



COLORADO
Department of Health Care
Policy & Financing

COLORADO UTILIZATION MANAGEMENT

Provider Portal Administrator Registration Training

The Department of Health Care Policy & Financing administers Health First Colorado (Colorado's Medicaid program), Child Health Plan *Plus* (CHP+) and other health care programs for Coloradans who qualify.

Housekeeping

- Audio or sound issues- **Call** into the phone conference line

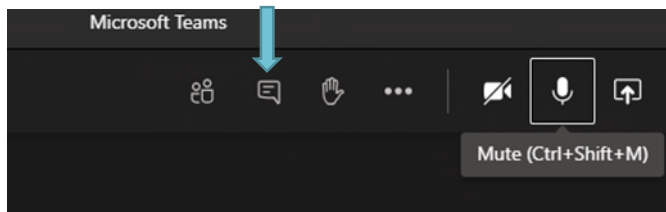
(Audio only)

- If you are experiencing **Registration issues**, please email: coproviderregistration@kepro.com
- **Attendance List**- to receive credit for attending the webinar, and to stay updated on upcoming announcements a link to the attendance form *will be given at the end of the presentation*.
- Upon receipt of your attendance form you will be emailed a copy of the PDF for today's presentation.
- Please **turn off** your camera and **keep yourself on Mute**.
- **Google Chrome** is the preferred internet browser- to avoid potential technical issues please sign in using Google Chrome.
- Recorded sessions of the webinars and training will be posted & available in the near future.
- If you are having difficulty seeing the PowerPoint presentation, please make sure you are looking at the right screen in Teams.
- If you have only called into the webinar, *please sign in* using the **Teams meeting link** that was sent in your *confirmation* and *reminder emails*
- You will not be able to see the presentation, access the chat box for questions, or receive the link to attendance if you do not join the webinar.

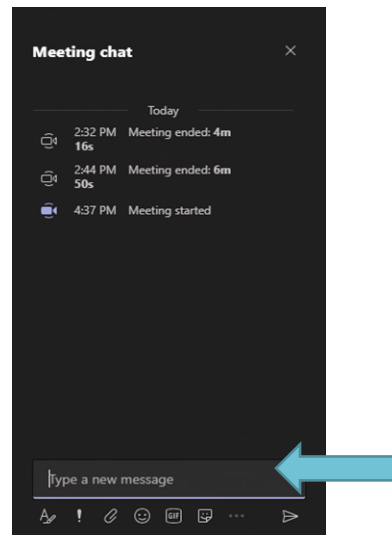
Housekeeping Items

Accessing Chat in Teams

On the Teams meeting screen → Go to the tool bar and click on the 'Message' button at the bottom half of the screen.



Meeting Chat → You will now see a list (on the right side of the screen) the Meeting chat. **Type** new message to all participants in the meeting



Agenda

1. Provider Portal Timeline
2. Provider Portal Overview
3. Multi-factor Authentication
4. Registration for New Facilities
5. Logging In
6. Additional Resources and Support



Provider Portal Timeline

- **Provider portal is not yet available to register. It will not be available now to register and will be available no earlier than 4/1/21.**
- **New users will not begin submitting PARs to Kepro any earlier than 5/1/21**
- This System Administrator training will explain the steps once registration becomes available
- User Guides for the Provider Portal will be available

Colorado Department of Health Care Policy & Financing contracted with Kepro to perform Service Authorization reviews for its members for hospital inpatient, outpatient, specialty, and physician administered drug requests.

What is the Provider Portal?

Atrezzo Provider Portal Registration

- With very few exceptions, all requests for service authorization must be submitted via Kepro's Atrezzo Provider Portal.
- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) 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 first person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
 - Facilities, clinics, and doctor's offices only need to register one time.
 - After initial registration, the group administrator will have the ability to create additional Provider administrator and staff user accounts.

What is Multi-Factor Authentication?

Multi-Factor Authentication (MFA) is an electronic authentication method that requires the user to provide two or more verification factors to gain access to a website or application.

MFA provides an added layer of security for members, staff, clients, and providers, protecting personal information and safeguarding accounts.

