



On behalf of

HEALTH FIRST COLORADO

Portal Registration and PAR Submission Training



COLORADO
Department of Health Care
Policy & Financing



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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.



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.

Acentra
H E A L T H

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.

LOGIN

Remember Me

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

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

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

Acentra
H E A L T H

Create a New Account - Specify Your Organization

NPI *

PROVIDER REGISTRATION CODE *

LOGIN

NEXT >



Creating an Account

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



Create a New Account - Enter User Information

Organizational Information

Account Information

USERNAME *



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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

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State ▼

ZIP CODE

EMAIL *

CONFIRM EMAIL *

PHONE

FAX *

[← LOGIN](#) [NEXT →](#)

Terms of Use Agreement

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

HEPRO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between Hepro, Inc. ("Hepro", "it" or "its"), the group/practice entity that has been provided an ID (as defined in Section 2 below) using the 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 Hepro Portal, including without limitation, all software, insurance rules, graphics, logos, text, documentation, user guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), attachments, log files, updates, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.

2. Authorized Personnel. The Portal is intended for access only by providers and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard Users") and (b) Standard Users who have been assigned certain administrative duties ("Administrative User(s)" "Standard Users" and "Administrative Users" shall be collectively "Users"). If You are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

of any subsequent breach of the same or any other provision. The titles of the articles hereof are for convenience only and do not in any way limit or amplify the terms and conditions of this Agreement. All sections necessary to interpret the rights and duties of the parties shall survive termination of this Agreement. This Agreement shall be interpreted and governed according to the laws of the Commonwealth of Pennsylvania, USA, regardless of any conflict of laws, provisions, and any claim or action shall be subject to arbitration pursuant to the rules and regulations of the American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

Hepro, Inc. 111 East Park Drive Harrisburg, Pa. 17111 Toll Free: 800.222.0111 Phone: 717.564.8288 Fax: 717.564.2622 www.hepro.com

I have read and agree to these terms of use

[CONTINUE](#)



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

Acentra
HEALTH

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.

LOGIN
 Remember Me

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

LOGIN WITH PHONE

LOGIN WITH EMAIL
 Remember Me

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

Atrezzo Help



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.



CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM-OUTPATIENT	TEMP001982023062100000	Ella Clark	07/17/2017	6/13/2024 2:38:22 PM
CO UM	UM-OUTPATIENT	TEMP001982024081200000	ella clark	07/17/2017	6/12/2024 1:53:14 PM



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

The screenshot shows the Acentra Health interface for creating a new case. The navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The current context is 'CO Demo Provider, Colorado'. The form is titled 'New UM Case' and shows 'CO Demo Provider' as the 'Requesting Provider' and 'CO UM' as the 'Case Contract'. The 'Request Type' is set to 'Outpatient'. A 'Go To Consumer Information' button is highlighted with a blue arrow pointing to it from the 'Request Type' field.



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.

Requesting Provider: Outpatient

Step 1 Case Parameters | Step 2 Consumer Information

Consumer Information Search Consumer Results

CONSUMER ID: temp001982023062100000 | LAST NAME: | FIRST NAME (MIN 1ST LETTER): | DATE OF BIRTH: MM/DD/YYYY

*Combination of DOB and Last Name or Consumer ID


Cancel Search

Name	DOB	Address	Consumer ID	Contract	Case Count	Actions
Ella Clark	07/17/2017	9099 99th Ave Boulder, CO	TEMP001982023062100000	Colorado	2	Choose

Showing 10 of 1 | Previous Page 1 of 1 Next

Not finding what you're looking for? Add temporary consumer

Back



Consumer Search

- Review previous submitted requests to ensure there are no duplicates.
- If no duplicates are found, click Create Case.

The screenshot shows the Acentra Health web application interface. The navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The search bar is located in the top right corner. The main content area displays a 'New UM Case' form with fields for 'CO Demo Provider', 'CO UM', and 'Ella Clark (F)' with a date of '07/17/2017'. Below the form, there are two tabs: 'Case Parameters' and 'Consumer Information'. The 'Consumer Information' tab is active, showing a table of submitted requests. The table has columns for Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Actions. Two requests are listed: one submitted on 6/21/2023 and one un-submitted. At the bottom of the page, there is a message: 'Once you click **Create Case**, your changes will be saved and the case will be created but not submitted.' Below this message are 'Cancel' and 'Create Case' buttons. The 'Create Case' button is highlighted with a red box.

