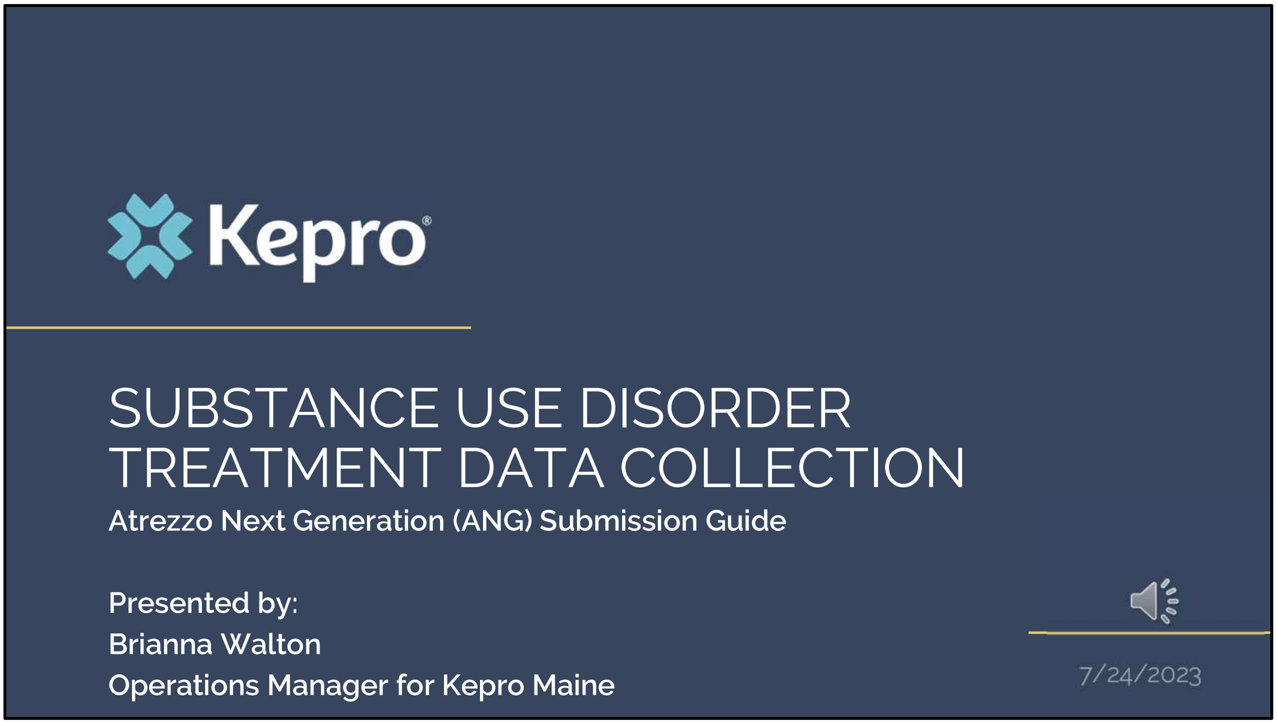

Hello and welcome to the Kepro training on Substance Use Disorder Treatment Data Collection (formerly known as WITS). This process will be required of *all* licensed SUD providers of *all* SUD clients and is *not* limited to MaineCare or OBH Funded members. The guidance presented in this presentation is meant to give providers a basic understanding of the SUD Treatment Data Collection process in Atrezzo for new admissions, annual follow-ups, and discharges.

Part one will be a general overview of the SUD Treatment Data Collection process

Provider Announcement

Acentra Health, formerly known as Kepro, in collaboration with the Office of Behavioral Health is hosting two provider training sessions to review the Treatment Episode Data Sets (TEDS) submissions requirements in the Atrezzo portal.

The TEDS data submission is a requirement of all licensed SUD providers in Maine in order for the State to receive federal funding support for SUD treatment and programs.

These two training sessions are identical and will review the full Atrezzo submission process including an overview of the Admission, Discharge, and Follow-up questionnaires.

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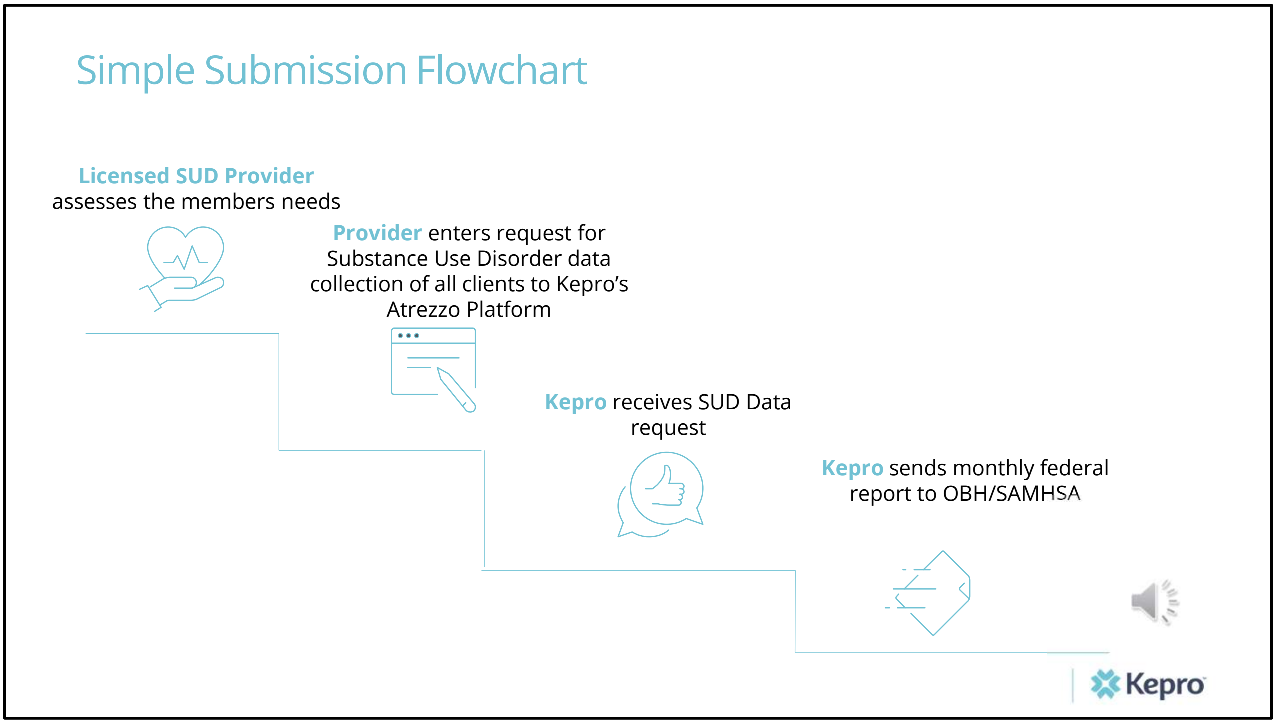

This flowchart depicts the submission process for the SUD Treatment Data Collection. The provider starts out by assessing the members needs and then enters a request in Atrezzo

Kepro Atrezzo

Our proprietary system

Kepro's proprietary system, Atrezzo, is a web-based application built using Microsoft technology. Its modular design is easily configurable to meet each client's unique short and long-term requirements for data, information, and intelligence today and in the future. **Atrezzo is HIPAA and ICD-10CM/PCS compliant.**

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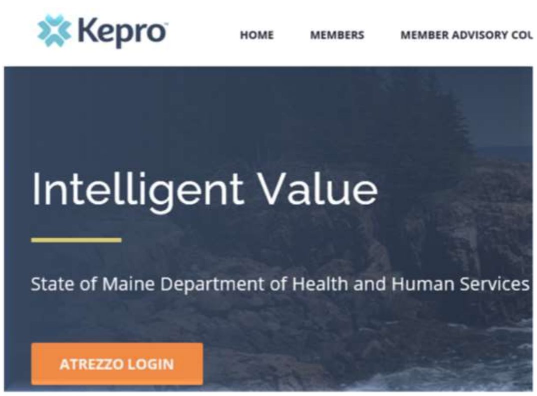
PART TWO

Atrezzo Submission for New Admissions

In part two, we will review that Atrezzo submission process.

Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal

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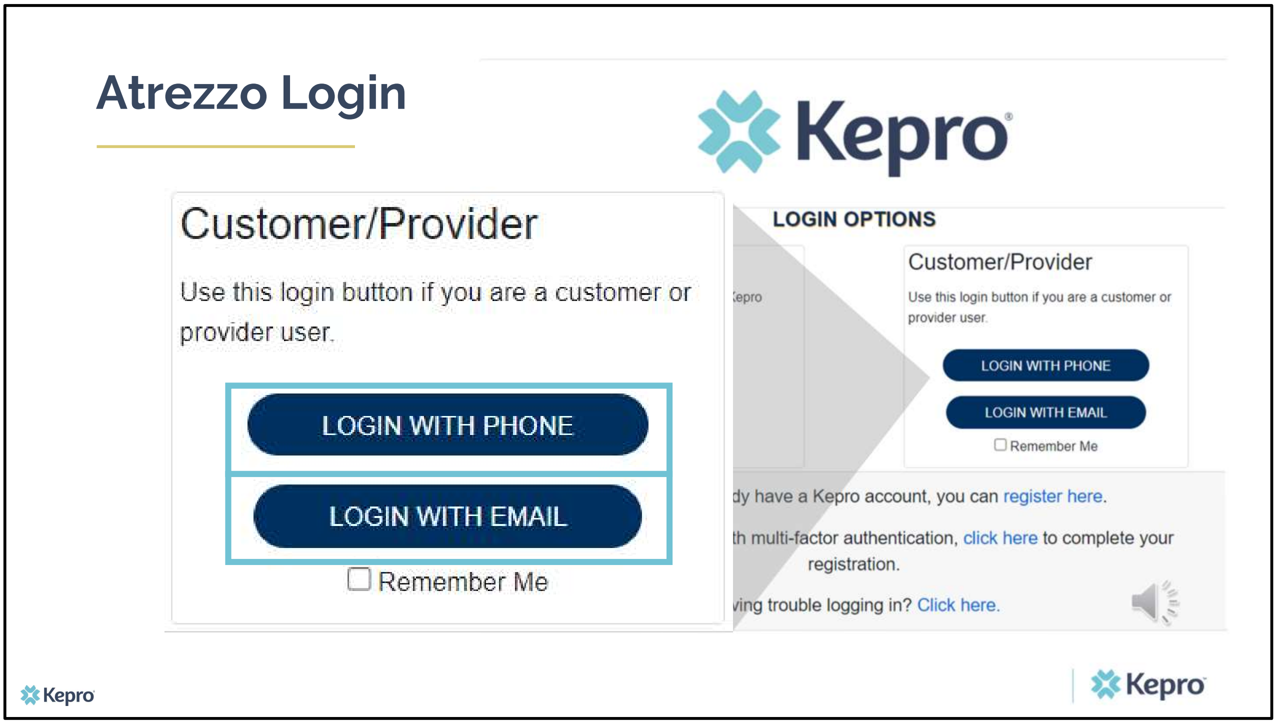
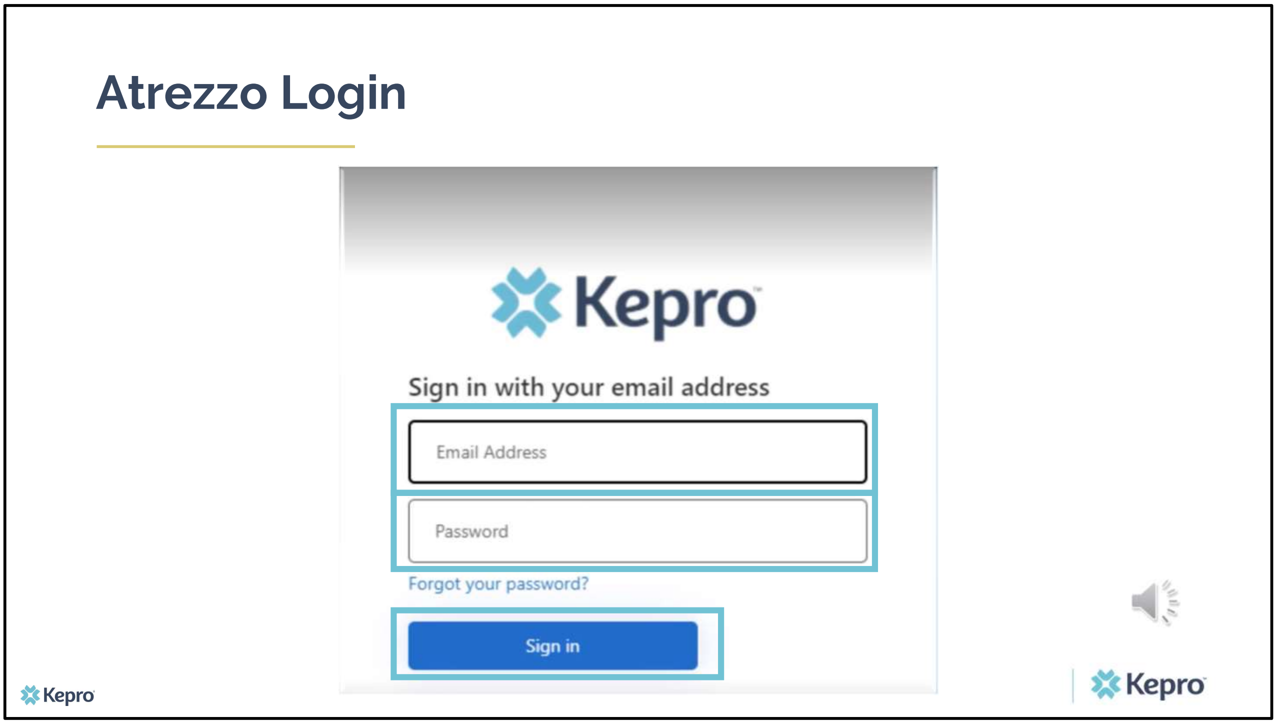
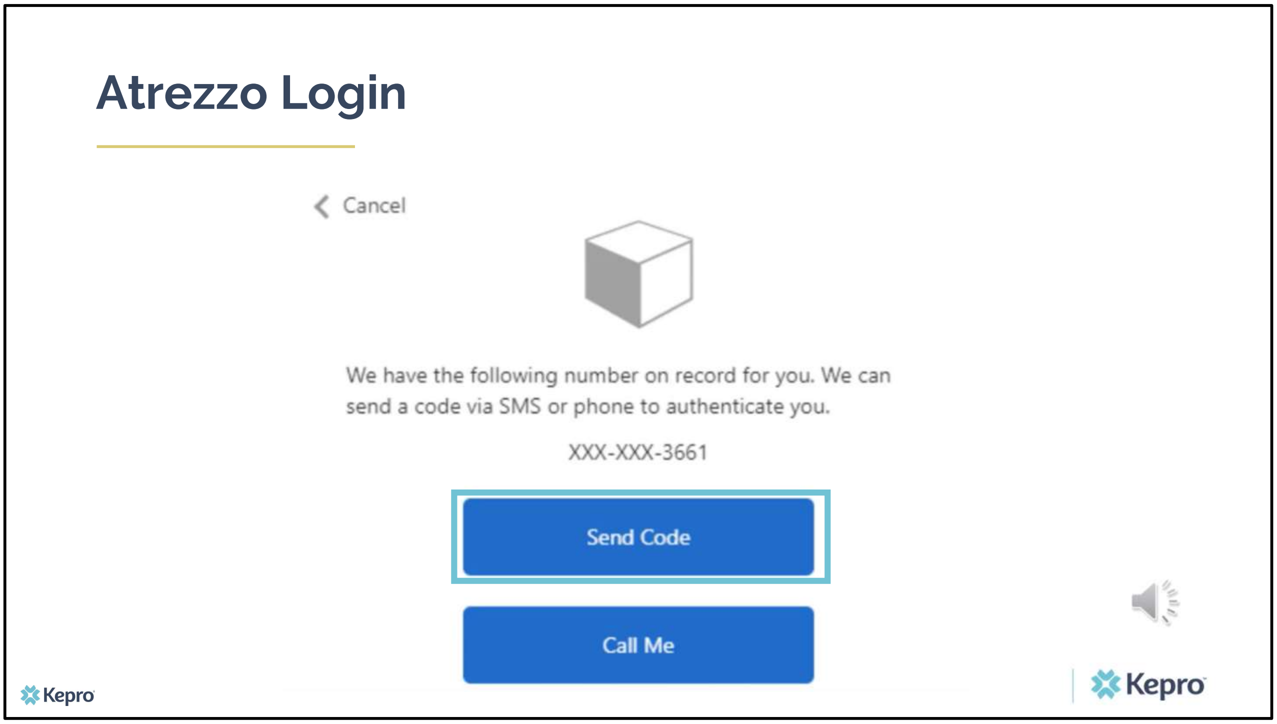
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button



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.



