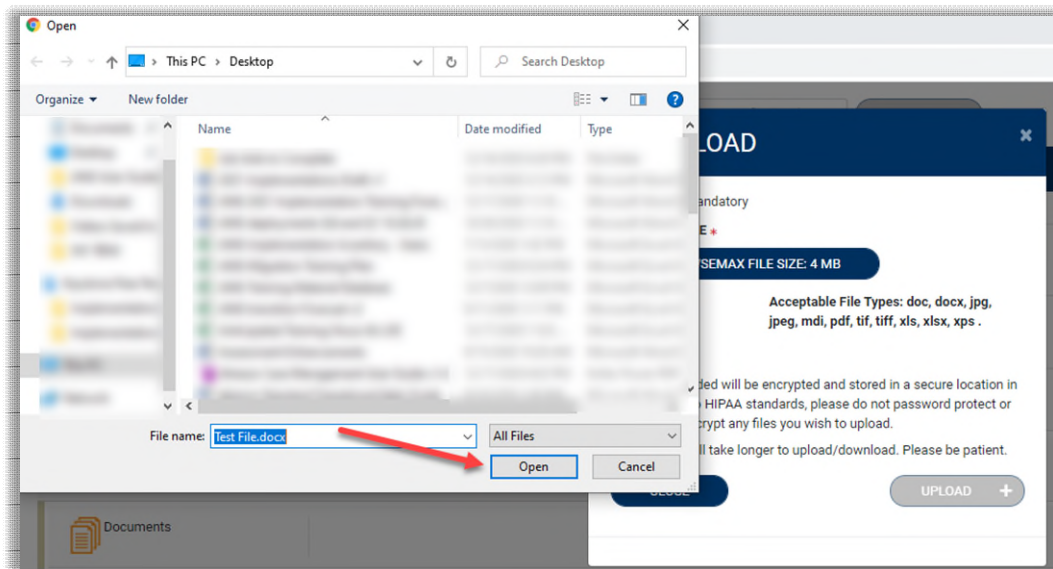
All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

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

CLOSE

UPLOAD +

Select the file and click Open.



Repeat the above steps until all supporting documentation is uploaded. Then click **UPLOAD**.

FILE UPLOAD

* fields are mandatory
 SELECT FILE *

BROWSEMAX FILE SIZE: 4 MB

 Test File.docx
 Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.
 Larger files will take longer to upload/download. Please be patient.

CLOSE

UPLOAD

+

All uploaded documents will be visible in the Documents section for review.

