



# COLORADO UTILIZATION MANAGEMENT

IHRP 2.0 Introduction and Provider Portal Administrator Registration Training

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# Housekeeping

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

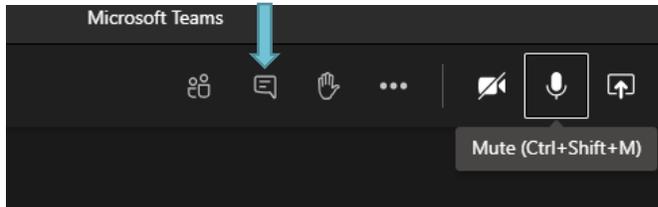
## **(Audio only)**

- 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.
- 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.

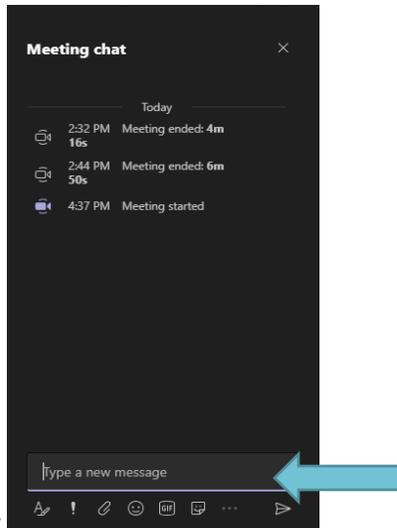
# House Keeping Items

## 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

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1. Introduction to Kepro
2. Scope of Services
3. Background of IHRP
4. Introduction to IHRP 2.0
5. Introduction to Kepro system-Atrezzo
6. Provider Portal Overview
7. Registration for New Facilities/Creating an account
8. Managing users/Logging In
9. Additional Resources and Support



# About Kepro

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In 2021, Kepro was awarded the Colorado Department of Health Care Policy and Financing (HCPF) contract with the state of Colorado for Utilization Management and Physician Administered Drug (PAD) UM review, including outpatient, inpatient, specialty, and EPSDT.

In addition, Kepro will administer or support in:

- Client Overutilization Program (COUP)
- Annual HCPCS code review
- Quality Program
- Reporting
- Review Criteria Selection
- Customer Service Line
- Appeals, Peer-to-Peer, and Reconsiderations
- Fraud & False Claims Reporting



# Scope of Services

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- Audiology
- Diagnostic Imaging
- Durable Medical Equipment
- Select genetic/Molecular Tests
- Medical Services including, but not limited to, select surgeries such as bariatric, solid organ transplants, gender affirming services, and elective surgeries
- **Inpatient Services**
- Out-of-State Inpatient Services
- Outpatient Physical and Occupational Therapy
- Outpatient Speech Therapy
- Pediatric Behavioral Therapy
- Private Duty Nursing (PDN)
- Physician Administered Drugs

# Background of IHRP

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[Senate Bill 18-266](#) requires Health First Colorado (Colorado's Medicaid program) to implement an evidence-based hospital review program to ensure appropriate utilization of hospital services. The hospital review program created by SB 18-266 is the Inpatient Hospital Review Program (IHRP). The Department of Health Care Policy and Financing (HCPF) suspended the Inpatient Hospital Review Program (IHRP) in April 2020 because of the impact of the Covid-19 pandemic on hospitals.

IHRP 1.0 required admission review Prior Authorization Requests (PARs) for all inpatient admissions excluding maternity related admissions and Long-Term Acute Rehab (LTAC) and required that any admissions determined to be an emergency were entered within 24 hours of the members stabilization, as determined by the hospital. It also required that all members in the hospital at day 4 have a concurrent review. Complex case reviews were required at the 4-day concurrent review for a subset that included NICU admissions, Sepsis, Respiratory Failure and Pneumonia.

