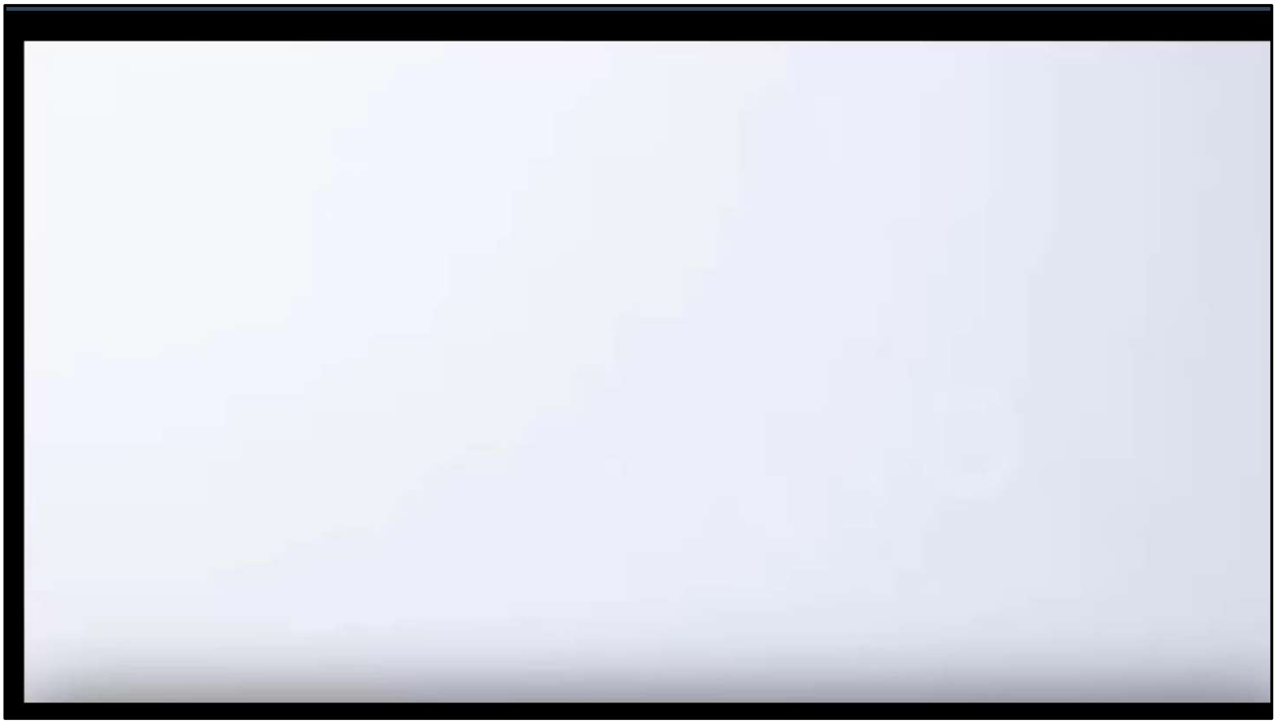
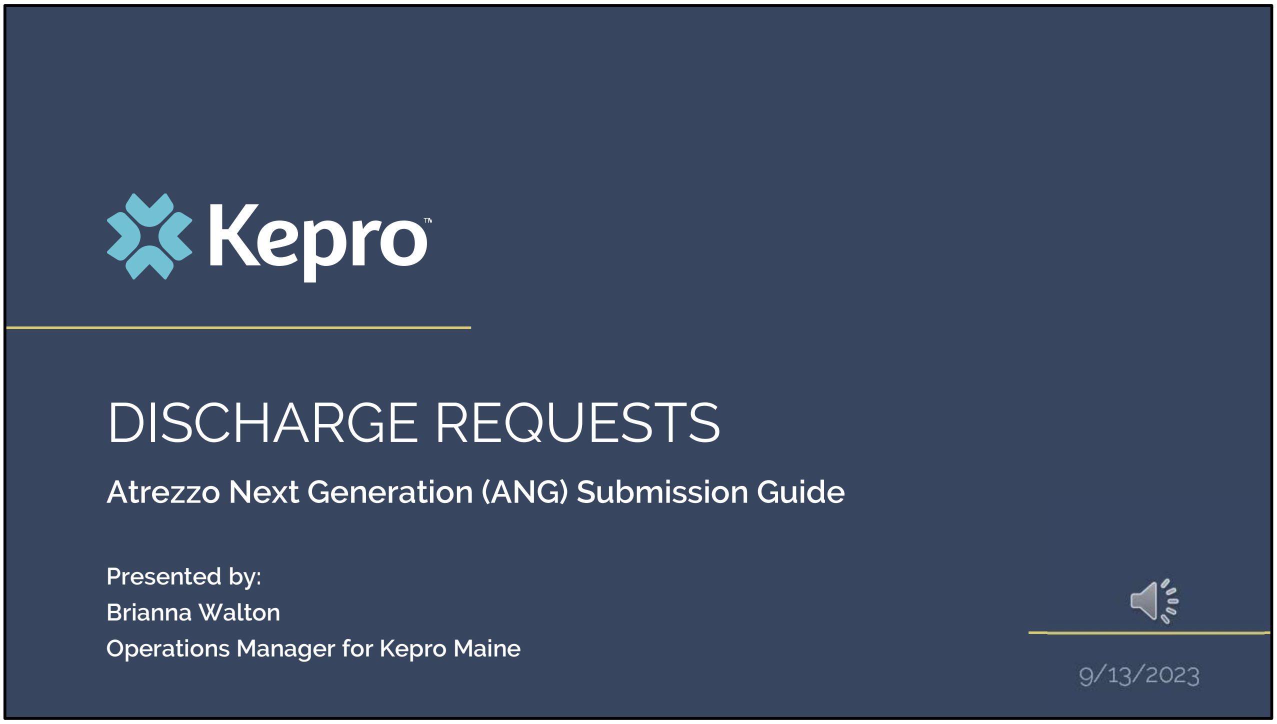
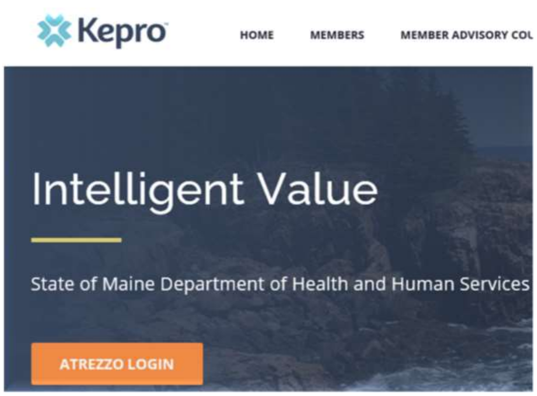