Attachments

Documents

DOCUMENTS

CLICK HERE TO UPLOAD FILE +

Document has been uploaded successfully

FILE NAME	DOCUMENT TYPE	DEACTIVATE
<div>Test File.docx</div>		<div></div>

Displaying records 1 to 1 of 1 records

Previous

1

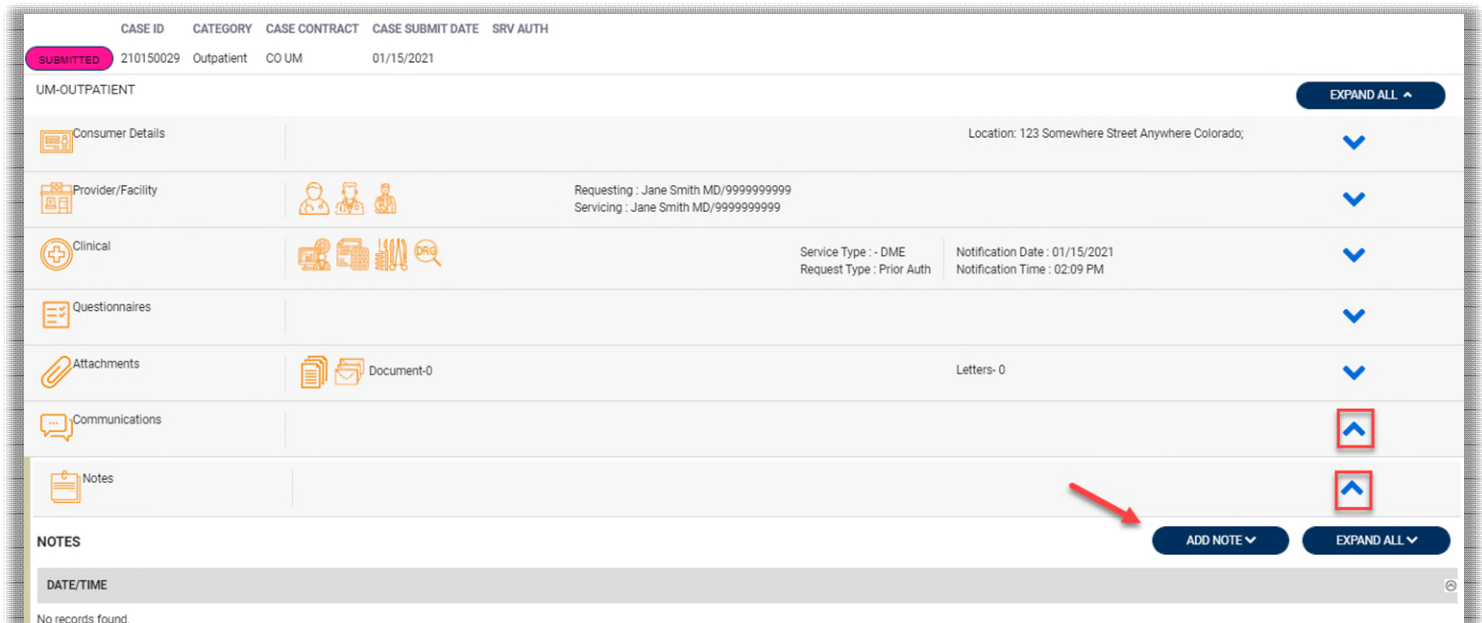
Next

Show 10 Entries

How to Add Revisions to a Submitted Request

Once a request has been submitted, you will not be able to make changes or additions manually. You will need to add a Communication – Note to the submitted request and Kepro will update the request for you.

To make revisions or add an additional code, you will need to open the request. On the request page, expand Communications, then expand Notes and click **ADD NOTE**.



CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 210150029	Outpatient	CO UM	01/15/2021	

UM-OUTPATIENT

EXPAND ALL

Consumer Details	Location: 123 Somewhere Street Anywhere Colorado;		EXPAND
Provider/Facility	Requesting : Jane Smith MD/9999999999 Servicing : Jane Smith MD/9999999999		EXPAND
Clinical	Service Type : - DME Request Type : Prior Auth	Notification Date : 01/15/2021 Notification Time : 02:09 PM	EXPAND
Questionnaires			EXPAND
Attachments	Document-0	Letters- 0	EXPAND
Communications			EXPAND
Notes			EXPAND

ADD NOTE

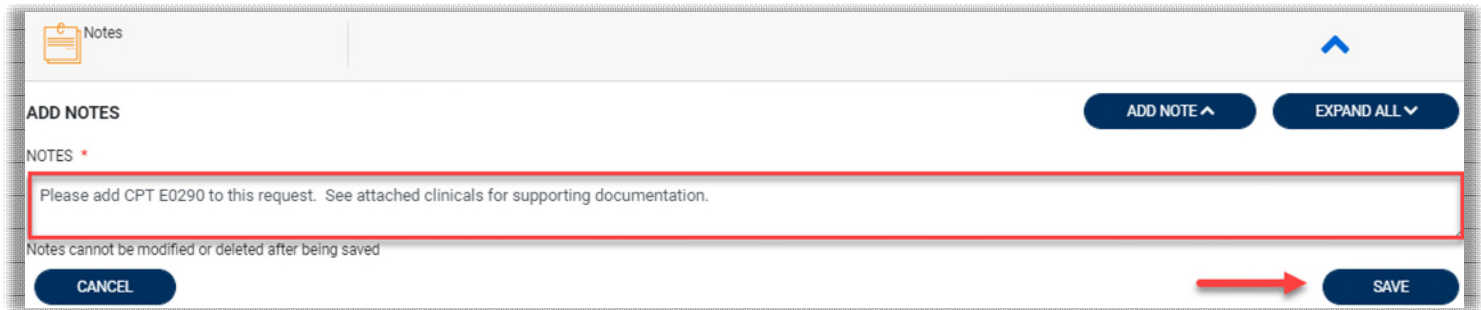
EXPAND ALL

NOTES

DATE/TIME

No records found.

