Module 1 – Atrezzo Provider Account Login and Multi-Factor Authentication Frequently Asked Questions (FAQ's)

Click on a topic below to navigate to the frequently asked questions pertaining to that topic. To get back to this page when you navigate to a topic, click on 'Back to Top' next to the topic headline. **General System Transition FAQ's** (Back to Top)

1. General System Transition
2. Training Modules & Materials
3. User Roles/Accounts
4. Multi-Factor Authentication (MFA)

General System Transition FAQ’s (Back to Top)

1. **When do we need to start using the new system?**
    a. The Atrezzo Next Generation (ANG) platform will be available to providers on Monday November 7, 2022.

2. **When will the legacy (current) system end?**
    a. The legacy system will run concurrently with the ANG portal through December 31, 2022. Effective January 1, 2023, all users will need to begin using the ANG portal.

3. **What is the new website?**
    a. The URL is https://portal.kepro.com/.

4. **Will we be able to access the site using Safari?**
    a. The new platform is compatible with Chrome and Edge, but Chrome is preferred.

5. **Will our whole agency have to move to the new system at the same time?**
    a. No. This will be up to each agency’s determination. You can transition all or some of your agency to the new system beginning November 7, 2022, through December 31, 2023.

6. **If only half my staff move over to the new portal on 11/7 and half stay on the current portal, will I need to run provider reports on both systems?**
    a. No. The reports are the same in both systems.

7. **Can we login to the new system before the official go live date to submit cases?**
    a. We do ask providers to wait for the 11/7 go live date to begin submitting cases to avoid any technical issues with case submissions.

8. **Is there a place to practice this before it goes live?**
    a. We do not have an external testing environment at this time.

9. **Will all the data from the legacy system be in the new system?**
    a. Yes, all existing information will be in the new system.

Training Modules & Material FAQ's (Back to Top)

1. **Can we get a paper copy of the steps?**
    a. Yes. We are currently working on posting short videos that breakdown the steps, along with quick reference guides, and FAQ's. These will be posted on our website at https://me.kepro.com/resources/training

2. **Do I need to do this training if I submit for substance use treatment admission?**
    a. Yes. The Substance Use Treatment Admission, Discharge, and Follow-up process will be required in the new system.

3. **Do clinical staff/case managers need to attend both modules?**
    a. Staff who will be managing your Kepro Atrezzo account in regard to user access, user roles, etc., should attend the Module 1 training. Staff who will not be managing users in Atrezzo and will only be submitting requests, do not need to attend Module 1 training but is recommended they attend a Module 2 training session.

4. **The link for Atrezzo's Specialty Processes is giving an error message that the page is not responding.**
    a. We are working to update all of our training material to reflect the new system. Our goal is to have all training videos posted to the website prior to go live.

5. **Where can I find the link to register for Module 2 training?**
    a. The link for both module 1 and module 2 trainings can be found on our website at https://me.kepro.com/providers/atrezzo/

6. **Which training module will show how to pull the daily reports in the new system?**
    a. Module 2 will cover the Atrezzo submission process. We will be posting short videos to our website that cover the various processes including access daily reports.

7. **The training links to register for a session are not working for me. Is there another way to register?**
    a. Yes. You can visit our website at https://me.kepro.com/providers/atrezzo/ to sign-up for a training or you can contact our Provider Relations Department at 866-521-0027 or ProviderRelationsME@kepro.com and we can register you for a session on your behalf.

User Roles/Accounts FAQ's (Back to Top)

1. **If we already have users on the current portal, will they already have a login within the new portal?**
    a. Yes. All existing accounts will be able to use the same username and passwords. Users must register for the multi-factor authentication at the bottom of the login page when they access the new portal for the first time.

2. **If I am a sole provider/user, do I still setup a provider group with me as the user?**
    a. No. If you are the sole provider and you do not have any other users that will submit under your NPI number, you do not need to setup a provider group.

3. **Will we need to register everyone to the new portal, or will they automatically be transferred over?**
    a. No, you will not need to register your users again. All existing users and user roles will be transferred over to the new portal.

4. **Will the same roles for the current employees be transferred to the new portal?**
    a. Yes. The same roles employees have now will be transferred over to the new portal.