Provider users should use the login button under the Customer/Provider heading on the right hand side of the login page.

To begin the multi-factor authentication registration, follow the below steps. After entering the Atrezzo Provider Portal URL (<https://portal.kepro.com/>), the login page will display.

Multi-Factor Authentication Registration

A first time user will be required to complete the registration process for Multi-Factor Authentication, by clicking the link at the bottom of the page.



LOGIN OPTIONS

Kepro

Use this login button if you have a Kepro domain account.

LOGIN

Customer/Provider

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

LOGIN

To authenticate with email, [click here](#).


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.

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

Multi-Factor Authentication Registration Cont'd

To begin the registration process, enter the provided username and password and click Login.



LOGIN

If you have not already registered for multi-factor authentication, use your Atrezzo login to complete registration.
Otherwise use the back button to return to the primary login page.

USERNAME *

PASSWORD *

[< BACK](#) [C](#) [LOGIN >](#)

[Forgot Password?](#)

Multi-Factor Authentication- Email

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

< Cancel



Email Address



Send verification code

New Password


Confirm New Password

Create

Multi-Factor Authentication - Email Cont'd

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

[< Cancel](#)



Verification code has been sent. Please copy it to the input box below.

[Verify code](#) [Send new code](#)

[Create](#)

Multi-Factor Authentication - New Password

Enter a new password, confirm the password, and click Create.

< Cancel



The code has been verified. You can now continue.


Change



Create

MFA Completed

The system will automatically authenticate and display the home page.

 Contract SEARCH Daniyel Bozaury

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.					

MFA by Telephone

If you prefer to authenticate by telephone, after clicking the authentication link at the bottom of the home screen, 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.

[Cancel](#)



Kepto

Use this login button if you have a Kepto domain account.

LOGIN

Customer/Provider

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

LOGIN

To authenticate with email, [click here](#).

If you don't already have a Kepto 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](#).

Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

United States (+1)

Phone Number

Phone number

Send Code

Call Me

MFA by Telephone Cont'd

For SMS text authentication, enter the verification code received.

< Cancel



Enter a number below that we can send a code via SMS or phone to authenticate you.

+18

Enter your verification code below, or [send a new code](#)

Email Verification

At the time of login, if access to the registered phone number is unavailable, you may use the registered email account to complete multi-factor authentication. Click the link to authenticate with email. After clicking the login button, the user will be prompted for the email address and password used to register the multi-factor authentication account.



LOGIN OPTIONS

Kepro

Use this login button if you have a Kepro domain account.

LOGIN

Customer/Provider

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

LOGIN

To authenticate with email, [click here](#).

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.

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

Remember Me Login Option

When the Remember Me button is checked on the login screen, external users will be able to login without entering Atrezzo credentials or MFA for the workday. To use this feature, check Remember Me box then click Login.

For the remainder of your workday, when accessing Atrezzo, you will click Login and bypass the login credentials and MFA steps. The next workday, you will need to login with your credentials and MFA on the first time only.

To turn off this feature, uncheck the Remember Me box, and you will be prompted to enter login credentials and MFA at each signon.

NOTE: This feature will only work if the browser is configured to “continue where you left off” by reopening tabs on startup.

The screenshot displays the 'LOGIN OPTIONS' section of a web application. It features two main login boxes: 'Kepro' and 'Customer/Provider'. The 'Kepro' box has a 'LOGIN' button and instructions for users with a Kepro domain account. The 'Customer/Provider' box has a 'LOGIN' button, a 'Remember Me' checkbox (highlighted with a red box and a red arrow), and a link to 'authenticate with email'. Below these boxes, there are three lines of 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.'

LOGIN OPTIONS

Kepro
Use this login button if you have a Kepro domain account.
LOGIN

Customer/Provider
Use this login button if you are a customer or provider user.
LOGIN
☐ Remember Me
To authenticate with email, [click here](#).

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.