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 231720053									
Request 01	Submitted	6/21/2023	Outpatient	N/A	DME: Oral / Enteral / Parenteral	5/1/2023 - 4/29/2024	Approved: 1 View Procedures	No letters available	Actions
- Case: Pending Case ID									
Request 01	Un-Submitted		Outpatient	N/A	DME: Oral / Enteral / Parenteral		View Procedures	No letters available	No actions available



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.

Step 1 Case Parameters Step 2 Consumer Information

Consumer Information/ Search Consumer/ Results

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

Clark Ryan 04/12/1996

*Combination of DOB and Last Name or Consumer ID

Cancel Search

Name	DOB	Address	Consumer ID	Contract	Case Count	Actions
No records found.						

Showing 10 of 0

Previous Page 1 of 1 Next

Unable to find the consumer you are looking for?
Please refine search to continue.

Not finding what you're looking for? [Add temporary consumer](#)

Back



Creating Temporary Consumer

- Complete all required fields with member's demographics.
- Click Create Temporary Consumer and then Create Case

Step 1 Case Parameters Step 2 Consumer Information

CONSUMER DETAILS

PREFIX: Select One FIRST NAME *: Ryan MIDDLE NAME: LAST NAME *: Clark SUFFIX: Select One

GENDER *: Male Female

DATE OF BIRTH *: 04/12/1996 LANGUAGE: Select One

CONTACT INFORMATION

Use Facility Address

ADDRESS LINE 1 *: 999 99th Ave ADDRESS LINE 2: CITY *: Boulder COUNTRY *: Canada United States

STATE/PROVINCE *: Colorado COUNTY *: Boulder POSTAL CODE *: 99999

PHONE NUMBER: EMAIL:

Cancel **Create Temporary Consumer**

Step 1 Case Parameters Step 2 Consumer Information

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
Showing 10 of 0									

Previous Page 1 of 1 Next

Once you click **Create Case**, your changes will be saved and the case will be created but not submitted.

Cancel **Create Case**



Create Case

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

Additional Providers/ Provider/Facility

Add Attending Physician

Selected Providers

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111	<input type="text" value="(000) 000-0000"/>	
Servicing	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111		Update Remove

Providers in receipt of faxed determination letters. Official communication of service authorization will be sent to the fax number entered above.

Add a Note

Cancel

Go to Service Details



<https://hcpf.colorado.gov/par>



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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.

Selected Providers										
Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action	
Requesting	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111	(999) 999-9999		
Servicing	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111		Update	Remove

Providers in receipt of faxed determination letters. Official communication of service authorization will be sent to the fax number entered above.

PROVIDER TYPE *
 Facility Provider

FIRST NAME LAST NAME NPI MEDICAID ID

COUNTRY
 Canada United States

STATE/PROVINCE

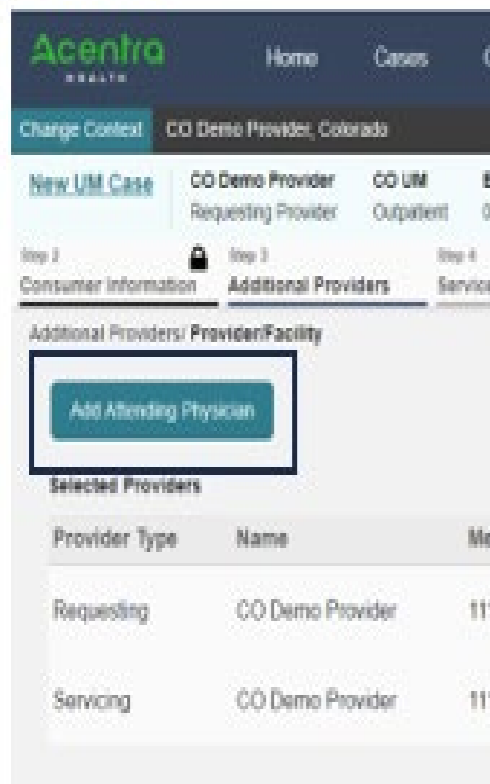
Preferred Providers

Name	Type	Specialty	NPI	Medicaid ID	Address	Country	County	Action
Donald Duck	PCP		999999999	999999999	234 Disney , Omaha, NE US 68007	US		Choose