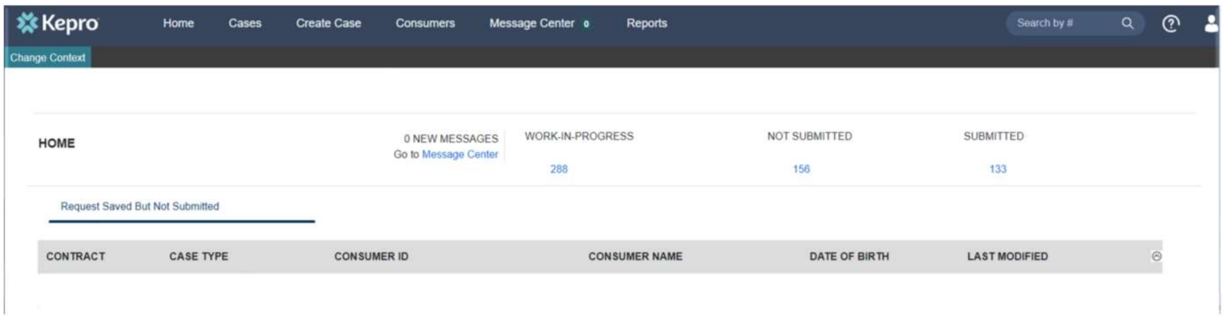
To sign in, you will enter your email and password then click Sign in.



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

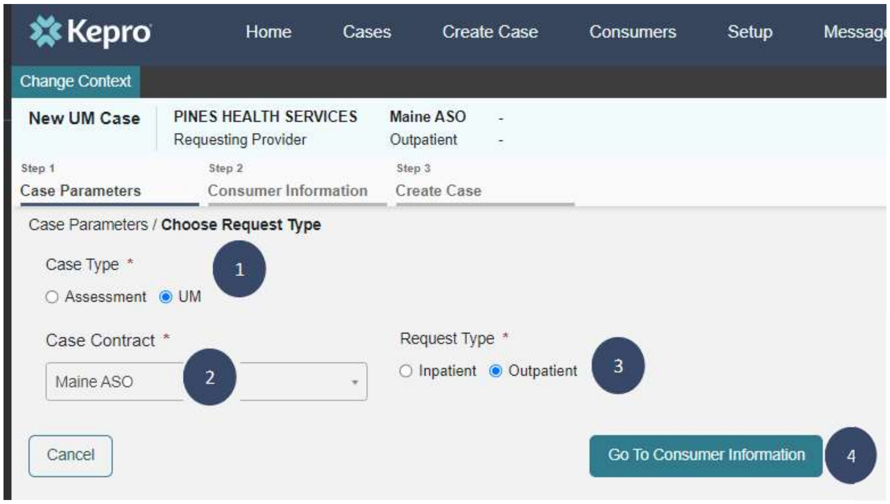


The system will automatically verify your account and you will be logged into the home screen.

Creating the Request

To submit a new admission, click on the Create Case button located in the navigation bar at the top of the Atrezzo screen.

Step 1 – Case Parameters



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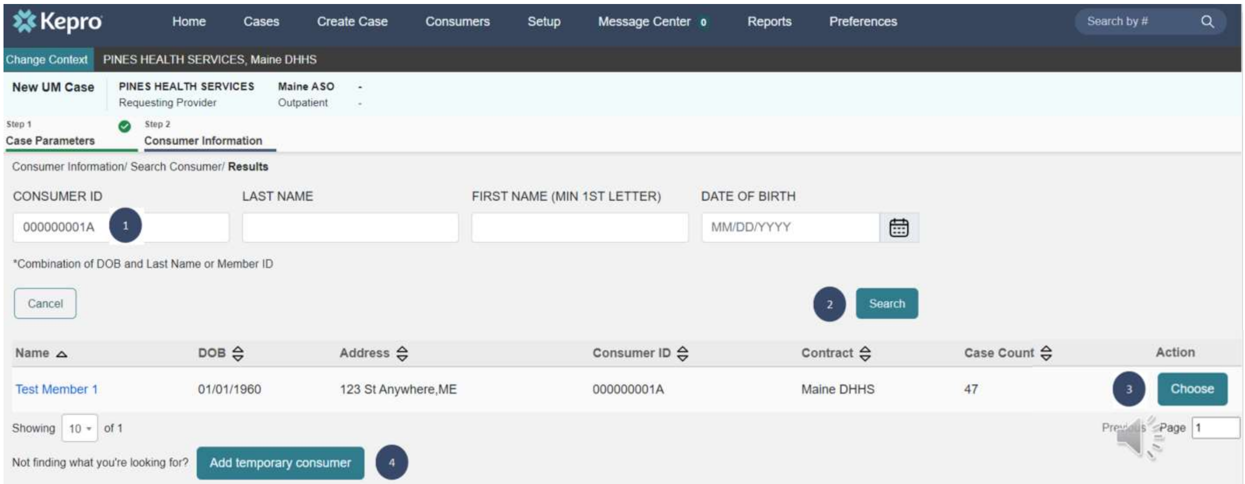
In Step 1 – Case Parameters:

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



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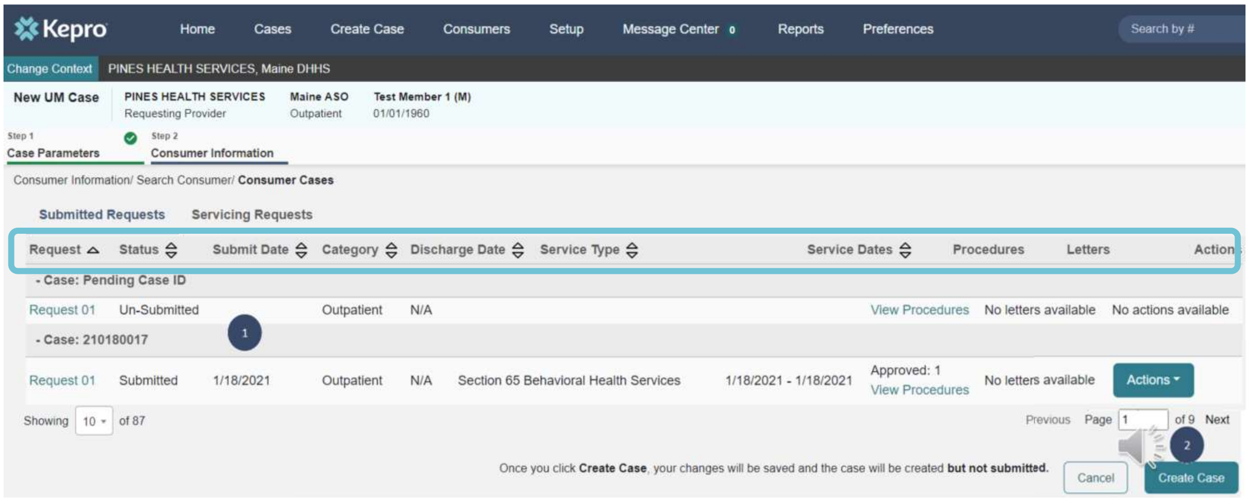
In Step 2 – Consumer Information

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.**
4. If there isn't a member matching your search results, you can create a temporary member, by clicking on the Add Temporary Consumer button

Step 2 – Consumer Information Continued



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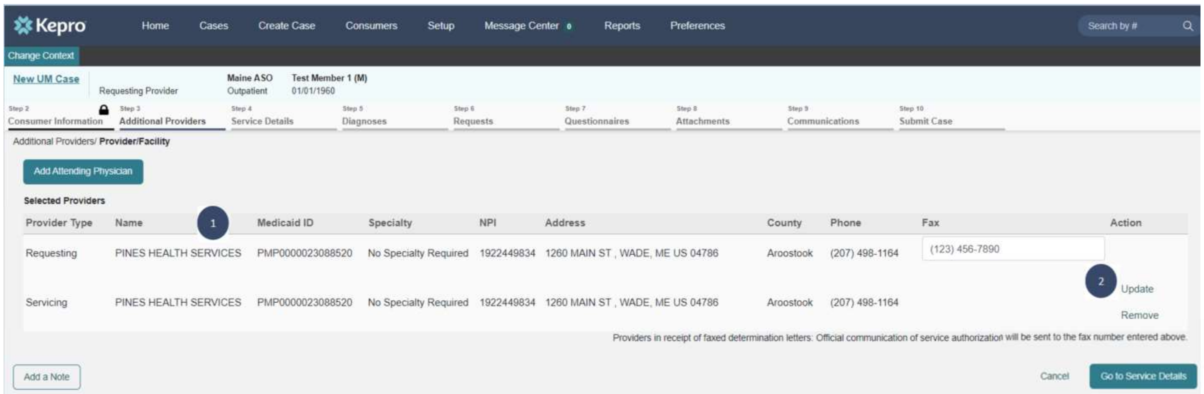
In Step 2 – Consumer Information Continued