# IHRP 2.0 Introduction

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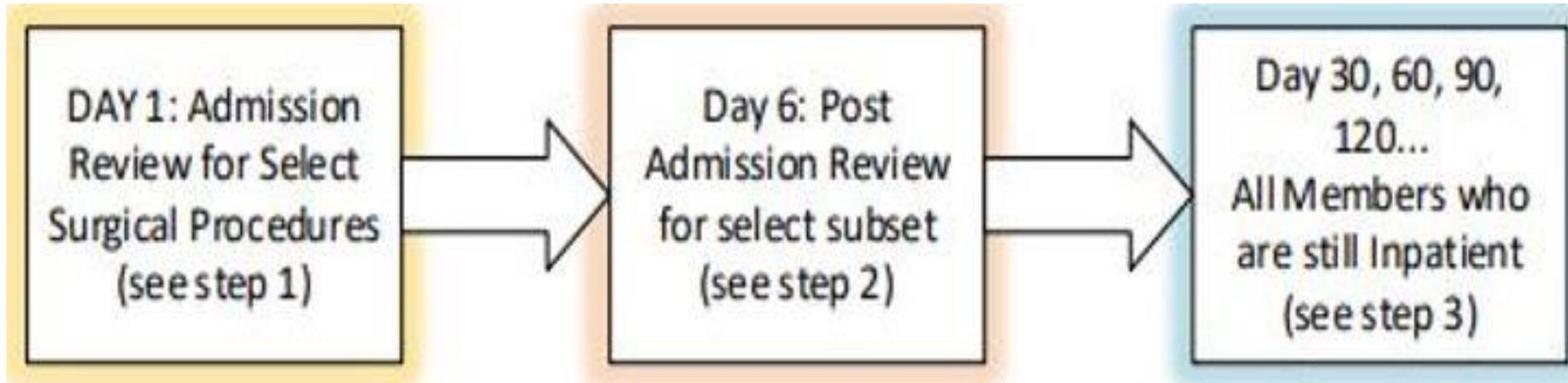
IHRP 2.0 is a redesigned, focused program whose primary goal is to help hospitals coordinate with the appropriate Regional Accountable Entity (RAE) for efficient and effective discharge planning and care coordination.

## Contents:

This program is a smaller, more focused, refined program and requirements

- **PAR Reviews** - required on small subset of admission (select bariatric surgeries, back surgeries, organ transplants, aesthetic surgeries, transgender surgeries). Specific codes will be posted and reviewed on subsequent trainings.
- **Post-Admission Review** - focus on care coordination, discharge and transition planning rather than approval or denial of stay.
  - Required on small subset at Day 6: neonatal stays, sepsis, cellulitis, pulmonary edema and respiratory failure, thoracic and abdominal vascular procedures.
  - Also required on all stays at Day 30 and every 30 days thereafter

# Intro to IHRP 2.0 PAR Requirements



Information regarding specific procedure codes will be included in subsequent trainings and available to the Providers

# Kepro System for IHRP 2.0

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Kepro has Extensive Experience with Inpatient Reviews

- ❖ Currently Kepro provides this service for 13 other states

Kepro's PAR portal, Atrezzo, is designed to be more user friendly and decrease provider burden

- ❖ Atrezzo allows for provider reports to track current cases
- ❖ Provides warnings when there is a possible duplicate PAR in the system
- ❖ Case Wizard guides providers entering cases to ensure all system details are entered correctly
- ❖ As an administrator roll, provider has access to see all related cases for the member submitted by that provider.
- ❖ Providers can communicate with the clinical reviewer directly through the "notes" section of a case.
- ❖ For post admission reviews, the Atrezzo systems questionnaire allows for improvements with care coordination between the providers and the Regional Accountable Entities (RAE)

# What is the Provider Portal?

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## Atrezzo Provider Portal Registration

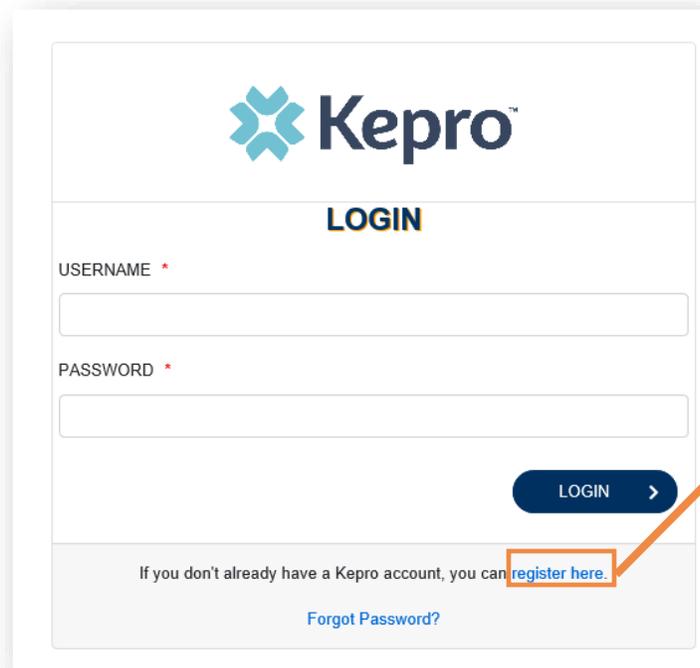
- Prior Authorizations are to be submitted via the online portal, unless an exception has been granted by the Department.
- To utilize the Atrezzo Provider Portal, each Provider Service Department must appoint **one person** to be the administrator, or owner, of their provider portal account. (For inpatient reviews, this would be the person who would want to view and access ALL inpatient reviews submitted by their department)
  - The account group administrator is typically a supervisor, as this user role holds the highest system permissions.
  - While multiple users can have an account for Atrezzo, there should be one identified person in the Department who is the "administrator" and this person's info should be kept current and accurate
- 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.