Once the note section expands, enter a note with what information is requested (i.e. what code(s) to add, what needs to be changed). Then click **SAVE**. This will send a note to Kepro to make the revision(s) to the submitted request.



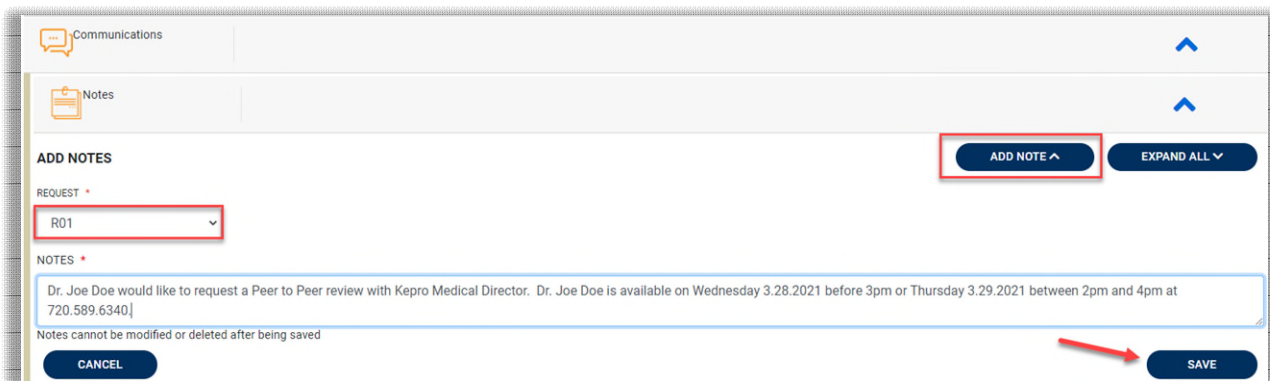
Provider Options Following Adverse Decisions

This section will outline the steps necessary to request a peer-to-peer review, a reconsideration, or member appeal for an adverse decision to a submitted review.

How to Request a Peer-to-Peer Review

After an adverse decision, an ordering provider may request a Peer-to-Peer review within 10 business days from the date of the medical necessity adverse determination. To request a Peer-to-Peer review in the provider portal, go to the specified case. Expand Communication, expand Notes, click ADD NOTE, select which request the Peer to Peer is being requested, and then enter a note requesting a peer-to-peer review. The note must include:

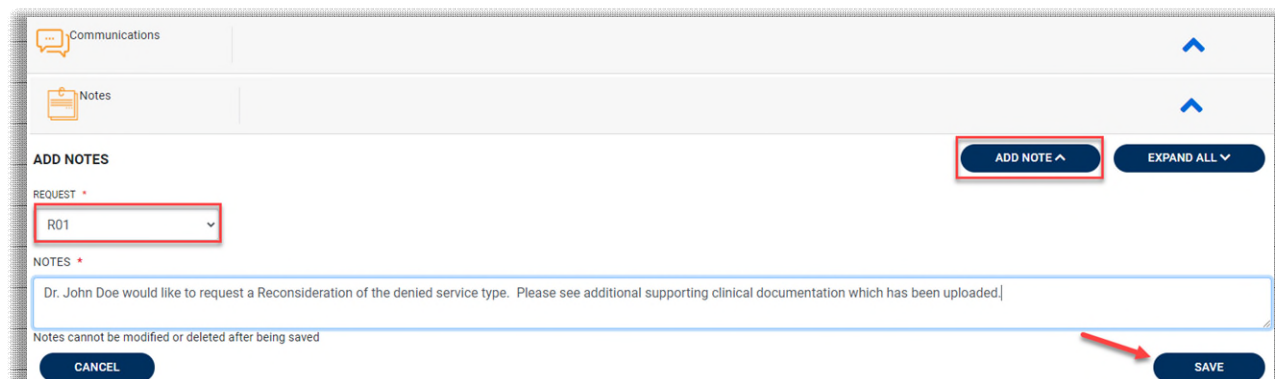
- Requesting providers name and contact information
- A minimum of 3 preferred dates and times for the Peer to Peer conversation.