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

Incomplete MFA Registration

If you began the multi-factor registration process, verified your email, created a password, but did not complete the process, you will need to [Click here](#) to send a link to the registered email to complete the multi-factor authentication registration process. You will need the email and password you used to initiate the multi-factor authentication registration.

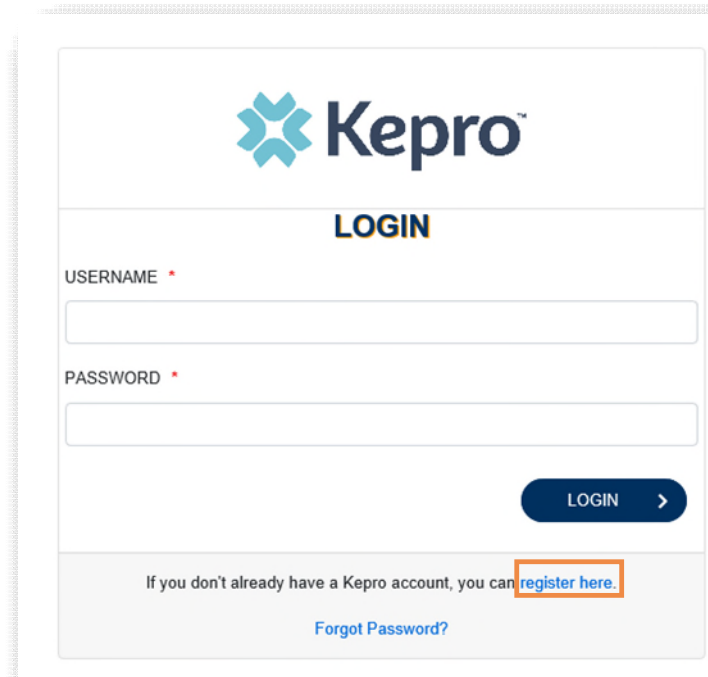
Creating an Account

Brand New Facility?

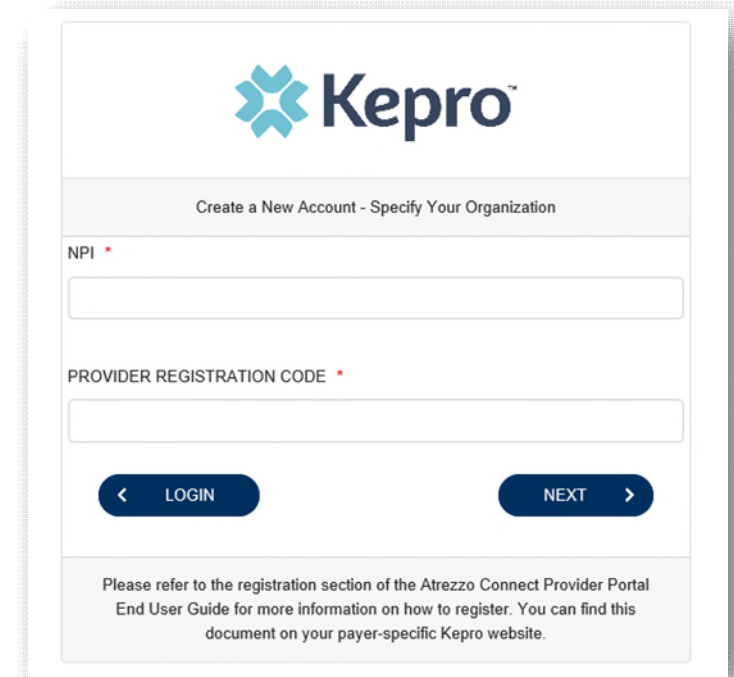
Helpful Hints

- You will need the NPI for your facility or clinic.
- The Administrator should be someone on your team who will be able to add and manage users in the system.
- Once it is available, bookmark the Provider Portal URL for future use.
- Be sure to use the same NPI that will be the Pay-To provider.
- Chrome is preferred browser.

- The **Colorado PAR Provider Portal** will be available no earlier than 4/1/21.
- Access the portal at: <https://portal.kepro.com/>
- Click on the **register here** link under the LOGIN section.
- Enter your facility or clinic NPI and the Provider Medicaid ID as the registration code.