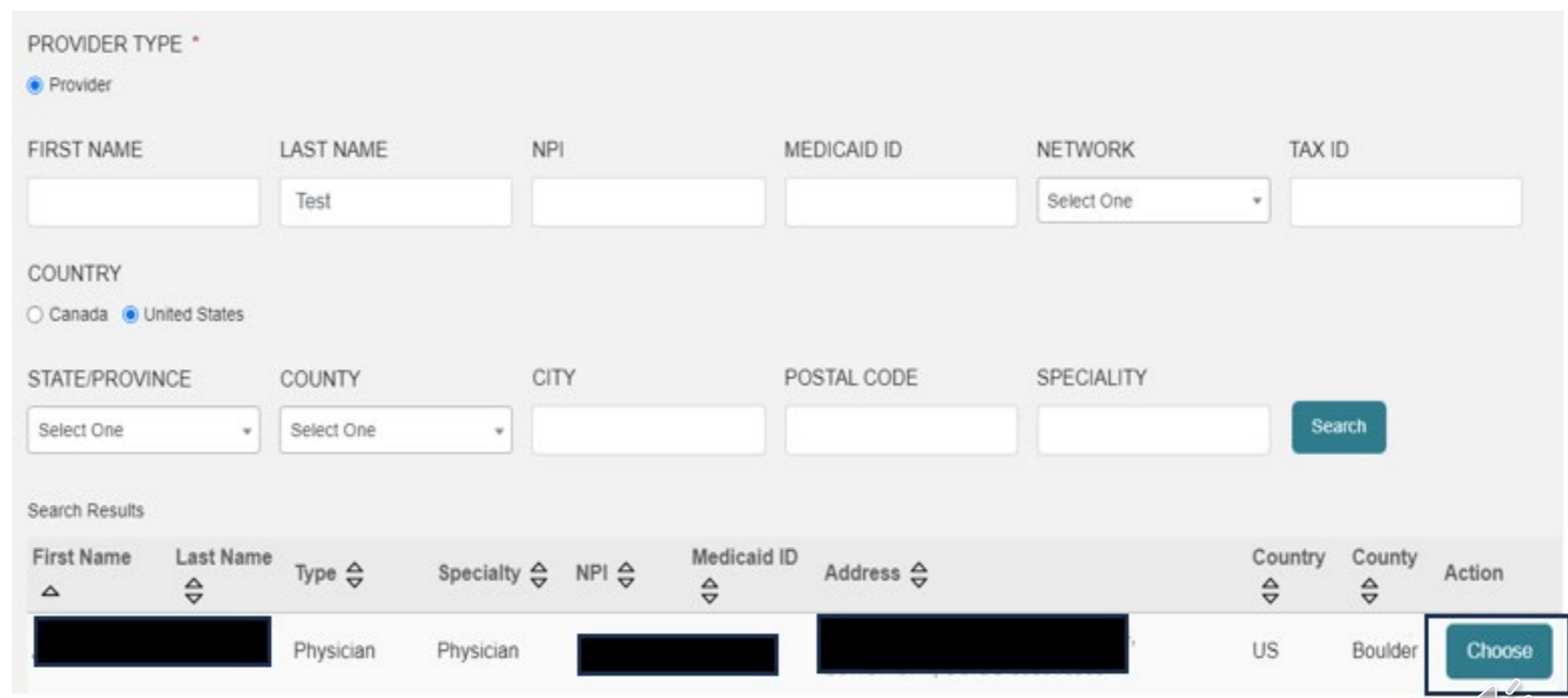


Add Attending Physician

- 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.



The screenshot shows the Acentra Health interface. At the top, there are navigation links for 'Home' and 'Cases'. Below that, there's a 'Change Context' section with 'CO Demo Provider, Colorado' selected. A 'New UM Case' button is visible. The main area shows 'Additional Providers: Provider/Facility' with a table of 'Selected Providers'. A button labeled 'Add Attending Physician' is highlighted with a red box.



The screenshot shows the provider search form. It includes fields for 'FIRST NAME', 'LAST NAME' (containing 'Test'), 'NPI', 'MEDICAID ID', 'NETWORK' (a dropdown menu with 'Select One'), and 'TAX ID'. There are also fields for 'STATE/PROVINCE', 'COUNTY', 'CITY', and 'POSTAL CODE', each with a dropdown menu. A 'SPECIALITY' field and a 'Search' button are also present. Below the form, there's a 'Search Results' section with a table of results. The first result is highlighted with a red box, showing a 'Physician' with a 'Choose' button next to it.