NOTE: Any supporting clinical documentation not already submitted to the case should be uploaded at this time.

How to Request a Reconsideration

A Reconsideration request must be submitted to Kepro within 10 business days of the initial denial. To request a Reconsideration, go to the specified case. Expand Communication, expand Notes, click ADD NOTE, select which request the Reconsideration is being requested, and then enter a note requesting a Reconsideration. Additional supporting clinical documentation must be uploaded to the provider portal.



How to File an Appeal

A member has the right to file an appeal on any PAR determination, and their Appeal Rights will be included in their determination letters. A member will file an appeal with the Office of Administrative Courts, and the Department will be notified.

Before an appeal can be submitted, the provider may request reconsideration and/or peer-to-peer. A Provider may request a reconsideration and/or P2P at the same time that a member is filing an appeal. It is not required in any way that a Reconsideration and/or P2P must be requested and completed in order for a member to request an appeal.

All member appeals should be submitted in writing to:

Office of Administrative Courts

1525 Sherman Street, 4th Floor Denver,
Colorado 80203
Phone: 303-866-2000
FAX: 303-866-5909

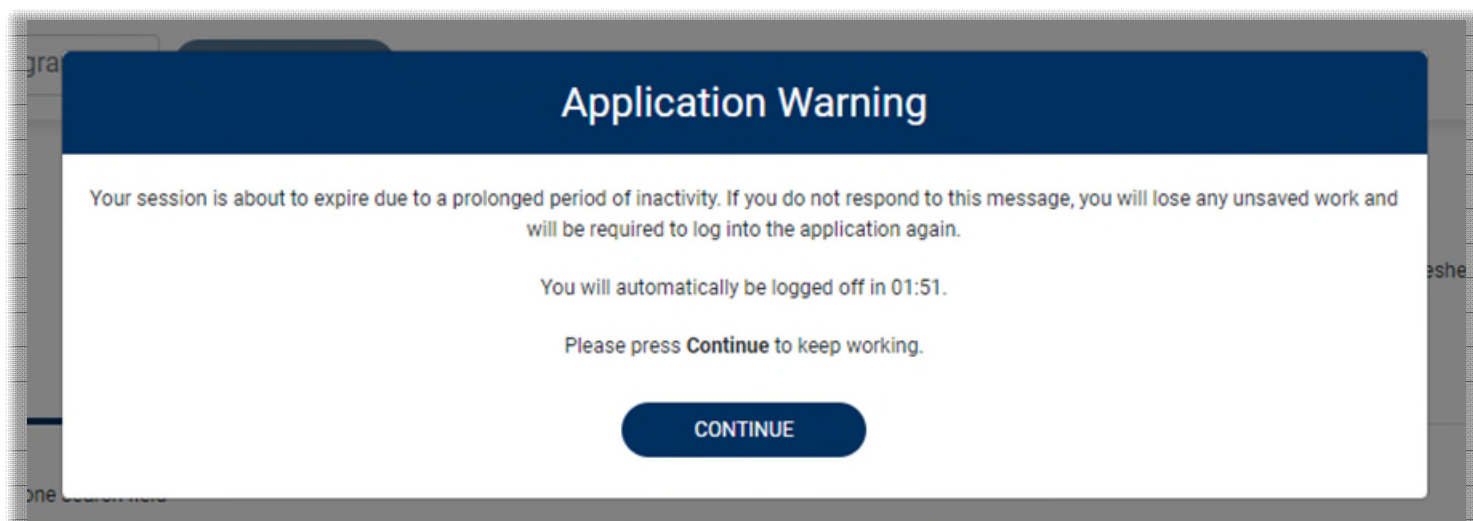
Troubleshooting Tips and Tricks

This section will identify a few troubleshooting tips and tricks to help make navigation of the system easier.

Inactivity Warning

Important Note:

After a period of time of inactivity (15 minutes), a pop up will appear with a 2 minute countdown to logging out. As long as you are actively working within the system, you will not receive this pop up warning.