Hello and Welcome to the Kepro discharge training guide. This video has been created to provide general guidance for Providers on how to submit discharge requests in Atrezzo.

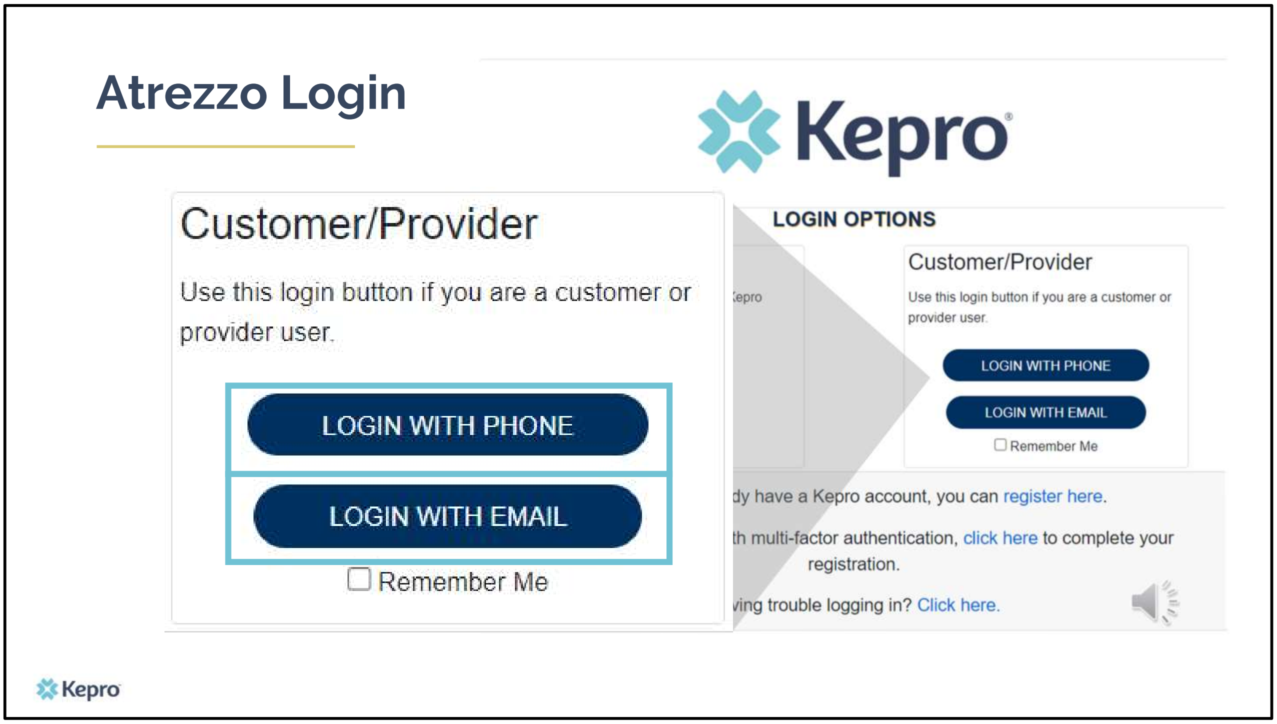
Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal

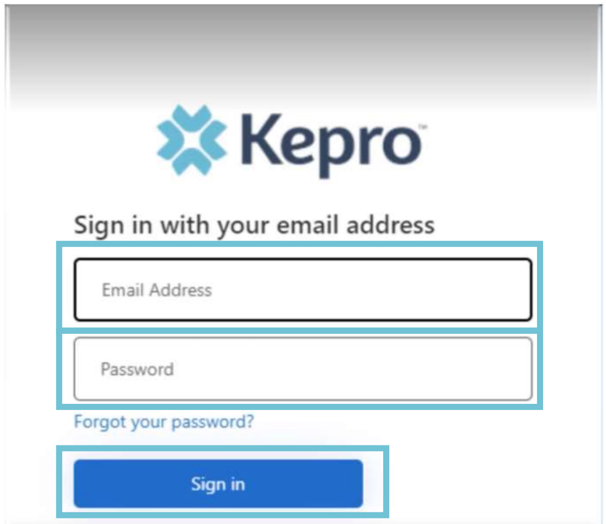
Kepro

To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button



When you arrive to the login screen, you will use the Customer/Provider login. Here you will choose Login with Phone or Login with email depending on how your registered for the mutli-factor authentication. Please note, if you chose to register with phone and you do not currently have your phone you can still login with email. If you click remember me, the system will remember your login for four hours. Please do not use the remember me feature on a shared device. In this demonstration, we will click Login with phone because that is how we registered our multi-factor authentication.