## Creating an Account

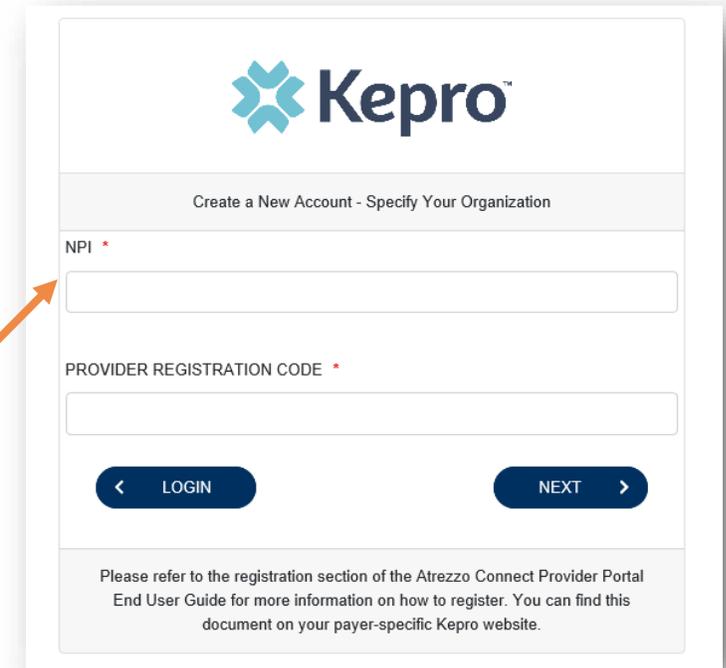
- **Provider portal:** <https://portal.kepro.com/>
- Click on the **register here** link under the LOGIN section.
- Enter your facility or clinic NPI and the Provider Medicaid ID as the registration code.

### 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 image shows the Kepro LOGIN page. At the top is the Kepro logo. Below it is the word "LOGIN" in bold. There are two input fields: "USERNAME" and "PASSWORD", both with red asterisks indicating they are required. Below the password field is a "LOGIN" button with a right-pointing arrow. At the bottom of the page, there is a link that says "If you don't already have a Kepro account, you can [register here.](#)" and a "Forgot Password?" link.



The image shows the Kepro "Create a New Account - Specify Your Organization" page. 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 they are required. Below the NPI field is a "LOGIN" button with a left-pointing arrow, and below the registration code field is a "NEXT" button with a right-pointing arrow. At the bottom, there is a footer note: "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

### 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**.

### 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.

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

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

Fax \*

\* - Required field

NEXT



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

## Adding New Users

### What to Know

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

### Helpful Hints

- Provide each user at your facility with their new username and password.
- Always use Manage Providers Groups Tab

HOME CASES CREATE CASE CONSUMERS **SETUP** MESSAGE CENTER REPORTS Help

REGISTER NEW PROVIDER +

Manage Provider Groups (1) Manage Users (2)

MATTHEW NPI : / Physicians / PO BOX 2010

NPI	PROVIDER TYPE	ADDRESS
	Physicians	PO BOX 2010

AVAILABLE USERS FROM YOUR GROUP

Select Any ADD

ADD NEW USER

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

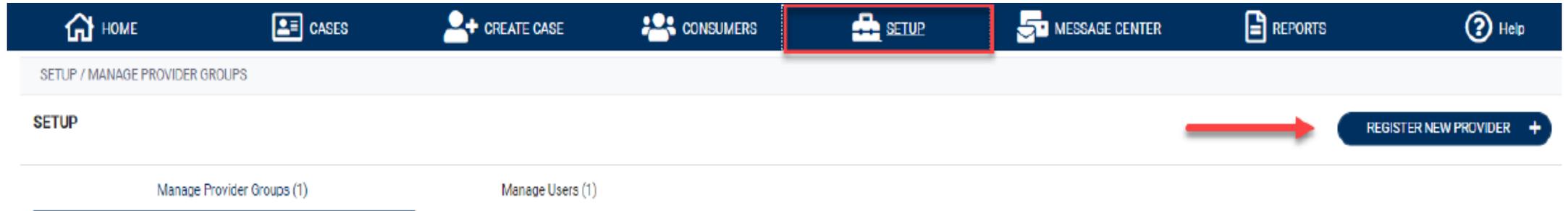
POSTAL CODE PHONE FAX \*

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**.



