





SECTION 46 HOSPITAL INTENSIVE OUTPATIENT PROGRAM

Atrezzo Next Generation (ANG) Submission Guide

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Hello and Welcome to the Kepro Section 46 Hospital Intensive Outpatient Program training guide. This video has been created to provide general guidance for Providers on how to submit an IOP request in Atrezzo.

The guidance presented in this presentation is meant to give providers a basic understanding of the submission process in Atrezzo.



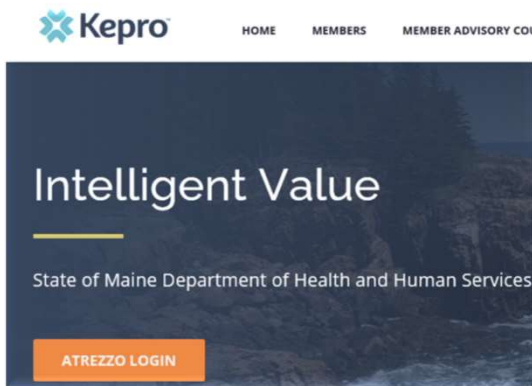
PART ONE

Atrezzo Submission



We will start with a basic overview of submitting a Section 46 IOP request in Atrezzo.

Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal



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

Atrezzo Login



Customer/Provider

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

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

LOGIN OPTIONS

Customer/Provider

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

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

If you already have a Kepro account, you can [register here](#).

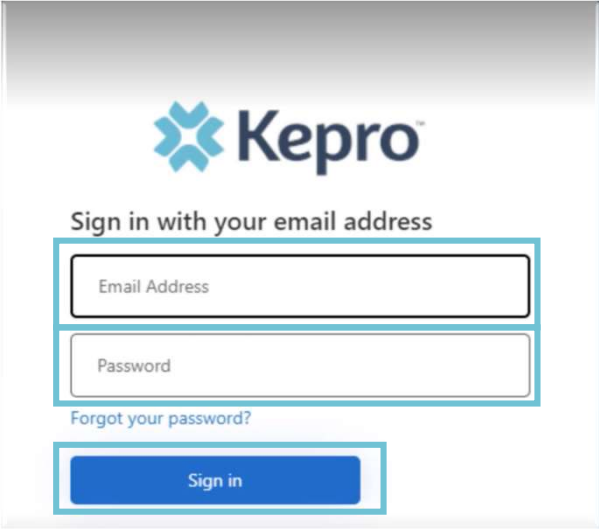
If you are using multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).



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 you registered for the multi-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



The image shows a login form for Kepro. At the top center is the Kepro logo, which consists of a blue asterisk-like icon followed by the word "Kepro" in a bold, sans-serif font. Below the logo is the text "Sign in with your email address". Underneath this text are two input fields: the first is labeled "Email Address" and the second is labeled "Password". Below the password field is a link that says "Forgot your password?". At the bottom of the form is a blue button with the text "Sign in". The entire form is enclosed in a light gray border. In the bottom left corner of the overall image, there is a small Kepro logo. In the bottom right corner of the overall image, there is a small speaker icon.

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

Atrezzo Login

< Cancel



We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-3661

Send Code

Call Me



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.

Atrezzo Login

< Cancel



We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-3661

Enter your verification code below, or [send a new code](#)



Enter in your verification code.

Atrezzo Login

The screenshot displays the Kepro Atrezzo Login interface. At the top, there is a navigation menu with the following items: Home, Cases, Create Case, Consumers, Message Center (with a notification icon), and Reports. A search bar labeled "Search by #" is located on the right side of the navigation menu. Below the navigation menu, there is a "Change Context" button. The main content area features a summary of messages and cases:

| HOME | 0 NEW MESSAGES Go to Message Center | WORK-IN-PROGRESS 288 | NOT SUBMITTED 156 | SUBMITTED 133 |
|------|--|-------------------------|----------------------|------------------|
|------|--|-------------------------|----------------------|------------------|

Below the summary, there is a notification: "Request Saved But Not Submitted". At the bottom of the main content area, there is a table header with the following columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. A speaker icon is located in the bottom right corner of the main content area. The Kepro logo is visible in the bottom left corner of the page.

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

Creating the Request



To create a new case, click create case.