Atrezzo Login



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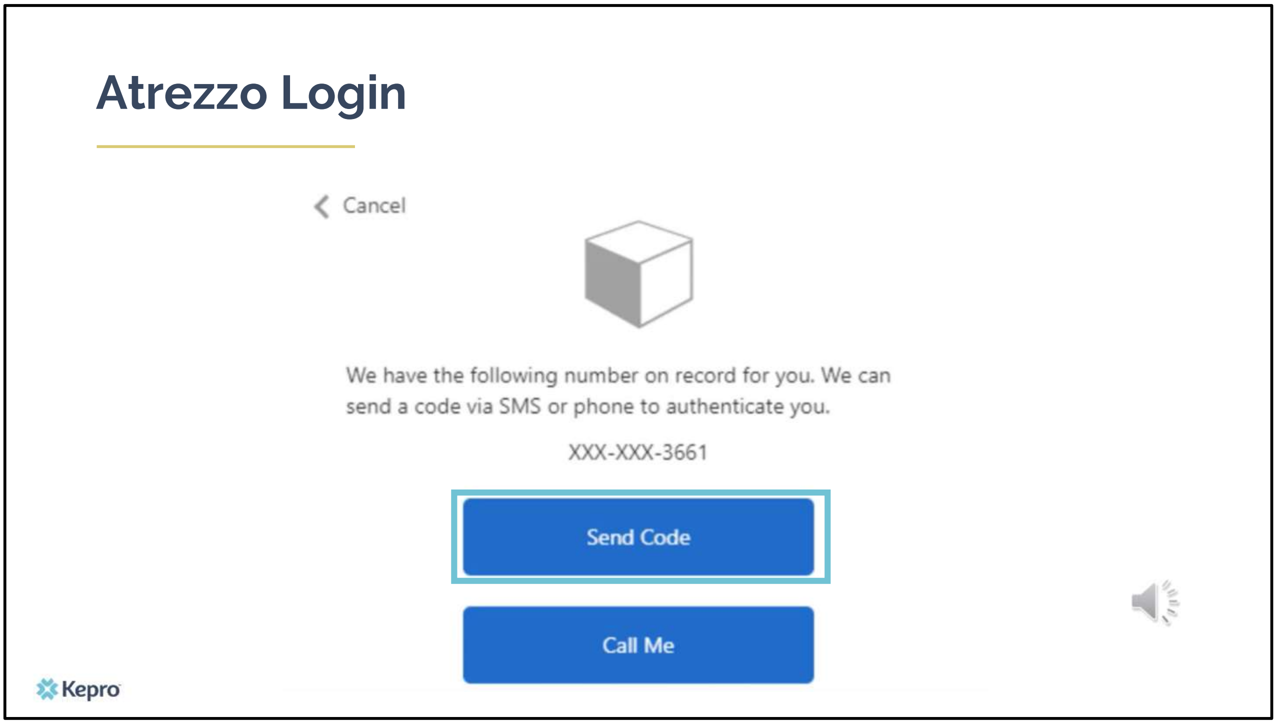
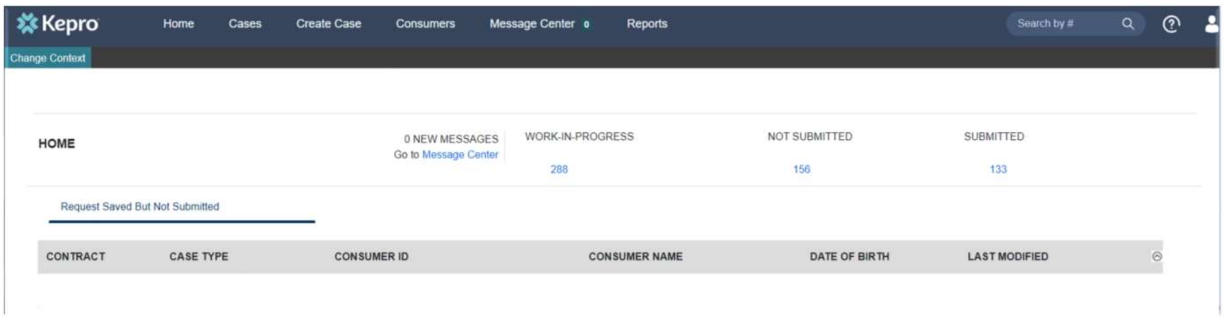
To sign in, you will enter your email and password then click Sign in.