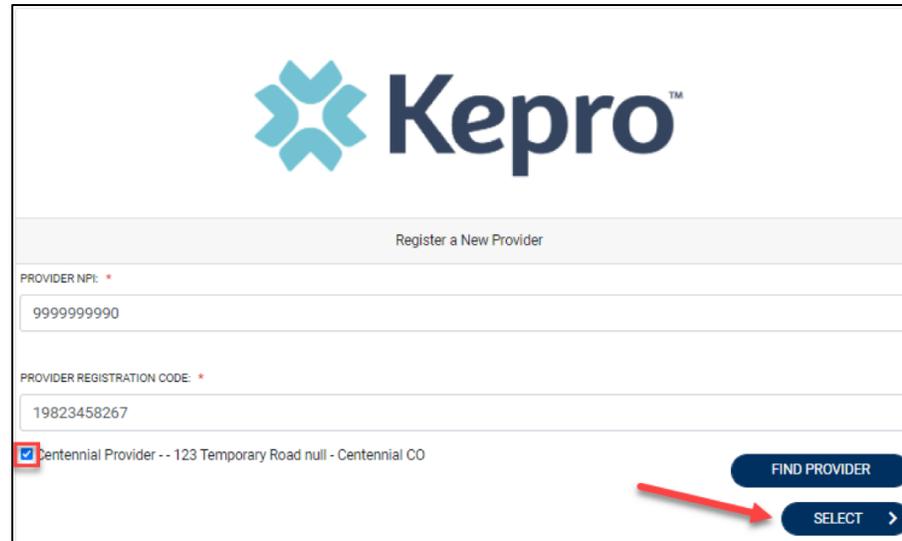
The screenshot shows the 'Register a New Provider' form. It has two input fields: 'PROVIDER NPI: \*' and 'PROVIDER REGISTRATION CODE: \*'. Both fields are highlighted with red boxes. Below the input fields is a 'FIND PROVIDER' button, which is pointed to by a red arrow. There is also a 'SELECT >' button below the 'FIND PROVIDER' button.

# Registering Additional NPI Numbers

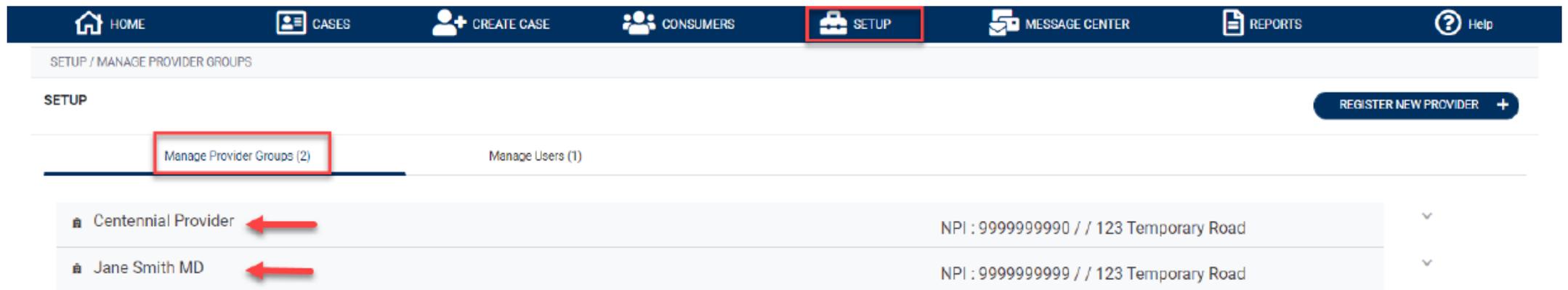
The provider information will display. Check the box to confirm the provider, then click **SELECT**. Once additional NPIs are added to the Provider Group Admin account, you will see the groups listed under **Manage Provider Groups**.

## 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.



The image shows a screenshot of the 'Register a New Provider' form in the Kepro system. The form includes the Kepro logo at the top, followed by the title 'Register a New Provider'. Below this, there are two input fields: 'PROVIDER NPI' with the value '9999999990' and 'PROVIDER REGISTRATION CODE' with the value '19823458267'. A checkbox is checked next to the text 'Centennial Provider -- 123 Temporary Road null - Centennial CO'. To the right of the form are two buttons: 'FIND PROVIDER' and 'SELECT'. A red arrow points from the 'SELECT' button towards the bottom right of the page.