Step 1 – Case Parameters

The screenshot shows the 'New UM Case' form in the Kepro system. The form is divided into three steps: Step 1 (Case Parameters), Step 2 (Consumer Information), and Step 3 (Create Case). The 'Case Parameters' section is active and contains the following fields:

- Case Type ***: Radio buttons for 'Assessment' and 'UM' (selected). A blue circle with the number '1' is next to the 'UM' option.
- Case Contract ***: A dropdown menu showing 'Maine ASO'. A blue circle with the number '2' is next to the dropdown.
- Request Type ***: Radio buttons for 'Inpatient' and 'Outpatient' (selected). A blue circle with the number '3' is next to the 'Outpatient' option.

At the bottom of the form, there is a 'Cancel' button on the left and a 'Go To Consumer Information' button on the right. A blue circle with the number '4' is next to the 'Go To Consumer Information' button. A speaker icon is located to the right of the 'Go To Consumer Information' button.

Step 1 – Case Parameters:

1. Select UM for **Case Type**
2. Select Maine ASO for **Case Contract**
3. Select Outpatient for the **Request Type**
4. Click **Go to Consumer Information**. Note: Go to Consumer will remain grayed out until all required fields are completed.

Step 2 – Consumer Information

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

Change Context: PINES HEALTH SERVICES, Maine DHHS

New UM Case PINES HEALTH SERVICES Maine ASO
Requesting Provider Outpatient

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

00000001A

*Combination of DOB and Last Name or Member ID

Cancel Search

| Name | DOB | Address | Consumer ID | Contract | Case Count | Action |
|---------------|------------|--------------------|-------------|------------|------------|--------|
| Test Member 1 | 01/01/1960 | 123 St Anywhere,ME | 00000001A | Maine DHHS | 47 | Choose |

Showing 10 of 1 Previous Page 1

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

Step 2 – Consumer Information

1. In the **Consumer ID** box enter the Member's MaineCare number. You may also search for the Member by using their last name and Date of Birth.
2. Click **Search**.
3. Review the search results. If the correct member match is found, click **Choose**.

Step 2 – Consumer Information Continued

The screenshot displays the Kepro web application interface. At the top, there is a navigation bar with the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right. Below the navigation bar, the page title is 'Change Context PINES HEALTH SERVICES, Maine DHHS'. The main content area shows a 'New UM Case' summary with details: Requesting Provider (PINES HEALTH SERVICES), Main ASO (Maine ASO), and Test Member 1 (M) (01/01/1960). The process is in Step 2, 'Consumer Information'. Below this, there are tabs for 'Submitted Requests' and 'Servicing Requests'. A table of requests is displayed with columns: Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Action. The table shows two rows: one for 'Request 01' with status 'Un-Submitted' and another for 'Request 01' with status 'Submitted' on 1/18/2021. At the bottom, there are 'Cancel' and 'Create Case' buttons, along with a note: 'Once you click Create Case, your changes will be saved and the case will be created but not submitted.'

Step 2 – Consumer Information Continued

1. Once you have chosen the member, if they have had any other cases submitted previously by your organization, those cases will display. Each column can be filtered by clicking on the header. The columns can be sorted by chronological order or by alphabetical order. A second click will reverse the order.
2. To create a new case, scroll to the bottom and select **Create Case**.

Step 3 – Additional Providers

The screenshot displays the Kepro web application interface for Step 3: Additional Providers. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The breadcrumb trail shows: Change Context > PINES HEALTH SERVICES, Maine DHHS > New UM Case > PINES HEALTH SERVICES (Requesting Provider) > Maine ASO (Outpatient) > Test Member 1 (M) (01/01/1960). The progress indicator shows Step 3 as the current step, with other steps from Consumer Information to Submit Case visible. The 'Additional Providers/ Provider/Facility' section contains an 'Add Attending Physician' button and a table of 'Selected Providers'.

| Provider Type | Name | Medicaid ID | Specialty | NPI | Address | County | Phone | Fax | Action |
|---------------|-----------------------|------------------|-----------------------|------------|----------------------------------|-----------|----------------|----------------|---------------|
| Requesting | PINES HEALTH SERVICES | PMP0000023088520 | No Specialty Required | 1922449834 | 1260 MAIN ST., WADE, ME US 04786 | Aroostook | (207) 498-1164 | (123) 456-7890 | |
| Servicing | PINES HEALTH SERVICES | PMP0000023088520 | No Specialty Required | 1922449834 | 1260 MAIN ST., WADE, ME US 04786 | Aroostook | (207) 498-1164 | | Update Remove |

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

Buttons: Add a Note, Go to Service Details.

