

Introductory Kepro Provider Portal Webinar FAQ's¹

REGISTERING FOR KEPRO'S Colorado Department of Health Care Policy & Financing PROVIDER PORTAL, ATREZZO

Key Terms: Please refer to the [Health First Colorado Provider Manual](#) for additional information on Provider types.

a) Billing Individual

This enrollment type is an individual who receives direct payment for services rendered and submits claims for his/her own services.

b) Order, Prescribing, Referring (OPR)

This enrollment type is for individuals who only order, prescribe or refer items or services covered by Health First Colorado (Colorado's Medicaid Program) for Health First Colorado Members. These physicians and other professionals are not enrolled as an Individual within a Group or a Billing Individual and will not submit claims for payment of services rendered.

c) National Provider Identifier (NPI)

The NPI is a Health Insurance Portability and Accountability Act (HIPAA) Administrative Simplification Standard. The NPI is a unique identification number for covered health care providers. The NPI is a 10-position, intelligence-free numeric identifier (10-digit number). Not all provider types require an NPI. For additional information on NPI, please visit the [National Plan & Provider Enumeration System \(NPPE\) website](#).

What about those companies in process of obtaining the Medicaid ID number? Can we start by registering?

Kepro's system requires at least one NPI or Colorado Medicaid ID in order to register. You will not be able to register if you are not appropriately enrolled with Health First Colorado.

Who will be the Administrator if you have multiple NPI's?

The first person who registers for Atrezzo will be the Provider Group Administrator. The Provider Group Administrator may designate additional provider administrators. Details will be shared during [System Overview 1.1 trainings](#) occurring March 16 through March 25th, 2021.

I have two separate clinics with different Tax ID numbers (TINs), Can I be the administrator for both and only have one login?

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.

Yes, you will have the ability to be the admin for multiple NPI#'s and/or locations. You have the ability to identify multiple groups and/or provider admins within your organization.

Does the group admin have to have an NPI?

No, they can use their Medicaid ID number if they do not have a NPI number.

I'm an independent contractor and do all my admin and billing myself. Do I add myself as group administrator on Kepro and then add myself as a provider to make a log in on the provider portal? The group administrator can do all functions that a provider user can do. You will not need to create a second user if you are the only user.

If there is a supervisor type person who will be submitting authorizations, but they don't have an individual provider number with Colorado Medicaid, can they use the same group provider number used for the system administrator?

The Admin can set up additional users under the same provider group.

When establishing a system administrator is that for the facility or department? Is the NPI for our facility or department? This is for an out-patient clinic in the hospital setting.

You will have the ability to identify Group and Provider Administrators and will need to register the NPI numbers that will be listed as the Rendering or Pay To provider.

When you say Medicaid numbers, it that the numbers for all of our therapists / providers?

You will need to register all NPI's that will need to reflect as Rendering or Pay To provider on your PAR requests.

Our medical group which has many different clinics and physicians all bill under one specific NPI #, does that mean we will just need one administrator for the whole medical group and not for the individual clinics?

You will have the ability to create Groups and Provider admins as your facility deems appropriate. If you determine you would like to establish Provider admin for each department, that function/feature is available. There will be single-sign-on and providers will be able to register all NPI numbers under one account. Please view or register for [Training 1.1](#) for additional information.

How can we get registration code, please share the process?

Kepro's system, Atrezzo, uses NPI and Medicaid ID for registration. There is no need to request a registration code. This process will be demonstrated during the [System Overview 1.1](#) occurring March 16th to 25th.

PROVIDER TRAINING

Can we register for all of the different training sessions or do we need to wait until it gets closer?

You can [register](#) for the System Administrator Overview 1.1, System Overview 2.1 and 2.2. Additional benefit-specific training will be announced by the Colorado Department of Health Care Policy and Financing (HCPF) via in the near future and posted to the vendor transition page.

I registered for all sessions. How can I make sure I am registered?

If you did not receive a confirmation email, please check your junk folder. If you cannot find the confirmation email within 15 minutes of registering, please re-register again and ensure you enter the correct email address into the registration form. If the problem persists, send email to coproviderregistration@kepro.com for training registration assistance.

For the webinars, may a provider select to join via current browser instead of team meetings?