The image shows the login page of the Kepro portal. At the top is the Kepro logo. Below it is the word "LOGIN" in blue. There are two input fields: "USERNAME" and "PASSWORD", both with red asterisks indicating required fields. Below the password field is a blue "LOGIN" button with a right arrow. At the bottom, there is a link "register here" in blue, which is highlighted with an orange box, and a link "Forgot Password?" in blue.



The image shows the "Create a New Account - Specify Your Organization" page of the Kepro portal. At the top is the Kepro logo. Below it is the heading "Create a New Account - Specify Your Organization". There are two input fields: "NPI" and "PROVIDER REGISTRATION CODE", both with red asterisks indicating required fields. Below the registration code field are two buttons: a blue "LOGIN" button with a left arrow and a blue "NEXT" button with a right arrow. At the bottom, there is a paragraph of text: "Please refer to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information on how to register. You can find this document on your payer-specific Kepro website."

Creating an Account Cont'd

Helpful Hints

- Passwords must be 8-16 characters
 - One upper case letter
 - One lower case letter
 - One number
 - One special character
- Fields that have an asterisk (*) by them are required fields.

What to Know

- Complete your **Account Information** by creating a username, password and security question and answer. This will be used if you need to reset your password in the future.
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

Create a New Account - Enter User Information

Account Information

USERNAME *

PASSWORD *

CONFIRM PASSWORD *

SECRET QUESTION *

SECRET ANSWER *

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

State

Select State

ZIP CODE

EMAIL *

CONFIRM EMAIL *

Phone

Fax *

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

* Required field

KEPRO Portal - Terms of Use Agreement

THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO 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 KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED.

KEPRO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between KEPRO, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 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 KEPRO 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,

American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

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

What to Know

- Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the **arrow** on the far right to expand the section.
- Click on **Add New User**.
- Create a **username** and **password**, complete the contact information section, click **Create**.

USER NAME *

PASSWORD *

CONFIRM PASSWORD *

Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must contain at least: an uppercase letter, a lowercase letter, a number and special characters like @, %, +, \, /, *, #, \$, ^, ?, ~, .., .,), {, }, [,], ~, ~, ~.

CONTACT INFORMATION

FIRST NAME *

LAST NAME *

EMAIL *

CONFIRM EMAIL *

ADDRESS LINE 1

ADDRESS LINE 2

CITY

STATE/PROVINCE

Select One: ▾

POSTAL CODE

PHONE

FAX *

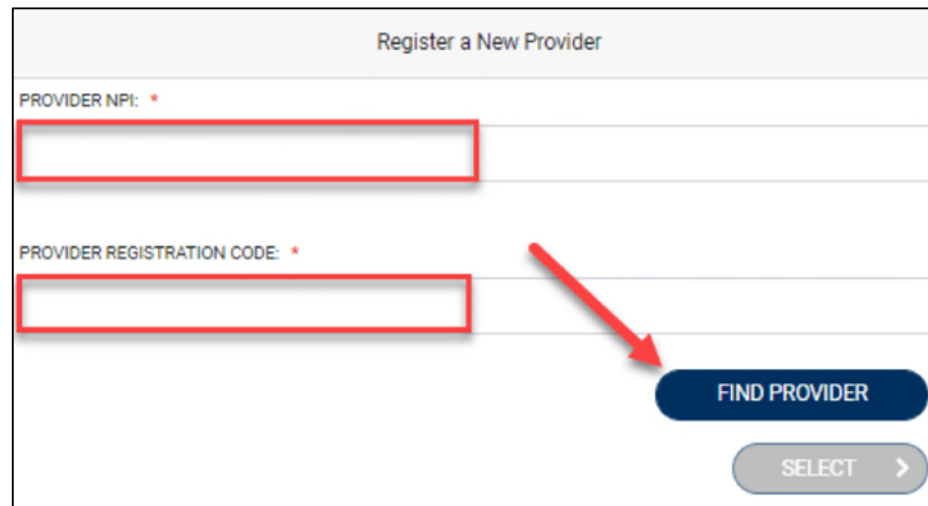
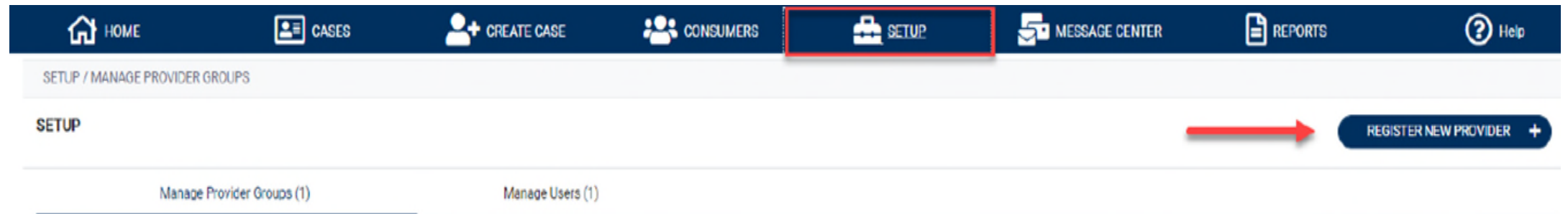
Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