5. **Which user role should I choose so the user can print their CANS report?**
    a. Reports are available to users who have been setup as Group Admin +Reports or Admin +Reports.

6. **If the agency is changing administrators, should that be done in the legacy portal now so it will transition over to the new portal?**
    a. You are able to update it in either system. The changes that you make in one system will transfer over to the other system.

7. **If you are an administrator and a clinician, will you need two different logins?**
    a. No, you will only need to have one login to access the system.

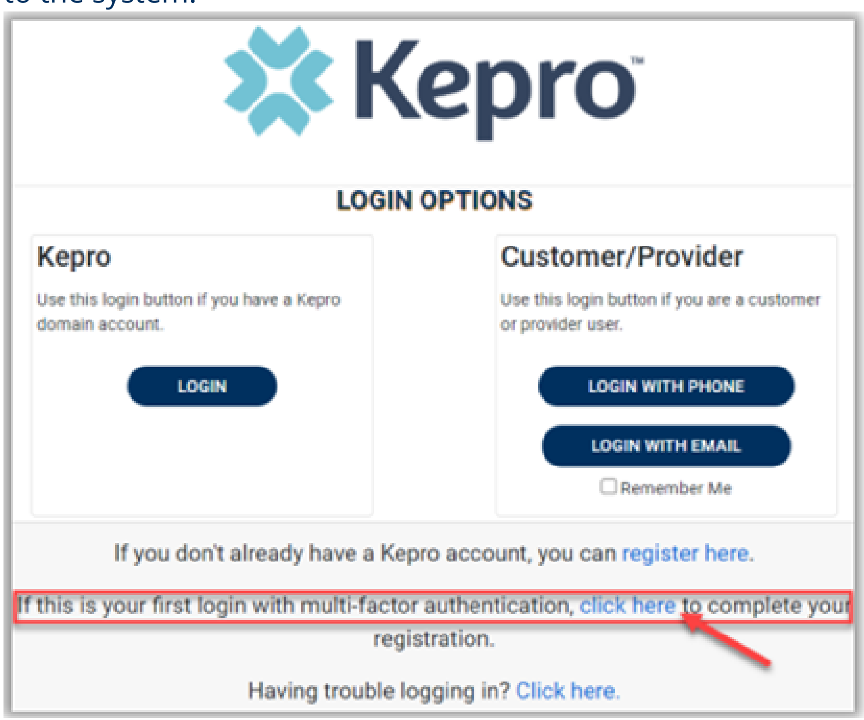
8. **Will new users created after 11/1 be functional on both platforms?**
    a. Yes. New users will be carried over in the new platform. The system is the same on the backend, so what happens in the legacy system will remain in the new system and vice versa.

9. **Is there a description of what all the user roles are and what they accessibility is in Atrezzo for setting up new users?**

a. **Provider Group Admin +Reports** can register NPI's, add users, delete users, change passwords, run reports, and submit/view requests
b. **Provider Group Admin** can register NPI's, add users, delete users, change passwords, and submit/view requests
c. **Provider Admin +Reports** can add users, delete users, change passwords, run reports, and submit/view requests
d. **Provider Admin** can add users, delete users, change passwords, and submit/view requests
e. **Provider Staff Account** can submit and view requests

Multi-Factor Authentication (MFA) FAQ's (Back to Top)

1. **I am trying to log into the new system and am getting an error message saying "We can't seem to find your account"**
   a. This is because you have not registered for the MFA yet. You will want to return to the main login page of Atrezzo and click on the link to register your account. Once you have completed the MFA process, you will be able to login to the system.



2. **Is the MFA process sonly for new users?**
   a. No. The MFA process must be completed for all users who are new to the system and those who are currently using the legacy system.
3. **Do we have to receive a code each time we log in to the system?**

a. Yes. To verify your account, you will need to enter in the code that is generated when you click send code. You can select the Remember Me function at the login screen and the system will remember you for 4 hours without having to enter in a new code.

4. **I've tried to register for my MFA and it's sending me back to the old Atrezzo?**
   a. If you go to the new site, the system will redirect you back to the legacy portal. The new system will be turned on November 1, 2022 to allow providers to register their MFA.