Step 3 – Additional Providers

1. The Requesting and Servicing providers will automatically be indicated based on the NPI number your login is associated with.
2. Click on Go to Service Details

Step 4 – Service Details

The screenshot displays the Kepro web application interface. At the top, there is a navigation bar with the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this is a 'Change Context' section with a 'New UM Case' button. The main header shows 'Maine ASO' and 'Test Member 1 (M)' with a birth date of 01/01/1960. A progress bar indicates the current step is 'Step 4: Service Details', with other steps including Consumer Information, Additional Providers, Diagnoses, Requests, Questionnaires, Attachments, and Communicate. The 'Service Details/ Enter Service Details' section contains a 'Place Of Service' dropdown menu (currently set to 'Select One') and an 'Add a Note' button. To the right, the 'Service Type' dropdown menu is open, showing a list of options: '205 - Section 46 - Intensive Outpatient Pr...', '160 - Section 21 Rehab for Adults w/ I.D. and Autism', '180 - Section 28 Rehab and Community Support (RCS)', '205 - Section 46 - Intensive Outpatient Program' (highlighted in blue), '220 - Section 65 Behavioral Health Services', '225 - Section 89 MaineMOM Services', and '230 - Section 92 Behavioral Health Homes'. A 'Cancel' button and a 'Go to Diagnoses' button are also visible. A small '1' in a blue circle is positioned above the selected service type, and a '2' in a blue circle is positioned above the 'Go to Diagnoses' button.

Kepro

Step 4 – Service Details

1. In the service details section, select Section 46 – Intensive Outpatient Program from the Service Type drop down. The place of service field is not required.
2. Click on Go to Diagnosis

Step 5 – Diagnosis

The image displays two screenshots of the Kepro software interface, specifically the 'Diagnosis' step. The top screenshot shows a search for 'F43' in the 'Search' box, with a dropdown menu displaying 'F43.0 ACUTE STRESS REACTION' selected. The bottom screenshot shows the same interface with the 'Go to Requests' button highlighted. The interface includes a navigation bar at the top with options like 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. Below the navigation bar, there are tabs for 'Consumer Information', 'Additional Providers', 'Service Details', and 'Diagnosis'. The 'Diagnosis' tab is active, showing a table of diagnosis codes with columns for 'Order Rank', 'Code Type', 'Code', 'Description', 'Source', and 'Created By'. The table lists several codes, including 'F43.0 ACUTE STRESS REACTION', 'F43.10 POST-TRAUMATIC STRESS DISORDER UNSPECIFIED', 'F43.11 POST-TRAUMATIC STRESS DISORDER ACUTE', and 'F43.20 ADJUSTMENT DISORDER UNSPECIFIED'. The 'Go to Requests' button is located at the bottom right of the interface.

In Step 5 – Diagnosis:

The Atrezzo system will require you to enter in at least one diagnosis code.

1. In the Diagnosis **Search** box, start typing in either the diagnosis code or the description of the code. You will need to enter in at least three characters for the search feature to start finding results. Once you have found the diagnosis code, click on it to automatically add it to your request. Repeat the same search process for each additional diagnosis code.
2. If you have added more than one diagnosis code, you can rearrange the order of how the diagnosis codes appear by clicking on the diagnosis line and dragging it up or down in the list.
3. If you have added a diagnosis code in error, you may remove it by clicking on the **Remove** link. Please note: Once your request has been submitted, you will not be able to remove the diagnosis code.
4. When you have finished added the diagnosis code(s), click on **Go to Requests**

Step 6 – Requests

The screenshot displays the Kepro software interface for a 'New UM Case'. The navigation bar at the top shows steps 2 through 10, with 'Step 6 Requests' highlighted. The 'Request Details' section contains the following fields:

- Request Type ***: A dropdown menu with 'Prior Auth' selected. A circled '1' is next to this field.
- FIPS Code**: An empty text input field.
- Notification Date ***: A date picker showing '08/30/2023'.
- Notification Time ***: A time picker showing '11:09 AM'.