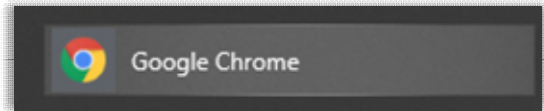


To continue working, select **CONTINUE**.

If you do not select continue before the countdown reaches 0, you will be required to log in again to continue utilizing the system. The system AutoSaves as you navigate and complete fields. Completed work will not be lost; however, any unsaved work will be lost, if the system times out due to inactivity.

Internet Browser

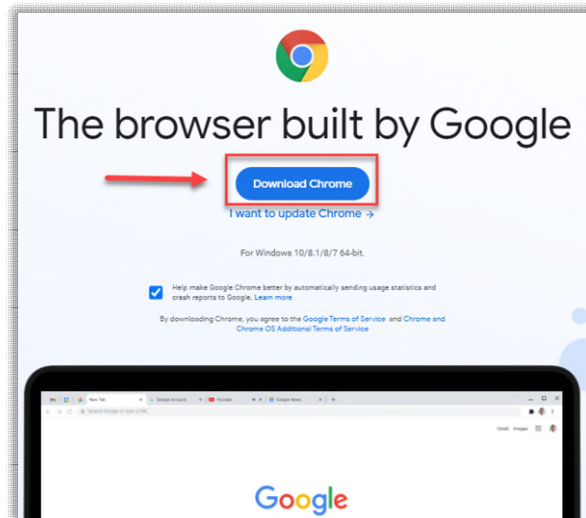
Atrezzo is configured to function in all internet browsers; however, Chrome is best. Chrome users will have the best system and functionality performance over other browsers.

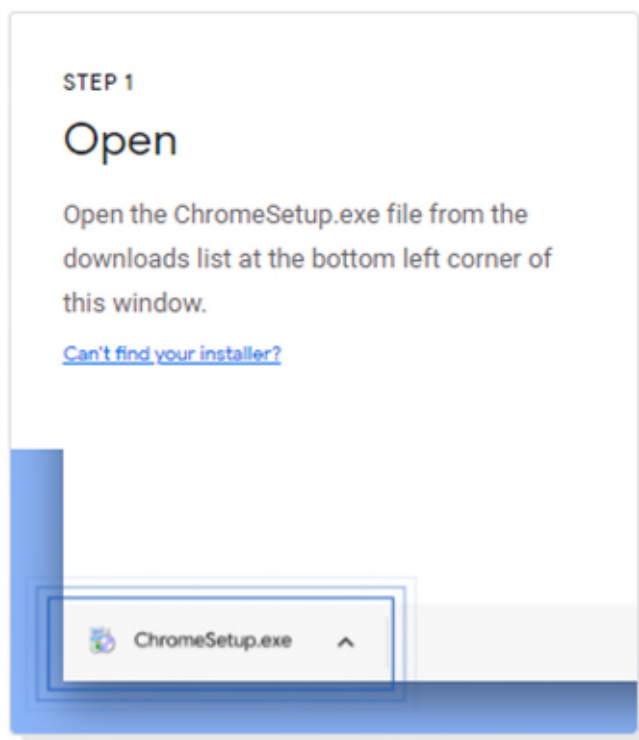
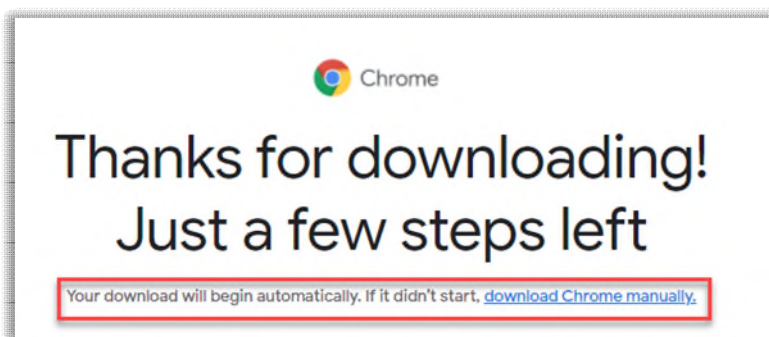


How to Add Google Chrome to Computer

Google Chrome is the preferred internet browser for Atrezzo. A user can do a search for “Google Chrome Download” or click [Download](#) to access the available link.