Fax Number

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

The screenshot shows the Acentra Health interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this is a breadcrumb trail: Home > Cases > Create Case > Consumers > Setup > Message Center > Reports > Preferences. The main content area is titled 'Additional Providers/ Provider/Facility'. It features a table with columns for Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. The 'Fax' column for the 'Requesting' provider is highlighted with a blue box and contains the value '(999) 999-9999'. The 'Go to Service Details' button at the bottom right is also highlighted with a blue box.

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111	(999) 999-9999	
Servicing	CO Demo Provider	1111111111		1111111111	Address 1 , City, CO US 12345		(111) 111-1111		Update Remove



Service Details

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

The screenshot shows the Acentra Health web application interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this is a search bar and a user profile icon. The main content area displays a multi-step process for creating a case. The current step is 'Service Details', which is highlighted in green. The previous step is 'Additional Providers' and the next is 'Diagnoses'. The 'Service Details' form includes a 'Place Of Service' dropdown menu and a 'Service Type' dropdown menu. The 'Service Type' dropdown menu is open, showing a list of service codes and descriptions. The 'Go to Diagnoses' button is highlighted with a black box.



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.

The screenshot shows the Acentra Health web application interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below the navigation bar, there is a search bar and a user profile icon. The main content area is titled 'Change Control' and shows 'CO Demo Provider, Colorado'. There is a 'New UM Case' button and a progress indicator showing steps from 'Consumer Information' to 'Submit Case'. The current step is 'Diagnosis'. Below the progress indicator, there is a search box for diagnosis codes. The search results table is as follows:

Order Rank	Code	Description	Source	Created By	Deactivate
101	G81.10	SPASTIC HEMIPLEGIA AFFECT UNS SIDE	Manual	coprovider5	Remove

At the bottom right of the search results, there is a 'Go to Requests' button highlighted with a red box. There is also a 'Cancel' button and a 'Page 1 of 1' indicator.



Request Type

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

The screenshot displays the Acentra Health interface for a 'New UM Case'. The workflow progress bar shows steps 2 through 10, with 'Step 4: Requests' currently active. The 'Request Type' dropdown menu is open, listing several options: Concurrent, Expedited, NICU, Non-NICU, Prior Auth, and Rapid. The 'Rapid' option is highlighted in blue. To the right of the dropdown, there are input fields for 'FIPS Code', 'Notification Date' (set to 09/21/2024), and 'Notification Time' (set to 12:59 PM). At the bottom right of the form, there are 'Cancel' and 'Go to Procedures' buttons. The 'Go to Procedures' button is enclosed in a red rectangular box.



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.

The screenshot displays a multi-step process for requesting services. The active step is 'Service Details', where a search for 'CPT' has been performed. The selected service is 'K0001 Standard wheelchair'. The form includes fields for modifiers (NU, and four 'Select One' options), requested start and end dates (05/01/2024 to 04/30/2025), requested duration (365), requested quantity (1), and requested rate (\$). A 'Go to Questionnaires' button is highlighted at the bottom right.



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.

Acentra Health Home Cases Create Case Consumers Setup Message Center Reports Preferences Search by #

Change Context CO Demo Provider, Colorado

New UM Case CO Demo Provider CO UM Ella Clark (F) 07/17/2017
Requesting Provider Outpatient

Step 2 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires Step 8 Attachments Step 9 Communications Step 10 Submit Case

Questionnaires/ Take Questionnaires

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3766008	Checklist	* Rapid	Acentra Health	06/21/2024 01:01:03 PM			0	Open
R01	3766010	Checklist	* Wheelchair and CRT	Acentra Health	06/21/2024 01:01:05 PM			0	Open

Showing 10 of 2

View Notes (1)

Jump to Submit Cancel 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.

Case | ANQ_Test (F) | CO UM | TEMP001982021011200000 | Create Questionnaire / Physical Therapy
12/15/1900 (63 Yrs) | UM | Consumer ID

Physical Therapy

Physical Therapy

1. Has the member received PT services in the last 90 days? *

Yes No

2. Attestations *

Signed order attached

Documentation supporting medical necessity attached

[← RETURN TO CASE](#) Autosaved [MARK AS COMPLETE →](#)

Step 2 Consumer Information | Step 3 Additional Providers | Step 4 Service Details | Step 5 Diagnoses | Step 6 Requests | Step 7 Questionnaires | Step 8 Attachments | Step 9 Communications | Step 10 Submit Case