CREATE

>

Registering Additional NPI Numbers

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**.



Registering Additional NPI Numbers Cont'd

The provider information will display. Check the box to confirm the provider, then click **SELECT**. Once additional NPIs are added to the Provider Group Admin account, you will see the groups listed under **Manage Provider Groups**.

Helpful Hint

- To add members to a specific group, expand that group section and follow the steps to Add a New User. Users can also be added to multiple groups.



Register a New Provider

PROVIDER NPI: *

999999990

PROVIDER REGISTRATION CODE: *

19823458267

☒

Centennial Provider - - 123 Temporary Road null - Centennial CO

FIND PROVIDER

SELECT >

HOME

CASES

CREATE CASE

CONSUMERS

SETUP

MESSAGE CENTER

REPORTS

Help

SETUP / MANAGE PROVIDER GROUPS

SETUP

REGISTER NEW PROVIDER +

Manage Provider Groups (2)

Manage Users (1)

Centennial Provider

NPI : 9999999990 / / 123 Temporary Road

Jane Smith MD

NPI : 9999999999 / / 123 Temporary Road

Managing Users

Helpful Hints

- Always use **Manage Providers Groups** Tab
- Any role with “**Admin**” in the name works the same


Need to Deactivate or Change a User Role?

- On the **Manage Provider Groups** tab, you may select a user and edit a user’s information or delete the user.
- You can also assign the user to different provider groups that you manage and change his/her role.
- 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**”.
- You can create as many other admins as needed to help you to manage larger numbers of users at your facility.




SETUP


Manage Provider Groups (1) Manage Users (2)