On the Google Chrome Download page, click Download Chrome, then follow the prompts.

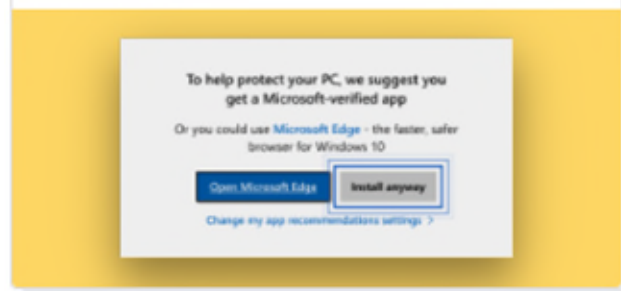




STEP 2

Allow

If prompted, click **"Install anyway"** and **"Yes"** on the system dialogs.

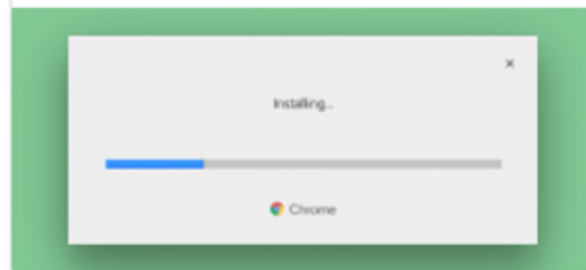


STEP 3

Install

Wait for the installation to finish. Chrome will open automatically when it's done.

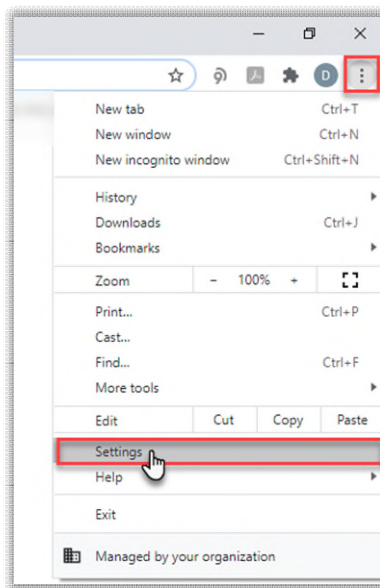
[Need more help?](#) ↗



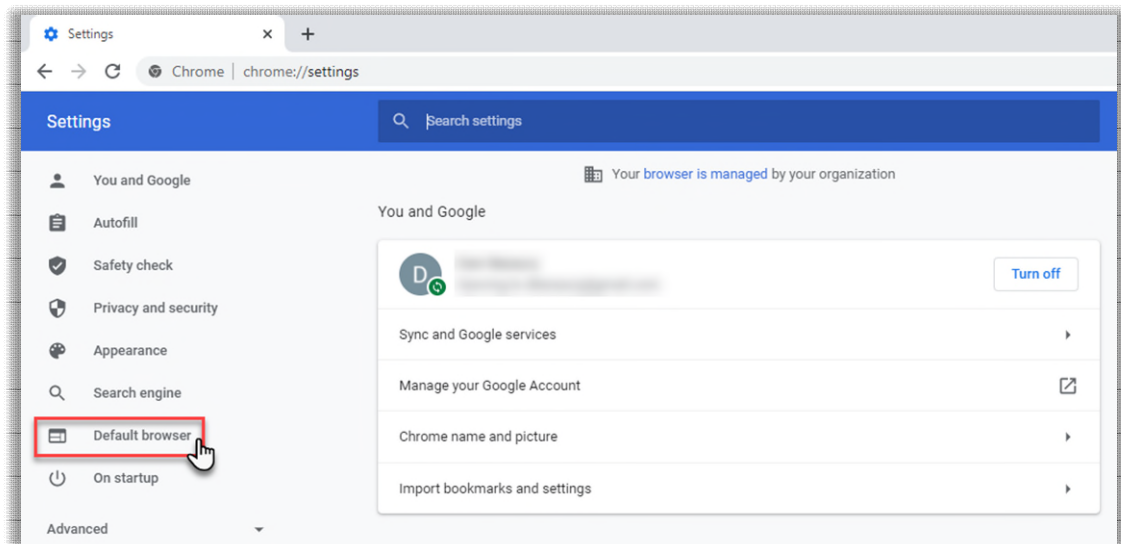
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

