

System Administrator Overview FAQ¹

I am a medical biller for several different ST, PT and OTs. Can each of the providers add me as a user with the same email and phone number? Yes, providers will add their billers as users. The biller will have separate login credentials for each separate provider account. Typically, the medical billers do not directly register for Atrezzo accounts, the organizations will give them access/create user accounts.

Where can I find the recorded sessions of these trainings? Once the recordings are completed they will be posted to <https://www.colorado.gov/hcpf/par>.

Do you know when registration for Kepro's provider portal, ATREZZO will begin? Registration for the system is scheduled to open April 1, 2021. This will be **only** for account registrations and adding users to your account.

Do I need to add users if I am a sole proprietor? You only need to add users if you would like for someone else besides yourself to be able to submit requests for PARs, check status of requests, etc.

Can you have more than one group admin? You can have more than one group admin.

Is there a place that lists the permissions for each role? There will be user guides and manual that details user roles and Atrezzo functions. Those will be available in the near future. There will be announcements, bulletins, and emails to update you when materials are available.

Is there a cap on how many groups can be added? No there is not a cap on the number of groups that you can add. For example, if you have 18 facilities, you would start with registering one. Then, once you have access, you will go into setup and register the other facilities. In the setup tab, you will see all users you are creating across all of your facilities.

Is this tutorial for whoever will be setting up the accounts for the associates or does it include how to submit authorizations? This training is for whoever will be registering your NPI# or Medicaid ID#. There will be other trainings to show how to enter PARs. The schedule is located here:

¹ 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.



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<https://www.colorado.gov/pacific/hcpf/coloradopar-utilization-management-um-vendor-transition-eqhealth-kepto>

What if you don't have a FAX number to enter for registration? If you do not have a fax number you can enter all 9s.

Will each NPI request need a separate log in? You will have the ability to register one NPI number to establish your account. From there, you will be able register ALL additional NPI numbers into your existing account. This ensures you do not have separate login credentials for each account and/or NPI (unless your organization chooses to create separate accounts).

What if you have multiple providers, and NPI's? You will need to register the NPI#'s that need to display on your PAR as the servicing/rendering/Pay to Provider. You can choose to initially register your Group NPI then register all Individual NPI numbers under your group account.

Since it is set up as a GROUP NPI, is there an option to add different Fax numbers? We have a few different locations and fax numbers where we would like to manage individual office authorizations. All User accounts and/or Admin accounts should be created with the Fax number associated with that individual.

Will all of our existing NPIs in EQsuite be transferred to our new Kepto account? Current EQSuite account information will NOT be transferred to Kepto. ALL Providers are required to complete Registration and setup User accounts in Atrezzo after 4/1/21 for use beginning 5/1/21.

How many group administrators can we add? The first individual who registers/creates the account is automatically deemed as the group admin. The group admin will have the ability to create the additional Group Admins, Provider admins and user accounts as needed. You MUST have at least one group admin. The number of administrator accounts is up to the discretion of your organization. We highly recommend creating a minimum of two Provider Administrators and/or Group Administrators for backup purposes. There is not a maximum number of group admins, provider admins or provider users.

What if I am a sole provider? do we enter the clinic NPI and the individual practitioner NPI? You will need to register the NPI that needs to be listed on your PAR request as the servicing/rendering/Pay To provider.

Is there a way for a provider staff account that can participate with all groups or do they need to be linked to each one individually? Similarly, to the Provider Group Admin? The Group Administrator will have the ability assign/manage user access. Users have the ability to be associated with Multiple NPIs registered to your account and/or only one, as determined by the administrator.



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Should we be using Google Chrome, Firefox, or Safari for submitting PARs? The preferred browser for submitting PARs in Atrezzo is Google Chrome. Do NOT use Internet Explorer.

If we have a group NPI and Medicaid number, and a personal NPI and Medicaid number. Which do we use? Please register the Billing Provider(s) NPI.

Is the Provider Group Administrator internal within our company or a contact at Kepro? The administrators are within your company.

Can one user have access multiple groups? The Group administrator will have the ability to register multiple NPIs into the account. During user account creation, they will be able to associate the users to one or more of the NPI's registered to your group.

If we bill as a group, do we need to add individual providers? If all of PARs are billed to the Group NPI, you only need to register the Group NPI.

Our company has 7 clinics, each clinic has their own Medicaid ID number. When adding each employee will we use the Medicaid ID number for each separate clinic? You will need to Register All 7 of your NPI numbers into one account. When completing registration, you will be required to enter the NPI and associated Medicaid ID for each of your locations.

Does Kepro perform LTHH PARs for Adults? The adult long-term home health will continue with the Case Management Agencies at this time.

Will you process Pediatric Personal Care PARs? Yes, Kepro will be doing pediatric personal care PARs.

Will each provider have to go through the 2-step identification process? Yes. Each provider will need to do Multi-factor authentication. MFA is a required security feature.

Can we use email versus phone for receiving the code in the authentication? Yes. Email will be an option for MFA.

Will Kepro require a password change throughout the year much like many medical EMR systems? Yes, the system will require periodic password resets.