The image shows a screenshot of the 'Setup / Manage Provider Groups' interface in the Kepro system. The top navigation bar includes icons for HOME, CASES, CREATE CASE, CONSUMERS, SETUP (highlighted with a red box), MESSAGE CENTER, REPORTS, and Help. Below the navigation bar, the page title is 'SETUP / MANAGE PROVIDER GROUPS'. The main content area shows a 'SETUP' section with a 'REGISTER NEW PROVIDER +' button. Underneath, there are two tabs: 'Manage Provider Groups (2)' (highlighted with a red box) and 'Manage Users (1)'. The 'Manage Provider Groups (2)' tab is active, displaying a list of provider groups. The list has two entries: 'Centennial Provider' and 'Jane Smith MD'. Both entries have a red arrow pointing to the left, indicating they are selected or highlighted. The details for each entry include the NPI number and the address '123 Temporary Road'.

Provider Group	NPI	Address
Centennial Provider	9999999990	123 Temporary Road
Jane Smith MD	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

The screenshot displays the 'Manage Provider Groups' tab in the Kepro system. At the top, there are two tabs: 'Manage Provider Groups (1)' (highlighted with a red box) and 'Manage Users (2)'. Below the tabs, a user profile for 'MATTHEW' is shown, including their NPI (1033167416), provider type (Physicians), and address (PO BOX 2010). A trash icon is visible next to the address. Below the user profile, there is a section for 'AVAILABLE USERS FROM YOUR GROUP' with a dropdown menu set to 'Select Any' and an 'ADD' button (highlighted with a red box). To the right is an 'ADD NEW USER' button. At the bottom, the 'ASSOCIATED USERS' section shows a table with one entry: 'Provider, ND' (highlighted with a red box). To the right of this entry is a 'SELECT ROLE' dropdown menu set to 'Provider Staff Account' (highlighted with a red box) and a trash icon (highlighted with a red box).

## Helpful Hints

- Passwords must contain:
  - One upper case letter
  - One lower case letter
  - One number
  - One special character.
  - Must be 14 Characters
- Your account will lock after three unsuccessful attempts.

## What to Know?

- 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.
- Admins have access to reactivate their users if their password expires
- An email will be sent to each user letting them know their PW is going to expire
- A link to contact information for Kepro has been added to log in screen, if you have trouble logging in.

The image shows two overlapping screenshots of the Kepro user interface. The left screenshot is the login page, featuring the Kepro logo, a 'LOGIN' heading, and input fields for 'USERNAME' and 'PASSWORD'. A 'LOGIN' button with a right-pointing arrow is at the bottom right. Below the fields, there is a link for 'Forgot Password?' and a link for 'register here.' An orange arrow points from the 'Forgot Password?' link to the right screenshot. The right screenshot is the password reset page, titled 'QUESTION' with the question 'In which city were you born?'. It has an 'ANSWER' field, a 'NEW PASSWORD' field, and a 'CONFIRM PASSWORD' field. A 'FINISH' button with a right-pointing arrow is at the bottom right.

The image shows the 'LOGIN OPTIONS' page of the Kepro system. At the top is the Kepro logo. Below it, the page is divided into two main sections: 'Kepro Employees' and 'Customer/Provider'. The 'Kepro Employees' section has a 'LOGIN' button and a 'Remember Me' checkbox. The 'Customer/Provider' section has 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with a 'Remember Me' checkbox. At the bottom, there are three links: 'register here.', 'click here to complete your registration.', and 'Click here.' A red arrow points to the 'Click here.' link.

# Resources for Providers

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24-hour/365 days provider Atrezzo portal can be accessed at [portal.kepro.com](https://portal.kepro.com)

Provider Communication and Support email:  
[coproviderissue@kepro.com](mailto:coproviderissue@kepro.com)

Provider Education and Outreach, along with System Training materials (including Video recordings and FAQ ) are located at [hcpf.colorado.gov/par](https://hcpf.colorado.gov/par)

Provider Manual is posted at [hcpf.colorado.gov/par](https://hcpf.colorado.gov/par)

Inpatient Hospital Review Program Information:  
<https://hcpf.colorado.gov/IHRP>

# Additional Resources & Support

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For escalated concerns  
please contact:  
[hcpf\\_um@state.co.us](mailto:hcpf_um@state.co.us)

## Contact Info



Kepro Call Center: 720-689-6340



[COproviderissue@kepro.com](mailto:COproviderissue@kepro.com)



[Coproviderregistration@kepro.com](mailto:Coproviderregistration@kepro.com)