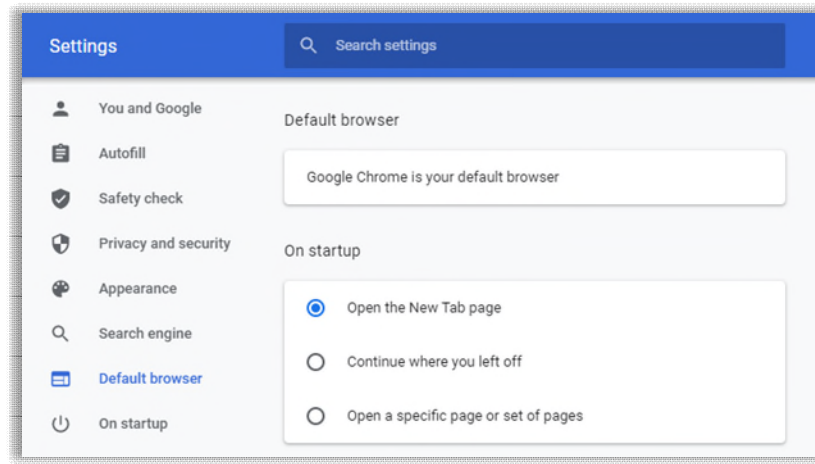
To set as the default browser, click the in the three dots in the upper right-hand corner, then select Settings from the drop down.



Select Default browser from the menu options on the left side of the page.

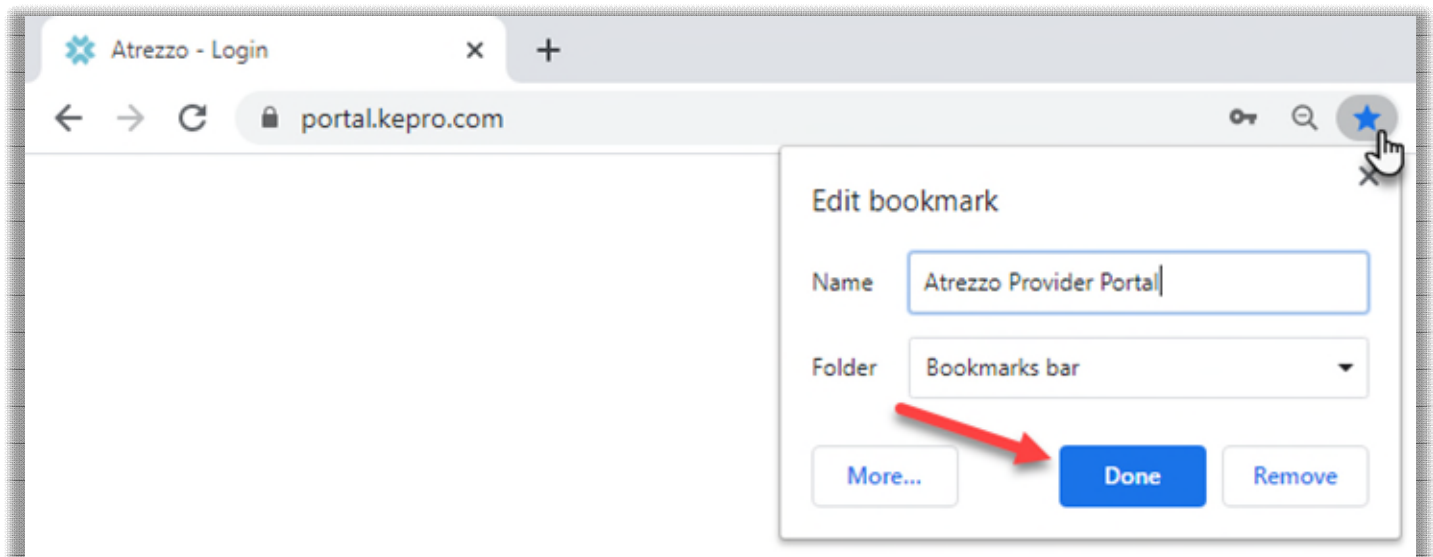


Select Make Default under Default browser.