Next, you will choose how you want to receive your verification code. You can click send code or call me. Send code will send a SMS text to your cell phone with your verification code. Call me will prompt a phone call to your phone where you will press a specific digit. In this example, we will chose send code.

Enter in your verification code.

Atrezzo Login



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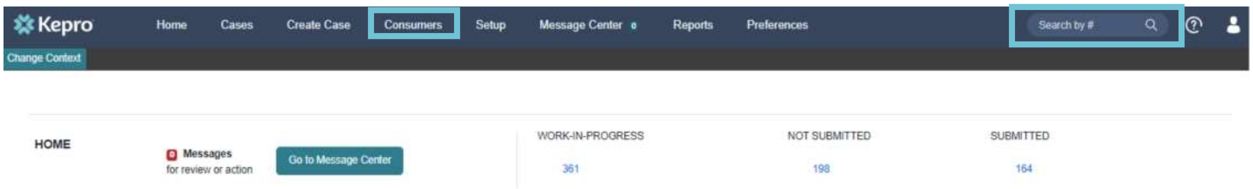
The system will automatically verify your account and you will be logged into the home screen.

Searching the Request



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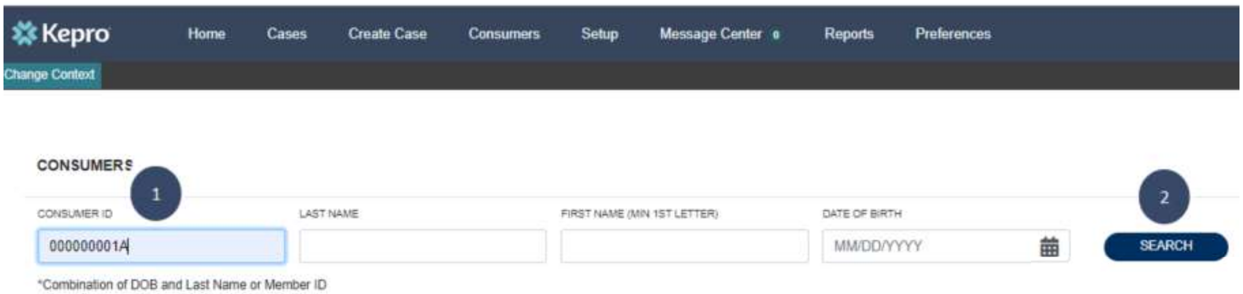
There are two ways you can find the request you need to discharge. If you know the case ID number, put it in the Search by # box and click enter on your keyboard. If you do not know the case ID number, you can still find the case by searching for the member using the Consumers tab.