On the right side of the form, there are two buttons: 'Cancel' and 'Go to Procedures'. A circled '2' is next to the 'Go to Procedures' button.

Step 6 – Requests:

1. In the **Request Type** box, select Prior Auth
2. Click **Go to Procedures**

Step 6 – Requests Continued

The screenshot displays the Kepro software interface for Step 6 of a request process. The top navigation bar includes the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a 'Change Context' section shows 'New UM Case' selected. The main area features a progress bar with steps 2 through 8, where Step 6 'Requests' is active. The 'Requests' section is titled 'Requests/Request 01/Procedures' and includes a 'Code Type' dropdown set to 'CPT' and a search box. The search box contains the text 'S9480' and a dropdown list of results. The first result, 'S9480 Intensive outpatient psychia', is selected. A blue circle with the number '1' is positioned above the search box.

Step 6 – Requests Continued:

1. In the search box, start typing in the procedure code for the service you are requesting. You will need to enter in at least three characters for the search feature to start finding results. Once you've found your code, click on it to add it to the case.

The IOP Codes available for submission are as follows:

- S9480 – Per Diem Substance Use (shown as Intensive Outpatient Psychiatric in Atrezzo)
- S9480HE – Per Diem Mental Health
- S9480HI – Per Diem Developmental Disabilities/Behavioral Health
- S9480HC – Per Diem Geriatric
- S9480HK – Per Diem Dialectical Behavior Therapy
- S9480HT – Per Diem Eating Disorder

Step 6 – Requests Continued

The screenshot shows the 'Requests' step in the Kepro software. The interface includes a navigation bar with options like Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A progress indicator shows steps 1 through 10, with Step 6 (Requests) highlighted. The main form area is titled 'S9480HE PER DIEM INTENSIVE OUTPATIENT PSYCHIATRIC SERVICES – MENTAL HEALTH'. It contains several input fields: 'Modifier' and 'Unit Qualifier' (both dropdown menus), 'Requested Start Date' (calendar icon, value 08/28/2023), 'Requested End Date' (calendar icon, value 10/15/2023), 'Requested Duration' (input field, value 49), 'Requested Quantity' (input field, value 49), 'Requested Frequency' (dropdown menu), 'Requested Rate' (input field with a dollar sign), and an 'Add a Note' field. A 'Go to Questionnaires' button is highlighted with a blue circle.

Step 6 – Requests Continued:

1. In the **Requested Start Date** box, enter the date you need the request to start. Please note, cases can only be backdated 5 calendar days from your submit date, however you can enter in requests up to 10 calendar days in advance of the start date.
2. In the **Requested Duration** box, enter in 49. This will automatically populate the end date.
3. In the **Requested Quantity** box, enter in the total amount of units needed for this request.
4. When you have finished adding the procedure code information, click on **Go to Questionnaires** to navigate to the next step.

Step 7 – Questionnaires

The screenshot displays the Kepro web application interface for 'Step 7 – Questionnaires'. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. Below the navigation bar, the user is logged in as 'Maine ASO Outpatient' with 'Test Member 1 (M)' on 01/01/1960. The progress indicator shows steps 2 through 10, with Step 7 'Questionnaires' currently active. The main content area is titled 'Questionnaires/ Take Questionnaires' and contains a table with the following data:

| Request | Questionnaire ID | Questionnaire Type | Questionnaire's Name | Created By | Created Date | Completed By | Completed Date | Score | Action |
|---------|------------------|---------------------|--------------------------------------|------------|------------------------|--------------|----------------|-------|----------------------|
| R01 | 3758983 | Prior Authorization | * General | Kepro | 08/30/2023 12:03:44 PM | | | 0 | Open |
| R01 | 3758985 | Prior Authorization | * Intensive Outpatient Program (IOP) | Kepro | 08/30/2023 12:03:45 PM | | | 0 | Open |

Below the table, there is a 'Showing 10 of 2' indicator, a 'Previous Page 1 of 1 Next' navigation, and buttons for 'Add a Note', 'Jump to Submit', 'Cancel', and 'Go to Attachments'. A speaker icon is visible in the bottom right corner of the interface.

Step 7 – Questionnaires:

1. Click on **Open** on the first questionnaire to begin completing it.

Step 7 – Questionnaires Continued

The screenshot shows the Kepro application interface for a questionnaire. At the top, there is a navigation bar with the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right. Below the navigation bar, the page title is "Change Context" and the section is "General".

