Acentra

HEALTH

On behalf of

HEALTH FIRST COLORADO

Portal Registration and PAR Submission Training

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What is the Provider Portal?

Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

- Prior Authorization Requests (PARs) must be submitted via the provider portal, Atrezzo, at https://portal.kepro.com/
  - ➢ Each provider must appoint one person to be the administrator, or owner, of their provider portal account.
  - ➢ This person is typically a supervisor or leader as this user role holds the highest system permissions.

- The first person that registers the Provider NPI in the Atrezzo portal will automatically be deemed the group administrator for that NPI.
  - ➢ Provider locations only need to register one time
  - ➢ After initial registration, the group administrator will have the ability to create additional provider administrators and staff user accounts as well as register additional locations and NPI's.
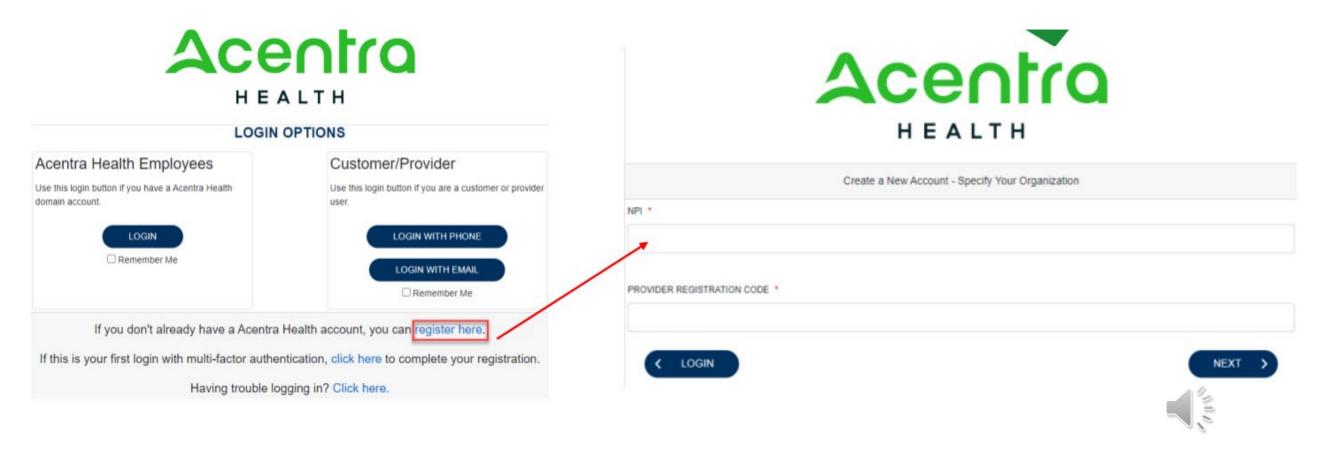
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Registering for Atrezzo

- Go to https://portal.kepro.com/
- Click the register here link on the Login page.
- Enter your facility NPI.
- Enter the Provider Registration Code (this is the Medicaid ID number associated with the NPI being registered.
- Click Next.

Creating an Account

- Complete your account information by creating a username.
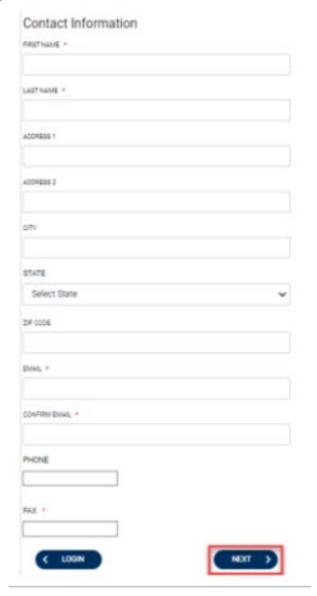- Consider a standard naming convention when creating usernames.