Providers can join training sessions using a browser and do not have to install software. Chrome is the preferred browser. Please do not join using Internet Explorer.

Where do we sign up to be counted for live webinar attendance? Will we be given a certificate for attending recorded trainings as well?

At the end of each webinar, the link to the attendance form will be shared within the chat window of the webinar application. If for some reason an attendee is unable to find the link to the attendance form in the webinar chat window, you may contact coproviderregistration@kepro.com to let Kepro know you attended and could not access the form. Certificates will not be given for attending either live or recorded training.

Where can we download the PDF of the webinar slides? Will there be any user manuals on how to use a new system or will all training be in the next webinars?

Please access the provider training website for the Introduction slides. User manuals, How To guides, and recorded webinars will be posted on the provider training website at a later date.

What is the length of the additional trainings, so we can plan accordingly?

Trainings will last no more than one hour each.

Does everyone that wants to use this portal need to complete ALL training sessions before use? Or can we train our own employees after we are trained? If we cannot attend upcoming meetings when they are available, will we be able to access recorded trainings?

We highly recommend that all future users attend each live session. The materials and recordings will be made available on the vendor transition page at a later date.

Will the pediatric behavioral health training be for counseling? Will Kepro prior authorize ABA therapy?

Pediatric Behavioral Therapy (PBT) training will address the elements surrounding any PAR requests for PBT services that currently require authorization. ABA falls under PBT and Kepro will be responsible for prior authorizing PBT services. For a full list of what Kepro will be reviewing. Please refer to the [ColoradoPAR program website](#).

I am working inpatient UM. We need to understand the inpatient authorization process, should we attend any of the 1.1, 2. and 2.2 trainings? Will there be specific training for the inpatient authorization process?

You may attend these initial trainings but in the future, specific inpatient hospital review program (IHRP) training will be made available. Kepro will only be doing *select* inpatient (Out of State, Transplant, select surgeries) beginning 5/1/21. HCPF will provide ample notification to inpatient providers as to when an IHRP will resume as well as any modifications to the program and process.

Will we get an email that will allow us to register for future trainings?

HCPF and Kepro will continue to outreach providers by email as new training opportunities become available. They will also be posted to the vendor transition website.

VENDOR TRANSITION

What is the first date Kepro will start performing reviews? Do we continue to use eQSuite for now?

Kepro will begin accepting PARs for select outpatient services on May 1, 2021, for codes that require prior authorization on the Health First Colorado Fee Schedule that also fall within the following Benefit areas: Audiology, Durable Medical Equipment, Medical Procedures, Diagnostic Imaging, Molecular Testing, Pediatric Behavioral Therapy, Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) Exceptions, Outpatient Speech, Occupational, and Physical Therapy, Out of State Inpatient Hospital Requests, and Transplants. Please continue to use eQSuite to submit prior authorization requests through April 30, 2021; further direction will be communicated by the Department via email and posted to the vendor transition website.

Will this site be more user friendly than the current system?

While we cannot compare Kepro's PAR portal, Atrezzo, to any PAR portals used previously, the Department prioritized the functionality and useability of the UM Vendor's PAR portal when evaluating and selecting a UM Vendor. We are excited to announce that Kepro's Provider portal, called Atrezzo, will have the functionalities below:

- a) Clear confirmation you successfully uploaded documentation
- b) Review status updates through your email and in the Provider portal
- c) A messaging platform in the Provider portal

- d) A status box so you have a clear understanding of where you are in the Prior Authorization Request (PAR) process
- e) The ability to save a PAR that you started so you can come back to work on it later
- f) The ability to create a list of preferred codes that you use frequently

How "new" is Atrezzo?

Kepro's Atrezzo platform is a modern, online platform that has been utilized for medical necessity reviews since 2013. Since its introduction, Atrezzo has undergone multiple upgrades and the Colorado version has been configured specifically to meet the needs of the Colorado PAR program.

Will the existing PARs from the current system transfer over to Kepro?

Kepro will have access to PARs that have final determinations (approved, denied, partially denied) for the past 3 years, but these PARs will not be loaded into Atrezzo for access by Providers. If you have documentation in eQSuite that you need to have copies of in the future, including clinical documentation and determination letters, please sure you download all documentation needed prior to access to eQSuite being suspending on May 31, 2021.