The questionnaire content includes a sidebar with three sections: "General" (marked with a green circle and the number 1), "Clinical Presentation" (marked with a gray circle and the number 2), and "Discharge Planning" (marked with a gray circle and the number 3). The "General" section contains the following text and questions:

A discharge plan should include a specific plan to decrease utilization, refer to appropriate level of care, and indicate the use of natural supports.

1 What is the discharge/transition plan? (explain measurable criteria for discharge or decrease in utilization of units) *

2 What is the projected discharge/transition date? *

MM/DD/YYYY

Red error messages are displayed below the questions:

- "The What is the discharge/transition plan? (explain measurable criteria for discharge or decrease in utilization of units) field is required."
- "The What is the projected discharge/transition date? field is required."

At the bottom of the questionnaire, there are three buttons: "RETURN TO CASE" (with a left arrow), "NEXT" (with a right arrow), and "MARK AS COMPLETE" (with a right arrow). A status indicator "Autosaved" is visible next to the "NEXT" button. A footer with the Kepro logo is at the bottom left.

Step 7 – Questionnaires:

1. The questionnaire will open in a separate window. Begin by answering the first question. As you respond to a question, additional questions may cascade for you to complete. When you have finished filling out the questionnaire, you will see a green check mark next to each completed section. Gray check marks indicate the section has not yet been completed.
2. To navigate to the next section of the questionnaire, click on next.
3. All questions of the questionnaire need to be filled out. When you have finished answering the questions, click on **Mark As Complete**. If you have filled out all questions and no errors have been detected, the system will return you back to the case. Then complete the next questionnaire following these same steps.
4. If you have missed a question, or an error is detected, it will show up in red. You will not be able to mark the questionnaire as complete until you have

addressed the error.

Step 7 – Questionnaires Continued

The screenshot displays the Kepro web application interface. At the top, there is a navigation menu with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right. Below the navigation, the current case is identified as 'New UM Case' for 'Maine ASO Outpatient' and 'Test Member 1 (M)' with a date of birth '01/01/1960'. A progress bar shows steps 2 through 10, with Step 7 'Questionnaires' currently active and highlighted in green. Below the progress bar, there is a table titled 'Questionnaires/ Take Questionnaires' with the following columns: Request, Questionnaire ID, Questionnaire Type, Questionnaire's Name, Created By, Created Date, Completed By, Completed Date, Score, and Action. Two rows of data are visible:

| Request | Questionnaire ID | Questionnaire Type | Questionnaire's Name | Created By | Created Date | Completed By | Completed Date | Score | Action |
|---------|------------------|---------------------|--------------------------------------|------------|------------------------|--------------|------------------------|-------|----------------------|
| R01 | 3758983 | Prior Authorization | * General | Kepro | 08/30/2023 12:03:44 PM | Pines one | 08/30/2023 12:25:42 PM | 0 | View |
| R01 | 3758985 | Prior Authorization | * Intensive Outpatient Program (IOP) | Kepro | 08/30/2023 12:03:45 PM | Pines one | 08/30/2023 12:26:06 PM | 0 | View |

Below the table, there is a pagination control showing 'Showing 10 of 2' and 'Page 1 of 1'. At the bottom right, there are buttons for 'Add a Note', 'Jump to Submit' (highlighted with a blue circle), 'Cancel', and 'Go to Attachments'. A speaker icon is also present.

Step 7 – Questionnaires Continued:

1. Once you have marked both questionnaires as complete, you are ready to submit. Click on the **Jump to Submit** link.

Step 10 – Submit Case

The screenshot displays the Kepro web application interface for the 'Submit Case' step. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The main content area shows a progress bar with steps 2 through 10, where Step 10 'Submit Case' is the current active step. Below the progress bar, the 'Submit Case/ Review' section contains several tiles for editing case information:

- Providers:** Requesting PINES HEALTH SERVICES, Servicing ST JOHN VALLEY-001. Includes an 'Update Providers' button.
- Service Details:** Service Type 105 - SUD Treatment Episode Data. Includes an 'Update Service Details' button.
- Diagnoses:** 1 Diagnosis (RES). Includes an 'Update Diagnoses' button.
- Requests:** Notification Date N/A, Request Type OBH Funded Review. Includes an 'Update Requests' button.
- Procedures:** 1 Procedure (105-100). Includes an 'Update Procedures' button.
- Questionnaires:** 1 Questionnaire. Includes a 'View Questionnaires' button.
- Attachments:** 0 Documents. Includes an 'Update Documents' button.
- Communications:** 0 Notes. Includes an 'Update Notes' button.