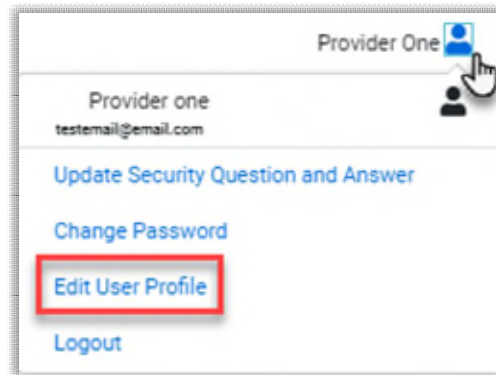
How to Set Atrezzo Bookmark in Chrome

After entering the Atrezzo portal link <https://portal.kepro.com/> into the browser, and click the star in the address bar. Enter the name of the bookmark (be sure to keep the name simple so you remember it), choose a folder or add to the bookmarks bar, and click Done. This will set a bookmark for easy navigation and future use.

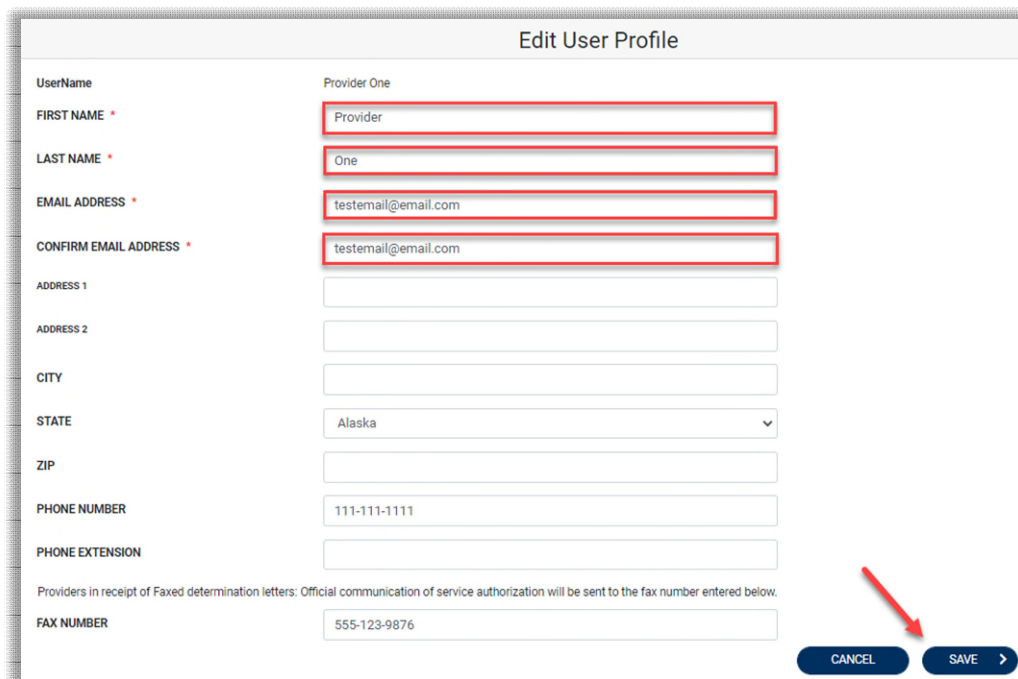


Updating User Profile

To update user profile information once an account has been created, click on the person icon in the upper right corner. Once the menu opens, click **Edit User Profile**.



Once the profile screen displays, update information and include all required fields, then click **SAVE**.



Informational Error/Warning Messages

This section will identify the different types of informational and error/warning messages that a user may see while using this platform.

Informational Message	Explanation
Servicing Provider Type Not Allowed for Service Type	This message displays when the servicing provider does not match with the requested service type. The servicing provider must be corrected to be a provider that can bill for the requested service type.
Missing Information	The case cannot be submitted until all required information is submitted. Review specific fields with missing information, then click Submit.

How to Access Technical Assistance

For technical assistance, please contact the **Colorado Customer Support Center at 720.689.9630** or via email COproviderissue@kepto.com.