Questionnaires/ Take Questionnaires

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3766862	Checklist	* Physical Therapy	Acentra Health	07/31/2024 11:44:56 AM	Kristen Carlton	07/31/2024 11:47:37 AM	3	View

Showing 10 of 1

[Add a Note](#) [Jump to Submit](#) [Cancel](#) [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

The screenshot displays the Acentra Health portal interface. At the top, there is a navigation menu with options like Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, the user is logged in as 'Ella Clark (F)' on 07/17/2017. The main content area shows a 'New UM Case' wizard with a progress bar indicating steps from Consumer Information to Submit Case. The 'Attachments/Documents' step is currently active. A modal window titled 'Upload a document' is open, providing details on file size (10 MB), allowed file types (doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps), and a dropdown for 'Request' (R01) and 'Document Type' (Physician Order). A large blue box in the modal prompts the user to 'Drag And Drop Or Browse Your Files'. A disclaimer at the bottom of the modal states: 'All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload. Larger files will take longer to upload/download. Please be patient.' The modal has 'Cancel' and 'Upload' buttons. The background interface shows the 'Upload a document' button highlighted with a red box.



Add Communications

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

The screenshot shows a multi-step process bar at the top with the following steps: Step 2 Consumer Information, Step 3 Additional Providers, Step 4 Service Details, Step 5 Diagnoses, Step 6 Requests, Step 7 Questionnaires, Step 8 Attachments, Step 9 Communications (highlighted), and Step 10 Submit Case. Below the progress bar, the 'Communications/Notes' section contains the text 'No notes have been added yet.' and a button labeled 'Add a Note'. At the bottom right of the section, there are 'Cancel' and 'Go to Submit' buttons.



Add Note

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

Add a Note

Note Type *

External

Note *

Wheelchair needed for hospital discharge

Notes cannot be modified or deleted after being saved.

Add a Note

Wheelchair needed for hospital discharge

ExternalNotes • 06/21/2024 01:03:18 PM • 4 minutes ago • External



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.

The screenshot shows the 'Review Case' page in the Acentro Health system. The page is titled 'Submit Case: Review' and displays a progress bar with 10 steps, all of which are completed. Below the progress bar, there are six cards representing different sections of the case:

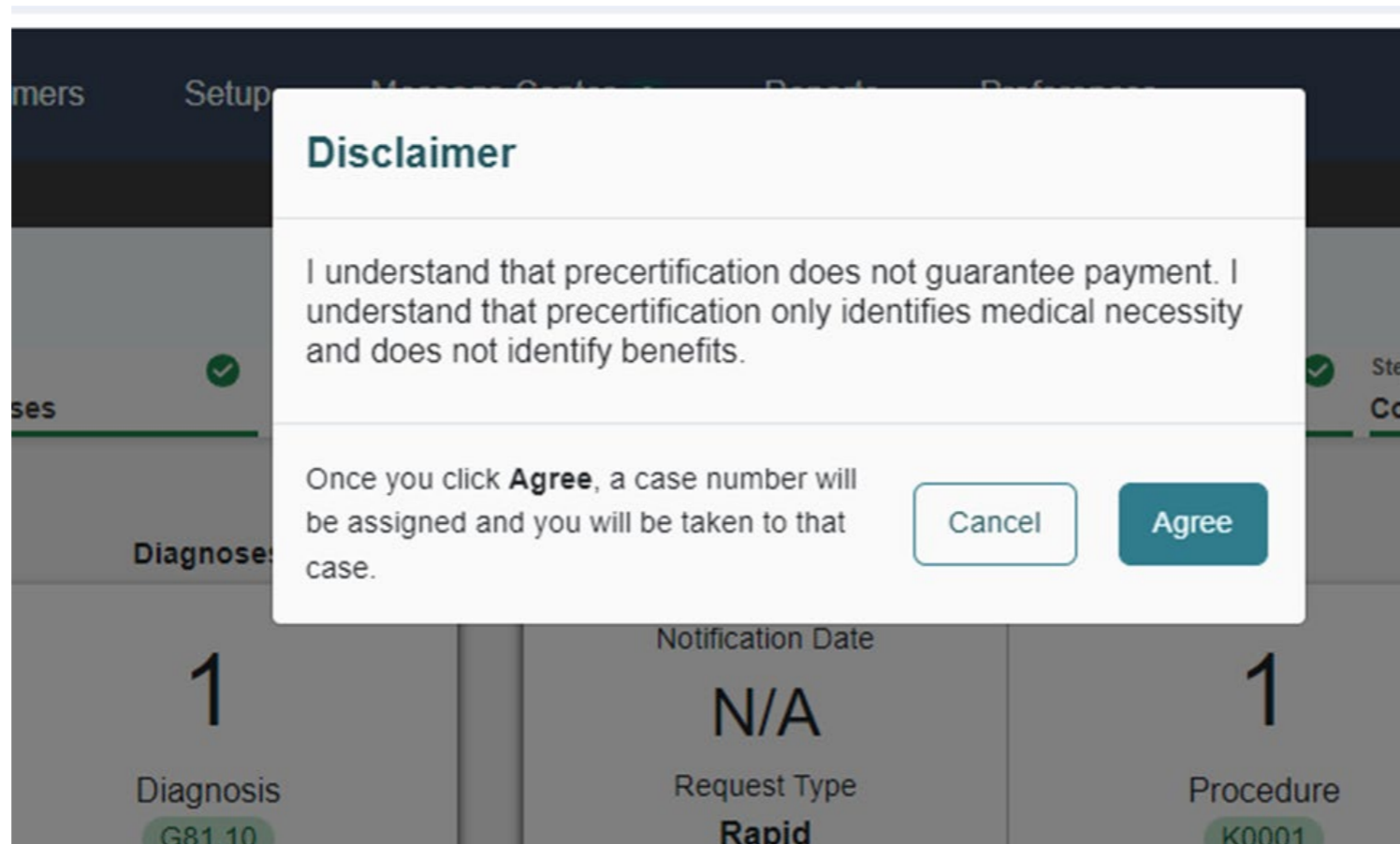
- Providers:** 1 card showing 'Requesting CO Demo Provider' and 'Serving CO Demo Provider' with an 'Update Providers' button.
- Service Details:** 1 card showing 'Service Type 130 - DME: Wheelchairs and Accessories' with an 'Update Service Details' button.
- Diagnoses:** 1 card showing '1 Diagnosis' with '08110' and an 'Update Diagnoses' button.
- Requests:** 1 card showing 'Notification Date N/A', 'Request Type Rapid', and '1 Procedure' with 'K0001' and an 'Update Procedures' button.
- Questionnaires:** 2 cards showing '2 Questionnaires' with a 'View Questionnaires' button.
- Attachments:** 1 card showing '1 Document' with an 'Update Documents' button.
- Communications:** 1 card showing '1 Note' with an 'Update Notes' button.

In the bottom right corner, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red box.



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.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
ELLA CLARK	F	07/17/2017 (6 Yrs)	TEMP001982023062100090	CO UM

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
241730014	Outpatient	CO UM	06/21/2024	

UM-OUTPATIENT

CASE SUMMARY ACTIONS + COPY EXTEND EXPAND ALL ▾

Consumer Details		Location: 9999 99th Ave Boulder Colorado.	▾
Provider/Facility		Requesting : CO Demo Provider/1111111111 Servicing : CO Demo Provider/1111111111	▾
Clinical		Service Type : 130 - DME: Wheelchairs and Accessories Request Type : Rapid	Notification Date : 06/21/2024 Notification Time : 01:09 PM ▾
Questionnaires		Complete: 2, Incomplete: 0	▾
Attachments	Document-1	Letters-0	▾
Communications		Most Recent Note date 06/21/2024	▾



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.

The screenshot displays a case management interface. At the top, a table lists consumer details: CONSUMER NAME (ANG TEST), GENDER (F), DATE OF BIRTH (12/15/1960 (53 Yrs)), MEMBER ID (TEMP001982021011200000), and CONTRACT (CO UM). Below this, a table shows case details: CASE ID (242130030), CATEGORY (Outpatient), CONTRACT (CO UM), and SUBMIT DATE (07/31/2024). The case status is marked as 'COMPLETED'. A 'CASE SUMMARY' button is visible. On the right, an 'ACTIONS' dropdown menu is open, listing options: 'Add Additional Clinical Information', 'Reconsideration', 'Request Authorization Revision', and 'Request Peer To Peer Review'. A blue arrow points to the 'ACTIONS' button.



Selecting Request

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

REQUEST *

Select One

Select One

R01

CANCEL

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.

Add Additional Clinical Information

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

Note

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



Reconsideration

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

Reconsideration

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

Note

Requesting reconsideration. Additional documentation submitted

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



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.

Request Authorization Revision

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

Note

Please change modifier from 96 to 97

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



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



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.	



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



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