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



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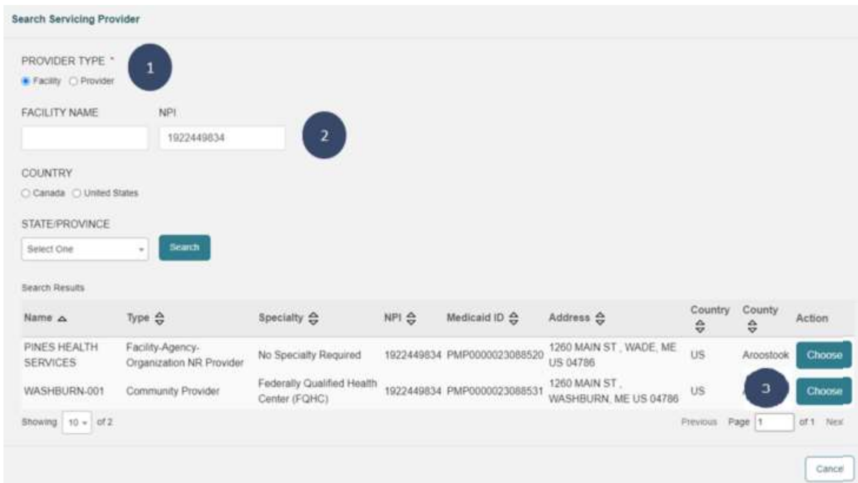
In Step 3 – Additional Providers:

1. The Requesting and Servicing providers will automatically be indicated based on the NPI number your login is associated with.
2. The servicing NPI number will need to be updated indicate the specific location of where the client is being served. This is referred to as your NPI+3 and will contain three numbers after the main NPI number. To update to your NPI +3, click on the update link

Step 3 – Servicing Provider



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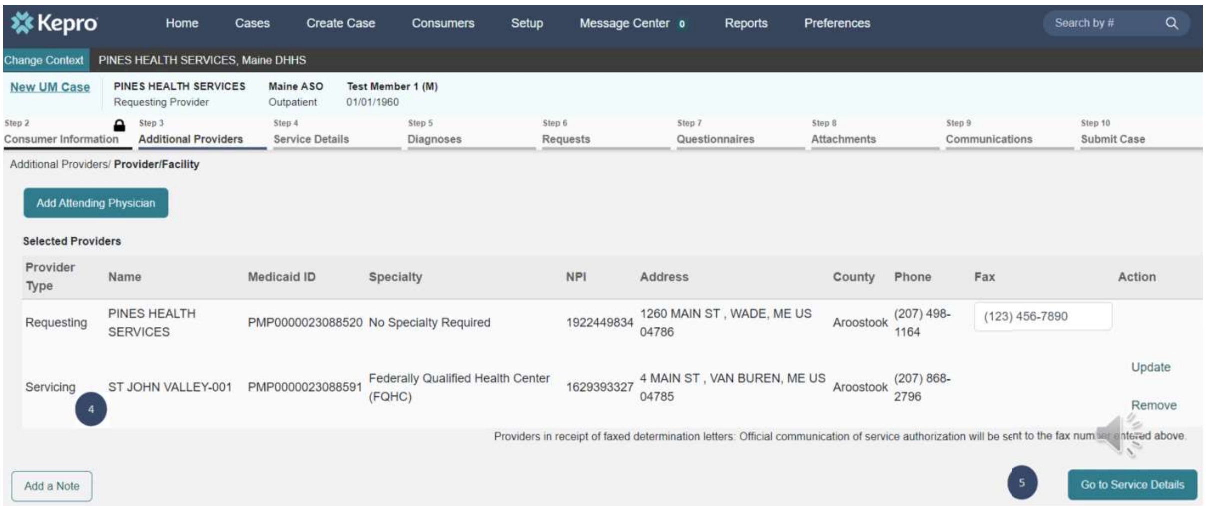
In Step 3 – Servicing Provider:

1. Select the Provider type. This will most often be facility if you are part of an agency and will be Provider if you are an individual private practice provider.
2. Enter in the NPI number for your agency. Searching by the facility name will generally not bring up your NPI +3 locations.
3. When you have located the specific location of where the services are being provided, click on Choose

Step 3 – Additional Providers



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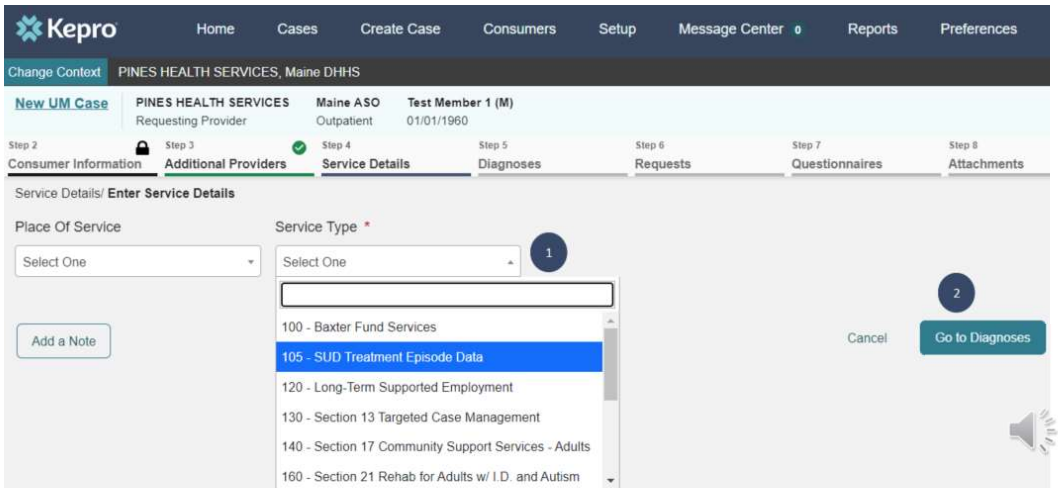
In Step 3 – Additional Providers:

4. You will now see the Servicing line has been updated to the NPI +3 you selected.
5. Click on go to service details

Step 4 – Service Details



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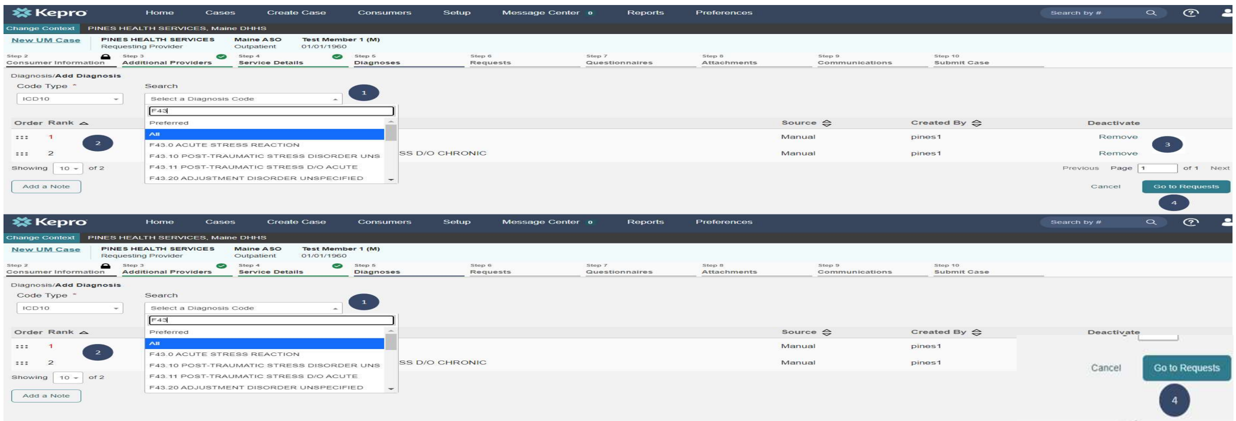
In Step 4 – Service Details:

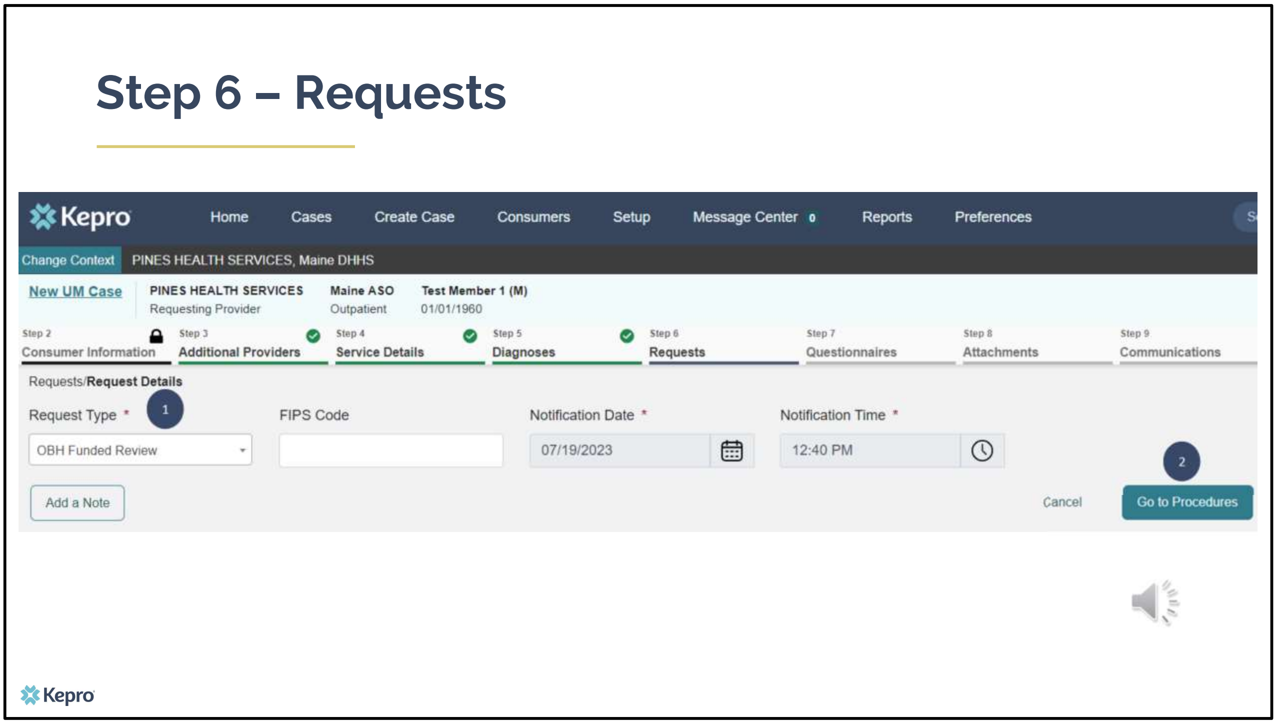
1. Select SUD Treatment Episode Data from the **Service Type** drop down. The place of service field is not required; however, you can complete this field if you choose to.
2. Click **Go to Diagnoses**

Step 5 – Diagnosis



In Step 5 – Diagnosis:
The Atrezzo system will require you to enter in at least one diagnosis code.

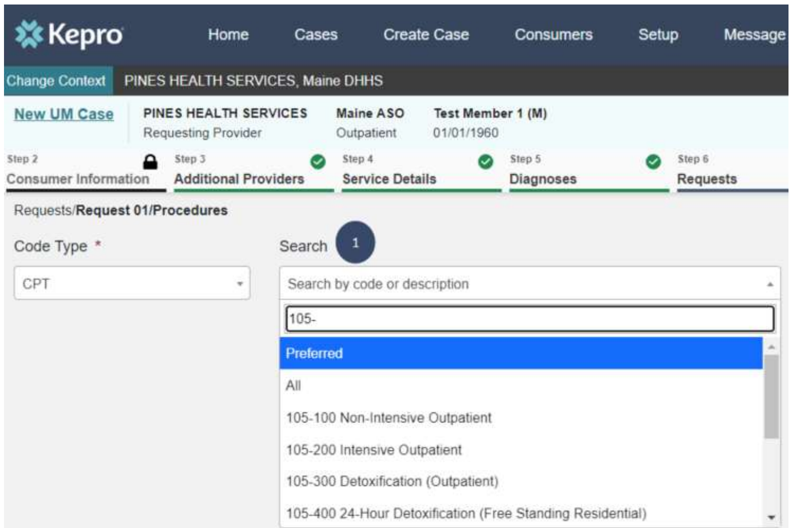
1. In the Diagnosis **Search** box, start typing in either the diagnosis code or the description of the code. You will need to enter in at least three characters for the search feature to start finding results. Once you have found the diagnosis code, click on it to automatically add it to your request. 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**



In Step 6 – Requests:

1. For new admissions, select OBH Funded Review in the **Request Type** box.
2. Click **Go to Procedures**

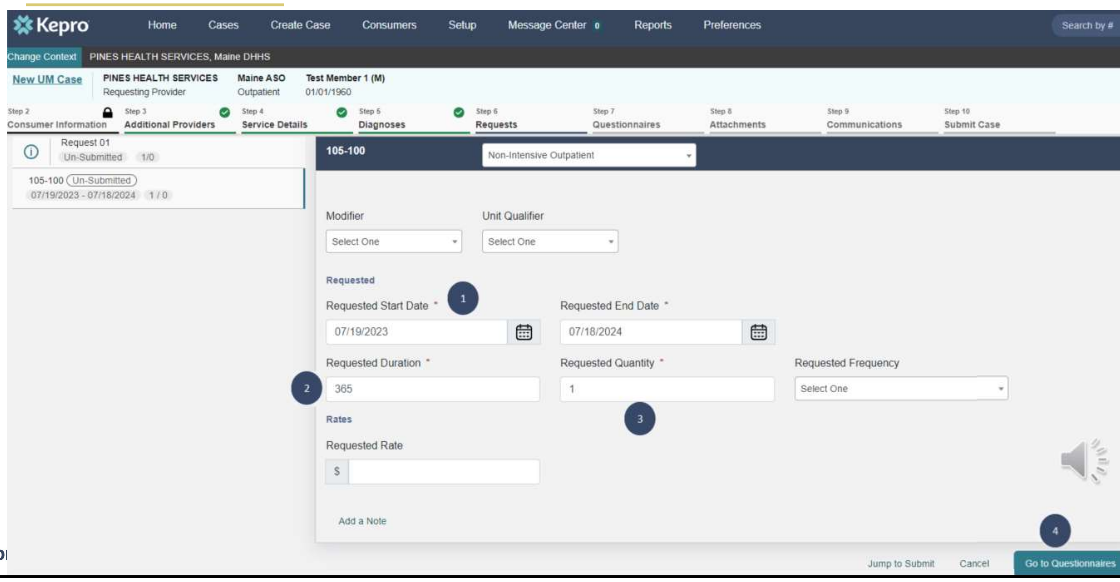
Step 6 – Requests Continued



In Step 6 – Requests Continued:

1. Next you will add the procedure code you are providing. In the search box, start typing in your code. 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.

Step 6 – Requests Continued



In Step 6 – Requests Continued:

4. In the **Requested Start Date** box, enter date of admission.
5. In the **Requested Duration** box, enter in 365. This will automatically populate the end date.
6. In the **Requested Quantity** box, enter in 1.
7. If you have added a procedure code in error, you can click on **Remove**.
8. When you have finished add the procedure code information, click on **Go to Questionnaires** to navigate to the next step.

Procedure Codes

Type of Service Treatment	Procedure Code(s)
Non-Intensive Outpatient	105-100 – Non-Intensive Outpatient
Intensive Outpatient	105-200 – Intensive Outpatient
Detoxification (Outpatient)	105-300 – Detoxification Outpatient
24 Hour Detoxification	105-400 – 24-Hour Detoxification (Free Standing Residential) 105-400 – 24-HourDetoxification (Inpatient)
Inpatient	105-500 – Inpatient
Methadone	105-600 – Methadone (Inpatient)
Halfway House	105-700 – Halfway House (Short-term, 30 days or fewer) 105-700 – Halfway House (Long-term, more than 30 days)
Shelter	105-800 – Shelter (Short-term, 30 days or fewer) 105-800 – Shelter (Long-term, more than 30 days)
Consumer Run Residence	105-900 – Consumer Run Residence (Short-term, 30 days or fewer) 105-900 – Consumer Run Residence (Long-term, more than 30 days)

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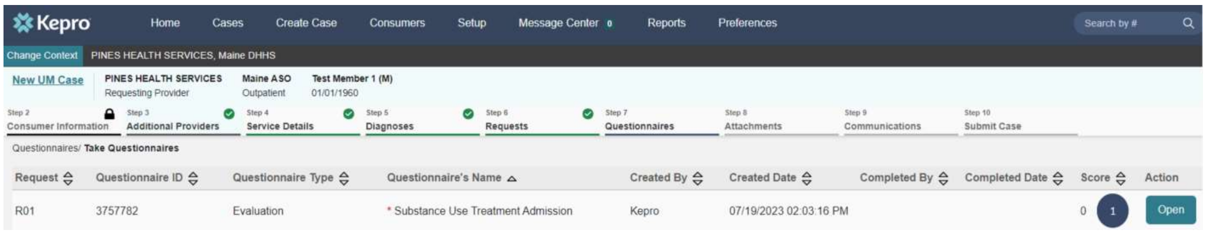
This is a list of the available service codes for the SUD Treatment Data Collection