Complete Demographics

- Complete the account information by filling out the demographics.
- Fields that have an asterisk (*) are required.
- Review the Terms of Use.
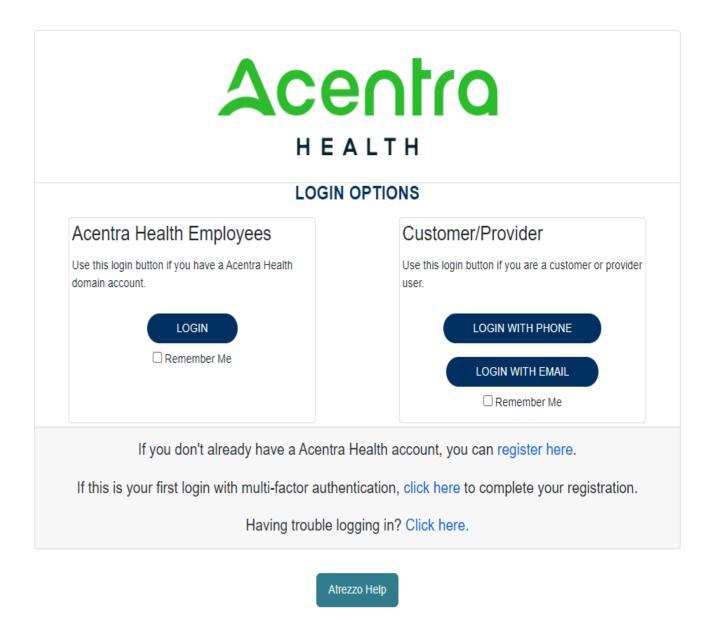- Click the Acknowledgement check box.
- Click Next

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Provider Login

- Customer/Provider users are any users who do not have an Acentra or Kepro account or Acentra.com or Kepro.com email address.

- These users should use the login button under the Customer/Provider heading to the right-hand side of the login page

- After entering the Atrezzo Provider portal URL https://portal.kepro.com/ the login page will display

Create Case

- Once logged in you will be taken to the Atrezzo home screen.

- This defaults to display "Request Saved But Not Submitted"

- From the home page, click Create Case.

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Create Case

- Some information on this page will auto populate.
- If Case Type does not prepopulate, select UM.
- You will not need to select anything under Case Contract (prepopulates).
- Select the appropriate Request Type, Inpatient or Outpatient.
- Then click Go To Consumer Information

Consumer Search

- Place the member's Medicaid ID in the Consumer ID box and select Search.
- If you do not have the member ID, you will need to enter the last name and date of birth.
- The Member's name will generate at the bottom.
- Click Choose to select the appropriate member.

Consumer Search

- Review previous submitted requests to ensure there are no duplicates.

- If no duplicates are found, click Create Case.

Creating Temporary Consumer

- Enter member's name and date of birth.

- Click Search

- If member does not have a Medicaid ID yet, results will show no records found. (Verify correct spelling and/or ID number were entered)

- Click Add Temporary Consumer.

Creating Temporary Consumer

- Complete all required fields with member's demographics.

- Click Create Temporary Consumer and then Create Case

Create Case

At this point, the case has been created; notice the additional steps for case completion now listed across the top.

Add Providers

- Review selected providers.
- Click Update to make changes to servicing providers if necessary.
- Search for new provider.
- Click Choose to add the updated servicing provider.

Add Attending Physician

- Click Add Attending Physician if applicable.
- Place the NPI in the NPI field to search.
- If you do not have the NPI, place the Last Name in the Name field to search.
- Search for Physician.
- Click Choose to add the attending physician.

Fax Number

- Fax number is required, enter it in the field if not auto populated.
- Click Go to Service Details.

Service Details

- Select appropriate options from each of the drop downs.
- Click Go to Diagnosis.

Enter Diagnosis

- Select appropriate Code Type
- Enter diagnosis code or description in search box.
- Select the proper code from the results returned.
- Repeat these steps to add all necessary diagnosis codes.
- To set primary diagnosis, you can drag and drop it to the top of the list.
- Click Go to Requests once all diagnosis codes are entered.

Request Type

- Select the Request Type from the dropdown.
- Click Go to Procedures.

Procedures

- Code Type will default but can be changed if needed.
- Select and enter the appropriate code.
- Enter modifier(s) if applicable.
- Complete all required fields.
- Repeat the above steps to add all necessary codes for which authorization is being requested.
- Click Go to Questionnaires.