If we already have access to the current system, will that be moved over to the new system?

You will need completely new access to Kepro's Atrezzo system in order to submit PARs as of 5/1/2021. Please ensure you are signed up for training 1.1 to learn about how to register for Kepro's Provider Portal or watch the recorded webinar when available on the vendor transition website. Provider registration will begin on 4/1/2021.

What percentage of current PAR personnel will be coming over to Kepro?

Kepro has collaborated with the Department to ensure that there is sufficient and appropriate staff, who are appropriately licensed and trained on Health First Colorado rules and policy, available to provide customer service, provider education, and perform clinical reviews. While there may be some overlap between the two Vendors in regards to personnel, all personnel working on the ColoradoPAR program under Kepro will receive training and guidance about the program moving forward to ensure consistency and quality.

We use Kepro for another state already, will the login, format, etc., be the same?

The Atrezzo Colorado UM Portal is unique to the ColoradoPAR program, so a new account will be needed

PAR PROCESS

Will the process of creating and submitting PARs change from what is done now? Will Kepro's system show referring provider info (i.e. Medicaid ID #, NPI #, etc.) like the current system does?

Yes, the case creation process will change; however, you will still use a web-based Provider Portal. To learn about the PAR submission process using Kepro's Provider Portal, Atrezzo, please sign up for trainings 2.1 and 2.2. Both referring and servicing (also known as rendering) provider information can be entered and viewed in the PAR in Atrezzo.

Will Kepro have set criteria it uses for UM review? e.g. Milliman, etc?

HCPF requires the UM Vendor to use nationally recognized medical necessity criteria such as Interqual or MCG, or state developed and approved criteria in certain instances. Kepro will be utilizing Interqual criteria for outpatient reviews, except in instances where there are state developed and approved criteria.

We don't have EMR, will we be able to fax in clinicals?

Kepro highly recommends that all PAR-related documentation be uploaded into each case using the Atrezzo Provider Portal; however, there will also be an option to submit clinicals via secure, HIPAA compliant fax to Kepro.

OTHER

Is this information relevant for submitting Children's Extensive Service (CES) applications or just fee for service PARs? Is this system taking over the current BRIDGE system for Home and Community Based Service (HCBS) Waivers?

These trainings are for providers who submit Prior Authorization Requests (PARs) for all outpatient Fee-For-Service Health First Colorado (Colorado's Medicaid Program) benefits that eQHealth Solutions, Inc. currently authorizes. This information on the Utilization Management (UM) vendor transition to Kepro does not pertain to:

- a) Providers who submit PARs through Single Entry Point (SEP) or Community Centered Board (CCB) Agencies
- b) Providers who submit reviews for waivers under Office of Community Living (OCL) waivers, including Over Cost Containment (OCC), Children's Extensive Services (CES), Preadmission Screening and Resident Review (PASRR), and Children's Home & Community-Based Services (CHCBS)

Please visit the [Long-Term Services and Supports Training web](#) page and scroll down to the section titled, "Telligen's Qualitrac Review and Provider Portal" for additional information on how to submit prior authorizations for these services.

Will Kepro process Long Term Home Health and Private Duty Nursing (PDN) PARs?

Kepro will be responsible for Pediatric Long Term Home Health and PDN PARs when the Department resumes the Prior Authorization requirement in the second half of 2021. More information, when available, will be posted to the vendor transition page and communicated by the Department via email.

Please note: Kepro will not be responsible for Adult Long Term Home Health at this time, that process will remain unchanged and will continue to be submitted to the member's Community Centered Board (CCB) and Single Entry Point (SEP).

What are EPSDT exceptions?

Kepro will continue to follow the same federal and state Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) regulations and requirements as the current vendor. An EPSDT exception, or special consideration, is for a member that is aged 20 or younger and, "Additional health care services that are covered under the federal Medicaid program and found to be medically necessary to treat, correct or ameliorate illness and conditions, are covered regardless of whether the service is covered in the state's Medicaid plan." Please refer to the Health First Colorado [EPSDT Exception fact sheet](#) and the [EPSDT billing manual](#).