Step 7 – Questionnaires



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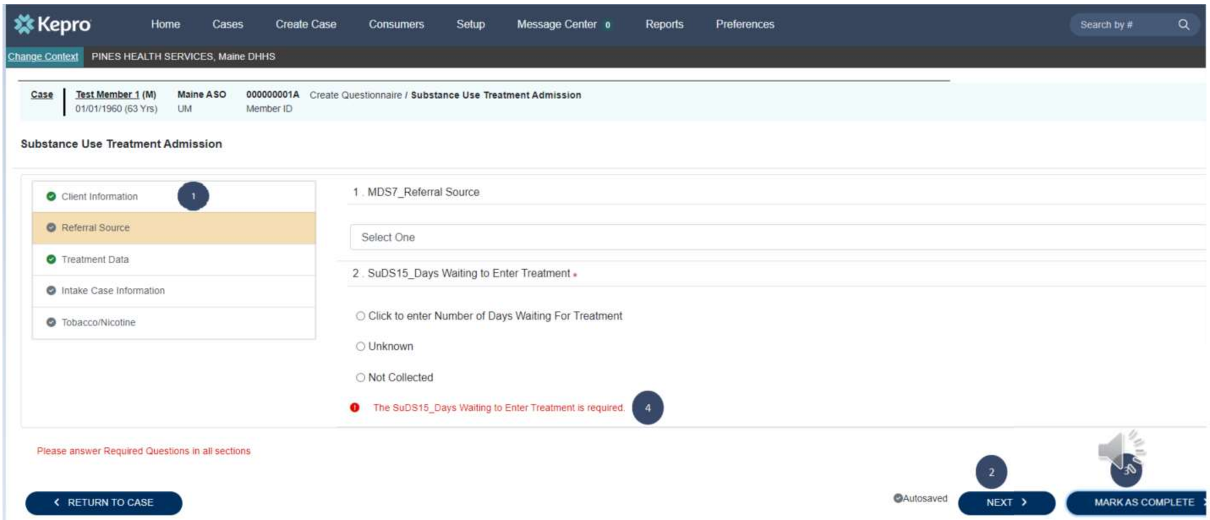
In Step 7 – Questionnaires:

1. If you are submitting a request for a new admission, click Open to begin completing the Substance Use Treatment Admission Questionnaire. You will only complete the Substance Use Treatment Discharge questionnaire, when the client is discharging from your service.

Step 7 – Questionnaires Continued



In Step 7 – Questionnaires:

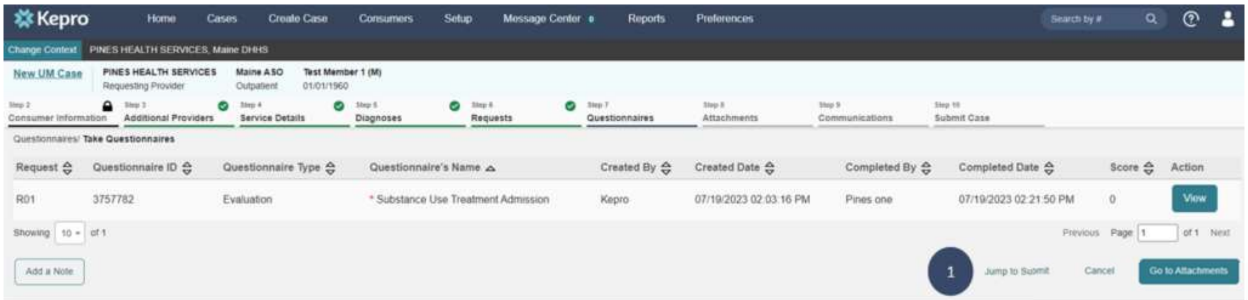
1. The questionnaire will open in a separate window. Begin by answering the first question. As you respond to a question, additional questions may cascade for you to complete. When you have finished filling out each questionnaire section, you will see a green check mark. Gray check marks indicate the section has not yet been completed.

2. To navigate to the next section of the questionnaire, click on **Next.**

3. All sections and all questions of the questionnaire need to be filled out. Throughout the questionnaire, you will see instructions have been added to some of the questions. It is important to read these instructions as they will guide you on how to respond to subsequent questions depending on your response to the current question. When you have finished, click **Mark As Complete**. If you have filled out all of the questions and no errors have been detected, the system will return you back to the case.

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 complete until you have addressed the error.

Step 7 – Questionnaires Continued



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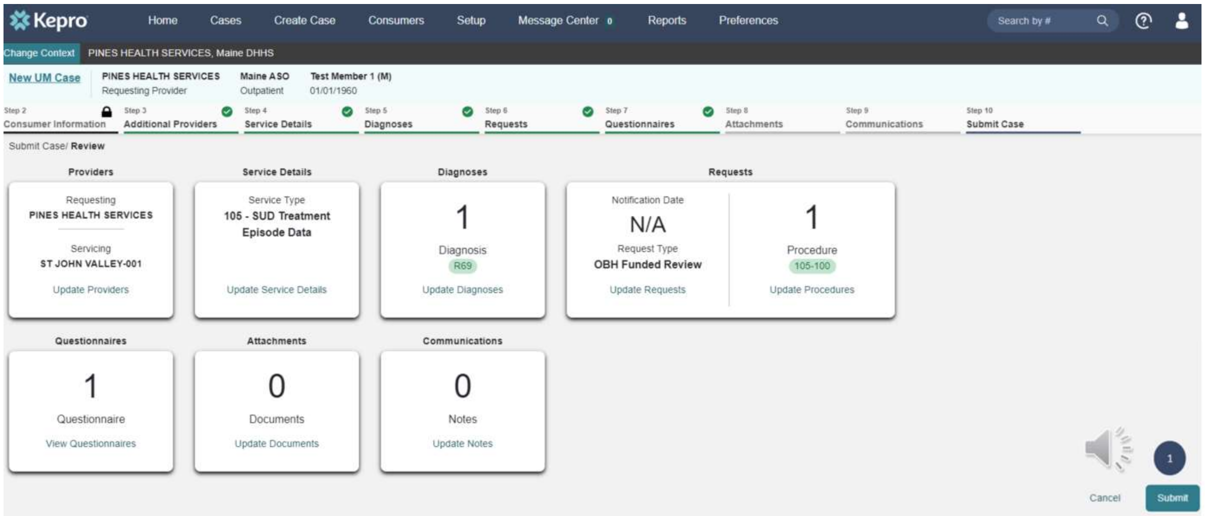
In Step 7 – Questionnaires:

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

Step 10 – Submit Case



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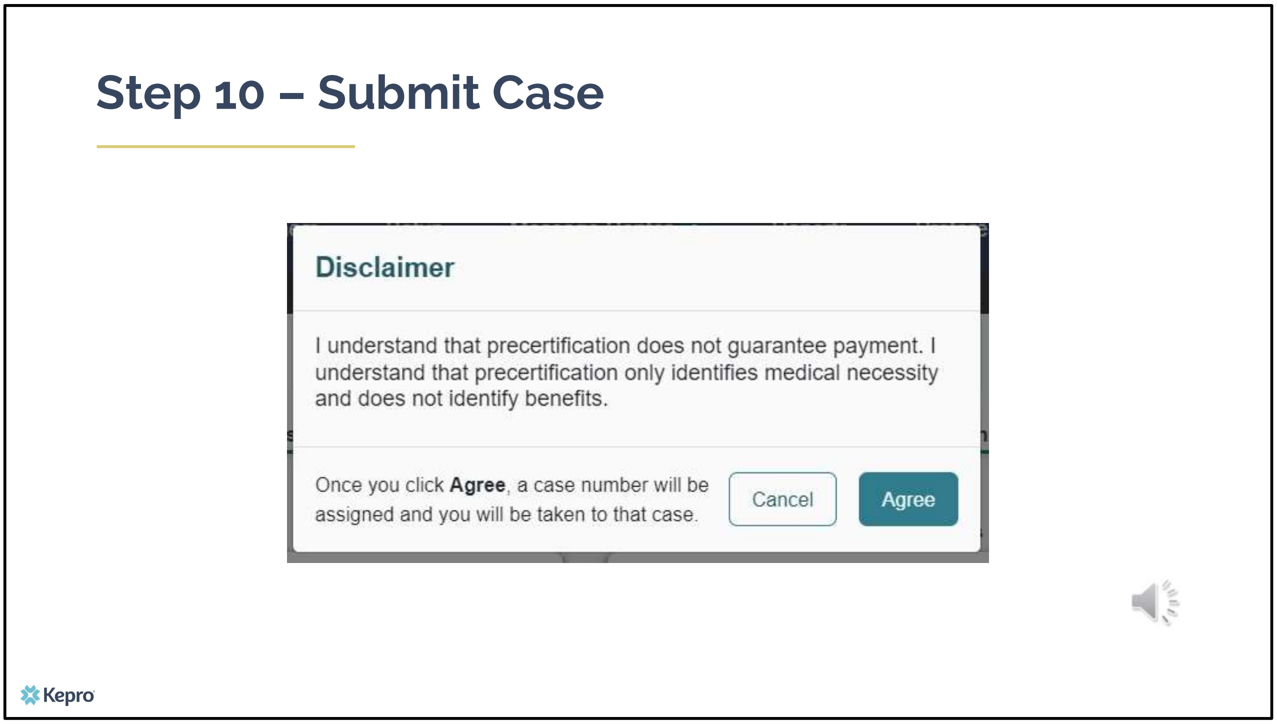
In Step 10 – Submit Case:

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.**

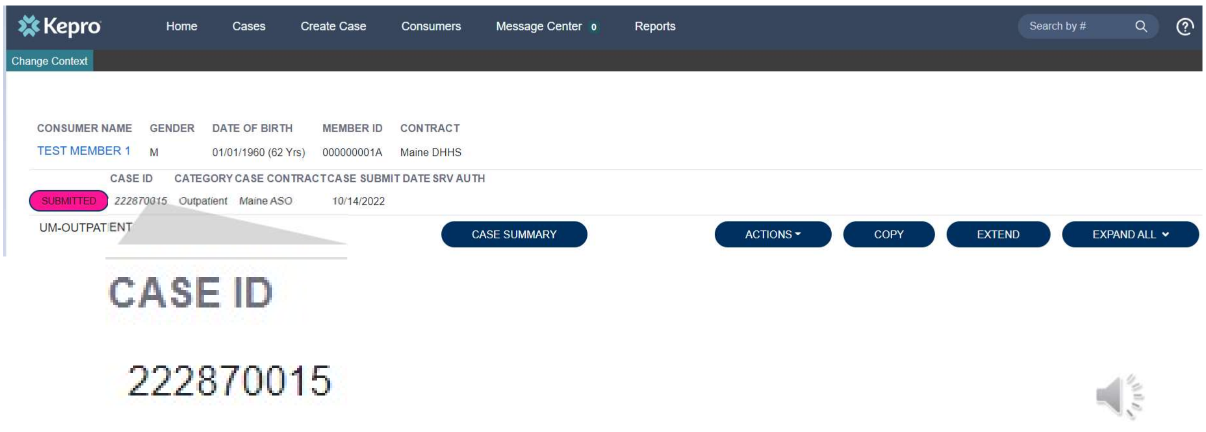


In Step 10 – Submit Case:

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, you 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



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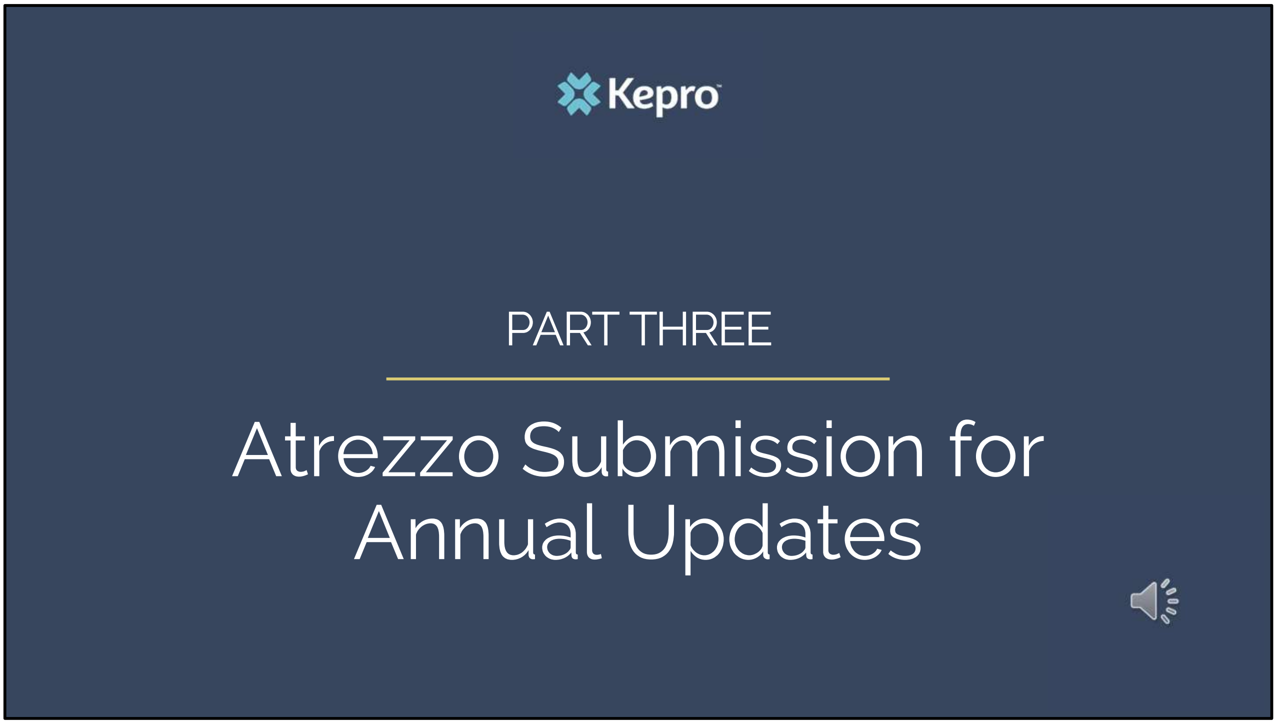
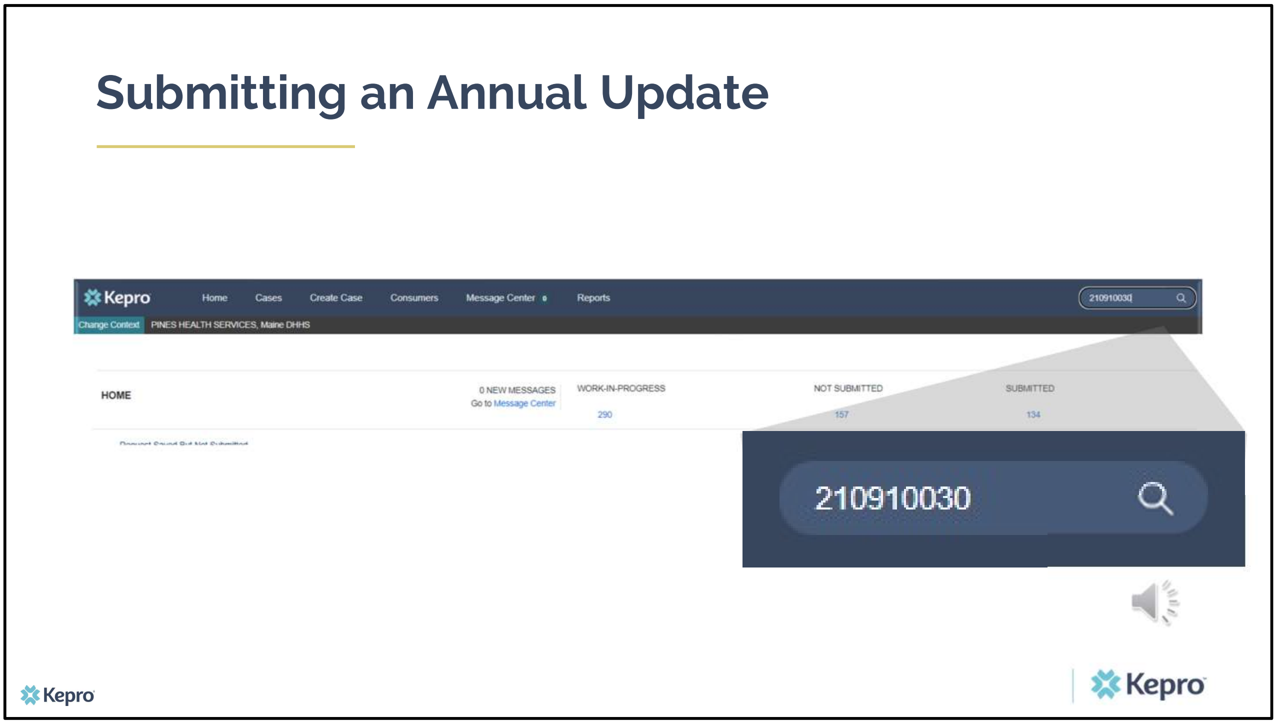
Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time

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 this request, two pieces of identifying information will be required to confirm the member’s identity. For example, a Case ID and member’s name.