MATTHEW [REDACTED] NPI : [REDACTED] / Physicians / BOX 2010



NPI	PROVIDER TYPE	ADDRESS	
1033167416	Physicians	PO BOX 2010	

AVAILABLE USERS FROM YOUR GROUP

Select Any   

ASSOCIATED USERS  SELECT ROLE

Provider, ND  SELECT ROLE

Provider Staff Account  

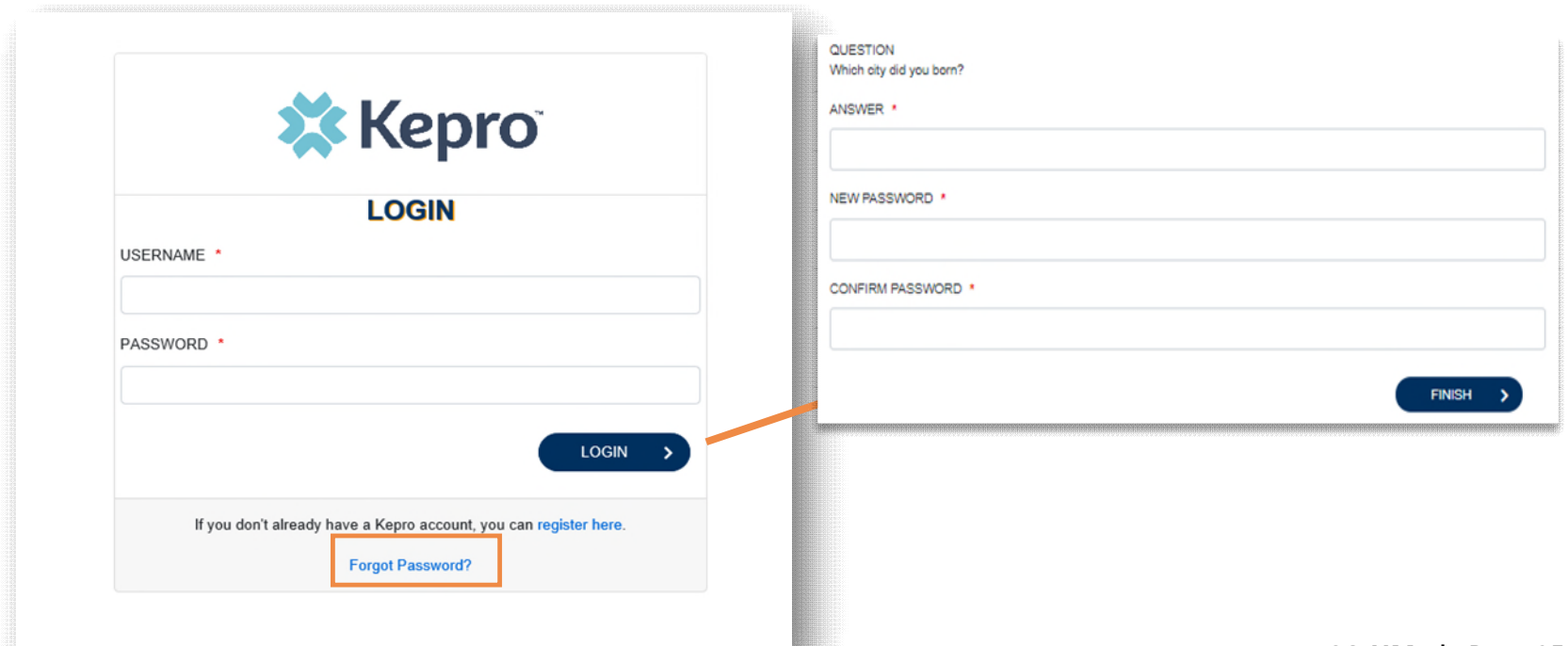
Staff User Login & Reset Password

Helpful Hints

- Passwords must contain:
 - One upper case letter
 - One lower case letter
 - One number
 - One special character.
- Your account will lock after three unsuccessful attempts.

What to Know?

- **The Colorado PAR Provider Portal is not yet available for Colorado providers to register.** It will not be available now to register and will be available no earlier than 4/1/21.
- An Administrator at your facility can provide you with a username and password.
- You may reset your password at any time by clicking the “**Forgot Password**” link.



The image displays two screenshots of the Kepro user interface. The left screenshot shows the login page with the Kepro logo, a 'LOGIN' heading, and input fields for 'USERNAME' and 'PASSWORD'. A 'LOGIN' button with a right arrow is at the bottom right. Below the button, a link for 'Forgot Password?' is highlighted with an orange box. A note at the bottom states: 'If you don't already have a Kepro account, you can [register here](#).' The right screenshot shows the password reset process, including a 'QUESTION' section with the prompt 'Which city did you born?', an 'ANSWER' field, a 'NEW PASSWORD' field, and a 'CONFIRM PASSWORD' field. A 'FINISH' button with a right arrow is at the bottom right. An orange line connects the 'Forgot Password?' link in the left screenshot to the password reset form in the right screenshot.

Additional Resources & Support

For escalated concerns
please contact:
hcpf_um@state.co.us

Contact Info



Call center will be available no
earlier than April 14th



COproviderissue@kepro.com



Coproviderregistration@kepro.com



COLORADO
Department of Health Care
Policy & Financing