At the bottom right, there is a speaker icon, a notification badge with the number '1', and 'Cancel' and 'Submit' buttons.

In Step 10 – Submit Case:

1. Once you have completed the request, the information you input will be displayed as tiles. If you need to update information prior to submitting, you can click on the tile to navigate back to that section of the request or click on the step. Click on **Submit**.

Step 10 – Submit Case

Disclaimer

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Once you click **Agree**, a case number will be assigned and you will be taken to that case.



In Step 10 – Submit Case:

1. Once you click submit a Disclaimer popup will appear indicating that precertification does not guarantee payment and precertification only identifies medical necessity and does not identify benefits. Click on **Agree**.
2. If there are no errors, your case will submit and you will receive a case ID number. If there are errors, you will receive a message indicating what the errors are that need to be addressed before the case can be submitted.

Submitting the Request

The screenshot displays the Kepro web application interface. At the top, there is a navigation bar with the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Message Center (with a notification icon), and Reports. A search bar on the right contains the text "Search by #" and a magnifying glass icon. Below the navigation bar, a "Change Context" link is visible. The main content area features a table with the following data:

| CONSUMER NAME | GENDER | DATE OF BIRTH | MEMBER ID | CONTRACT |
|---------------|--------|---------------------|------------|------------|
| TEST MEMBER 1 | M | 01/01/1960 (62 Yrs) | 000000001A | Maine DHHS |

| CASE ID | CATEGORY | CASE CONTRACT | CASE SUBMIT DATE | SRV AUTH |
|-----------|------------|---------------|------------------|----------|
| 222870015 | Outpatient | Maine ASO | 10/14/2022 | |

Below the table, the status "SUBMITTED" is shown in a pink box, followed by "UM-OUTPATIENT". To the right of the case ID, there are several action buttons: "CASE SUMMARY", "ACTIONS" (with a dropdown arrow), "COPY", "EXTEND", and "EXPAND ALL" (with a dropdown arrow). A large, semi-transparent watermark "CASE ID" is overlaid on the page, with the case ID "222870015" displayed below it. A speaker icon is located in the bottom right corner of the content area. The Kepro logo is visible in the bottom left corner of the page.

Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc. If calling Kepro regarding the request, two pieces of identifying information will be required to confirm the member's identity. For example, a Case ID and member's name.



PART TWO

Daily Authorization Report



In part two, we will review how to access your daily authorization report.

Daily Authorization Report

| CONTRACT NAME | REPORT NAME | REPORT CATEGORY | REPORT DESCRIPTION |
|---------------|-------------------------|-------------------|-------------------------|
| Maine DHHS | ME Daily Authorizations | ME Authorizations | ME Daily Authorizations |

The Daily Authorization Report is the primary way Kepro communicates to providers regarding the status of a case. In the Atrezzo portal, users who have been setup as a Group Admin + Reports or Admin +Reports User will have a Reports tab. Within the reports tab, you will find the Daily Authorization Report

Checking The Daily Auth Report



Start Date End Date

Request Type

Daily Authorization Report:

Requests submitted or certified or had a status change between 10/29/2020 and 11/27/2020

Total records: 1

| Request ID | KEPRO Case ID | Submit Date | Member First | Member Last | Service Start Date | Service End Date | No Of Days | Approved Units | Status | Request Notes |
|------------|---------------|-------------|--------------|-------------|--------------------|------------------|------------|----------------|-----------------------|---------------|
| 0 | 203030019 | 10/29/2020 | Jon | Doe | 10/29/2020 | 11/27/2020 | 30 | 1 | Approved - Authorized | |



In your daily authorization report, select the date range you want to search by. Then select the request types you want to search by and click view report. Once the report runs, any cases that have been entered in Atrezzo under your agency's NPI number will display. The report will provide you with a Kepro Case ID, start date, authorization number, status and notes section which will show any notes that have been added to the case.

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



Thank you for joining the Kepro Section 46 Hospital IOP 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.