Searching by Consumer



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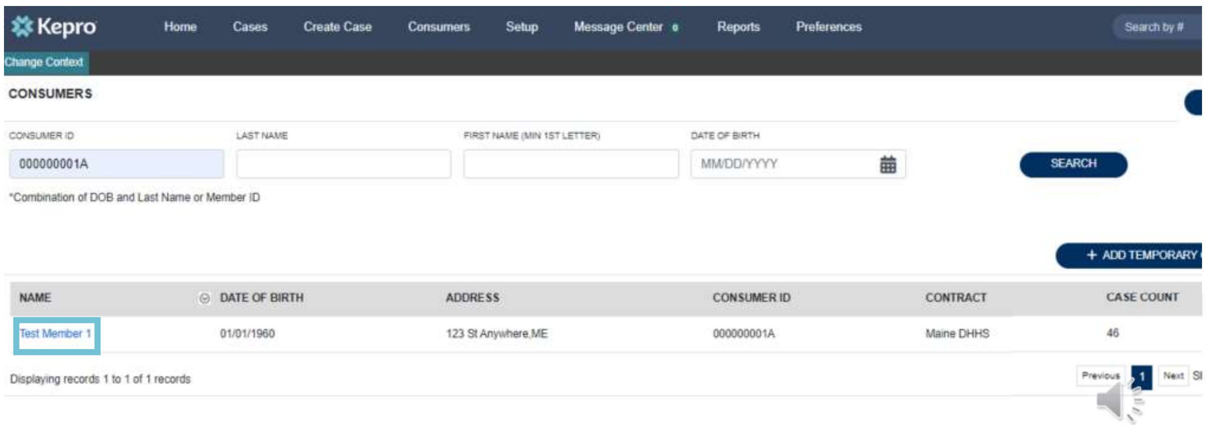
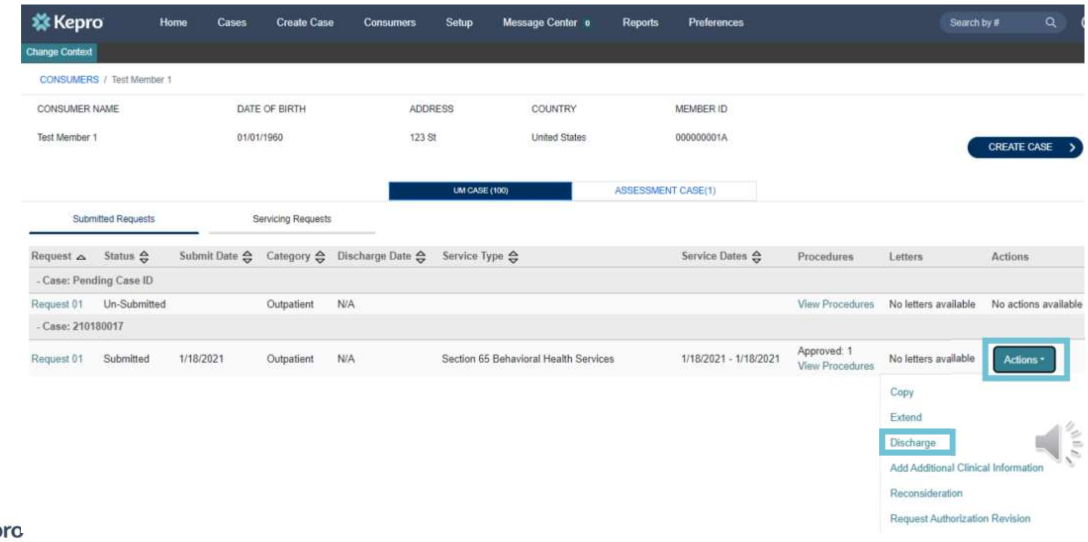
If you are searching for the case by the consumer, in the Consumer ID box, enter in the member’s MaineCare ID number and click search. You can also search for the member by their last name and date of birth.

Searching by Consumer



Once the member appears, click on their name.

Searching by Consumer



You will now see a list of submitted and/or unsubmitted cases for the member. When you've identified the case you want to discharge, click on the Actions button and select Discharge

You will now be brought into the specific case. Please note, if you search by case ID, rather than Consumer/MaineCare ID, this step is where you will be immediately brought to. The process for discharging a request is the same from this point forward.

The Service Details Ribbon will be expanded. Scroll down to the discharge section.

1. Enter in the Discharge Disposition
2. Employment Status at time of discharge
3. Living Arrangement at time of Discharge
4. Enter in the date the member is being discharged in the discharge date box.
5. You may add a discharge note, however this is not required.
6. Click Submit. You case is now discharged.

Questions?

Toll-Free Phone: (866) 521-0027

Option 1 – Member Services
Option 2 – Katie Beckett
Option 3 – Provider Relations
Option 4 – Care Management
Option 5 – Appeals

Email: ProviderRelationsME@Kepro.com

www.qualitycareforme.com

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Thank you for joining the Kepro Discharge Training. If you have further questions or need assistance, please call us at 866-521-0027. For technical assistance, please press Option 3 to reach a member of our Provider Relations Team. You can also reach a member of our Provider Relations Team via email at ProviderRelaitonsME@Kepro.com. Our hours of operation are Monday thru Friday 8am to 6pm.