Questionnaires

- For most cases, you will be prompted to complete at least one questionnaire.
- Click Jump to Submit if you do not need to provide any questionnaires, attachments or communications.
- All required questionnaires will be populated and must be completed prior to submission.
- Click Open to open the questionnaire in a new tab.
- Once questionnaires are completed or if no questionnaire is required, click Go to Attachments.

Complete Questionnaire

- Answer all questions.
- Click Mark as Complete to return to the case wizard.
- Repeat this process with all questionnaires.
- Then, click Go to Attachments.

Attachments/Documents

- Click Upload a Document in order to attach any needed clinical or other documentation.
- Select the appropriate Document Type.
- Add the document by dragging and dropping or by clicking Browse.
- Click Upload

Add Communications

- To add additional information, click Add a Note.
- If additional information is not needed, you can click Go to Submit.

Add Note

- Enter your note in the provided text box and click Add Note to save it.
- Click Go to Submit

Review Case

- The review page will now display a card of all information entered.
- If needed, click Update on the appropriate card to edit a specific section.
- Once your review is complete, click Submit.

Disclaimer

Read the disclaimer that pops up and click Agree.

Case ID

- The system will submit the case and the submitted case will display.
- Make note of the Case ID which is specific to this request and can be used for tracking status later.

Submitting Additional Information

- Once a case is submitted you are still able to submit additional information, request a revision, a reconsideration, or a peer-to-peer review.
- To do so, click actions and select the appropriate option.

Selecting Request

Select the appropriate request (usually R01) and click next.

Adding Additional Clinical Information

- Add a clinical note to the reviewer if needed.
- Select the Document Type.
- Upload clinical documentation if applicable.
- Select Submit.

Reconsideration

- Add a clinical note to the reviewer if needed.
- Select the Document Type.
- Upload clinical documentation if applicable.
- Select Submit.

Authorization Revision

- Add a clinical note specifying what revisions are needed.
- Select the Document Type if applicable.
- Upload clinical documentation if applicable.
- Select Submit.
- Acentra Health cannot make revisions on a PAR if the PAR has expired.
- If a PAR has been billed on, Acentra Health cannot change an NPI number, change modifiers or remove already billed upon items and/or units.

Peer-to-Peer Review

- Place a note specifying the ordering providers name, phone number, and three separate dates and times of availability.
- Select Document Type if applicable.
- Upload clinical documentation if applicable.
- Select Submit.

Request Peer To Peer Review

Case 242130030	ANG Test (F)	CO UM
Request 01	12/15/1960	Outpatient

Note

Dr. Doe is requesting a peer-to-peer review. She is available on 8/1 between 12pm and 1pm, 8/2 between 8am and 9am and 8/3 between 3pm and 4pm. Please call 999-999-9999 for the peer to peer.

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

Document Type

Select One ▼

Drag And Drop Or Browse Your Files.

CANCEL   Submit

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Viewing Additional Info

- Once additional information has been submitted the case status will not change.
- You can verify the items were added by viewing the documents or notes section.

DOCUMENTS

REQUEST	FILE NAME	DOCUMENT TYPE	UPLOADED ON
R01	ORDER for training p....docx	Physician Order	7/31/2024 2:33:17 PM

NOTES

REQUEST	DATE/TIME	NOTE TYPE
R01	07/31/2024 03:22:24 PM	PeerReviewNotes
NOTE:	Dr. Doe is requesting a peer-to-peer review. She is available on 8/1 between 12pm and 1pm, 8/2 between 8am and 9am and 8/3 between 3pm and 4pm. Please call 999-999-9999 for the peer to peer.	

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Acentra Health Services for Providers - Recap

- 24-hour/365 days provider **Atrezzo Portal** may be accessed at: https://portal.kepro.com

- System Training materials (including Video recordings and FAQs) and the **Provider Manual** are located at: https://hcpf.colorado.gov/par

- Provider Communication and Support email: coproviderissue@acentra.com

![Acentra Health logo]

Thank you for your time and participation!

- **For Escalated Concerns please contact:** hcpf_um@state.co.us

- **Acentra Health Customer Service:** (720) 689-6340

- **PAR Related Questions:** coproviderissue@acentra.com

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