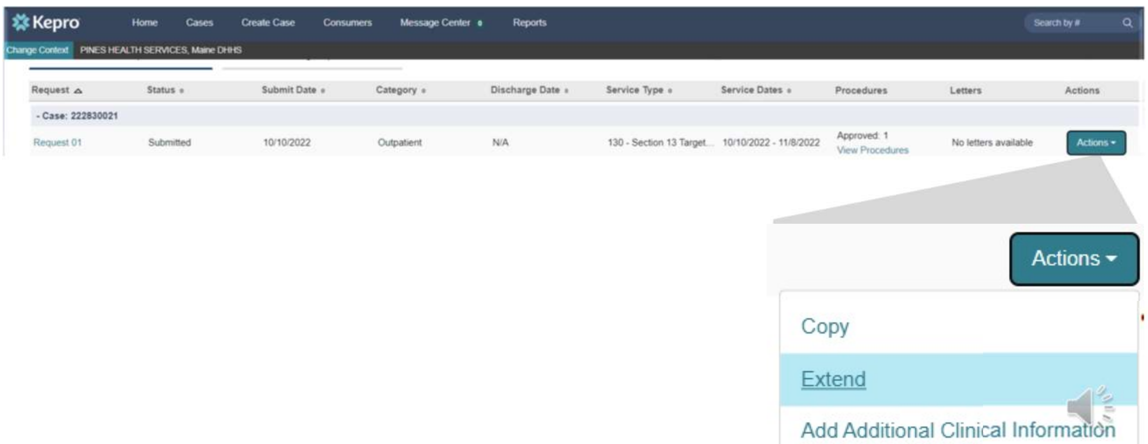


In part three, we will cover the process for submitting an annual update if your member is still receiving SUD services a year after the initial admission.



Using the case ID that was generated when you submitted your admission case, type it into the search box and click enter. Please note, if you do not have the case ID number, you can still search for your member using their MaineCare ID or last name and date of birth under the Consumers tab.

Submitting an Annual Update



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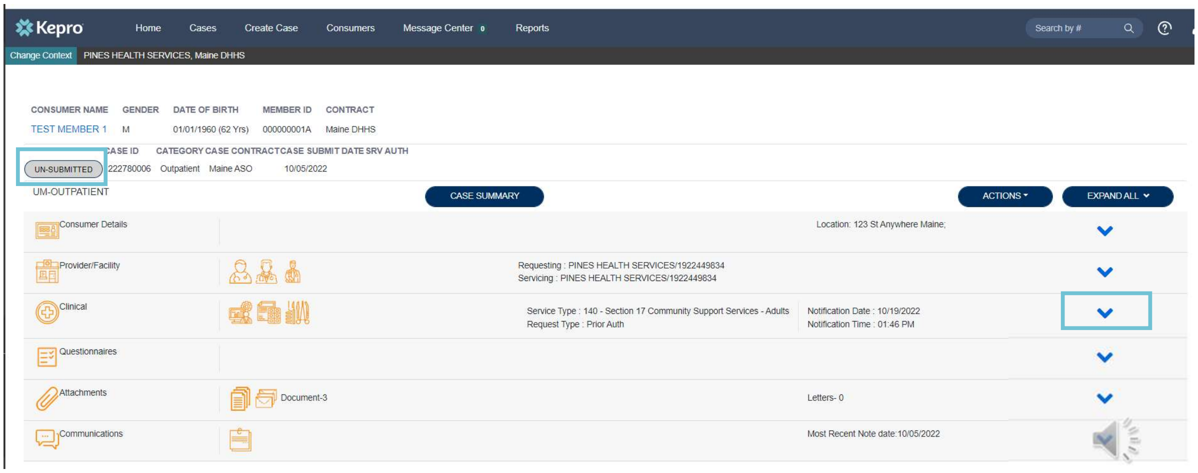
When the case appears, click on the Actions button. A drop-down menu with action items will appear. Select Extend to create the annual updates.

Submitting an Annual Update



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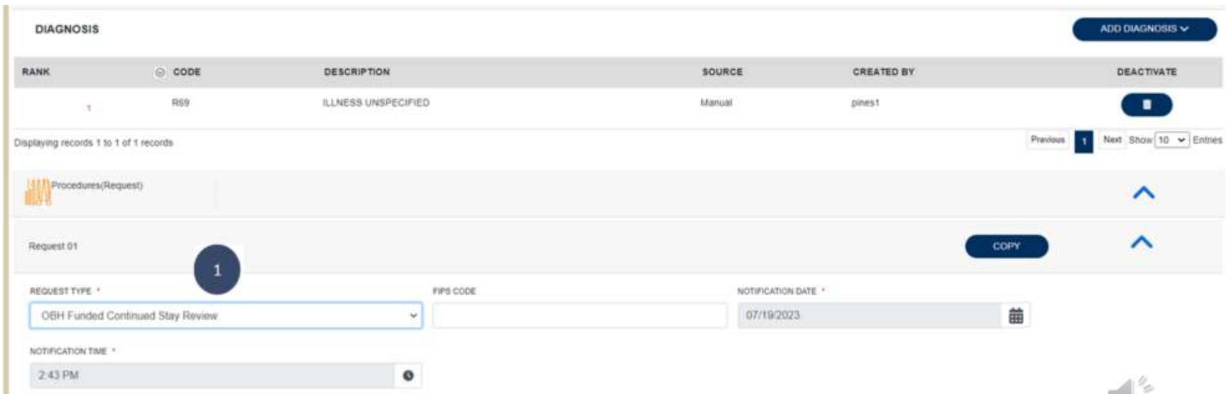
You will be an in unsubmitted request. Click on the down arrow on the Clinical Ribbon to expand that section

Updating the Request Type



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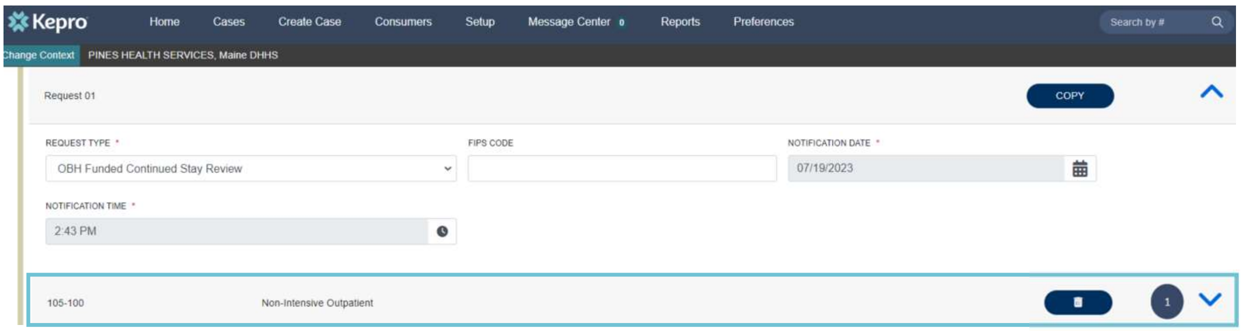
Scroll down to the Request section to update the Request Type Box. Change the Request type from OBH Funded Review to OBH Funded Continued Stay Review

Updating the Procedure Code



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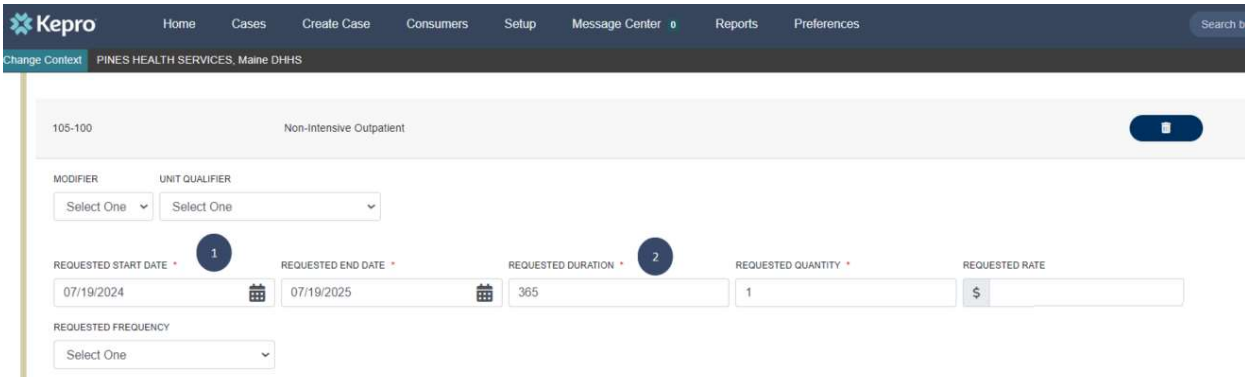
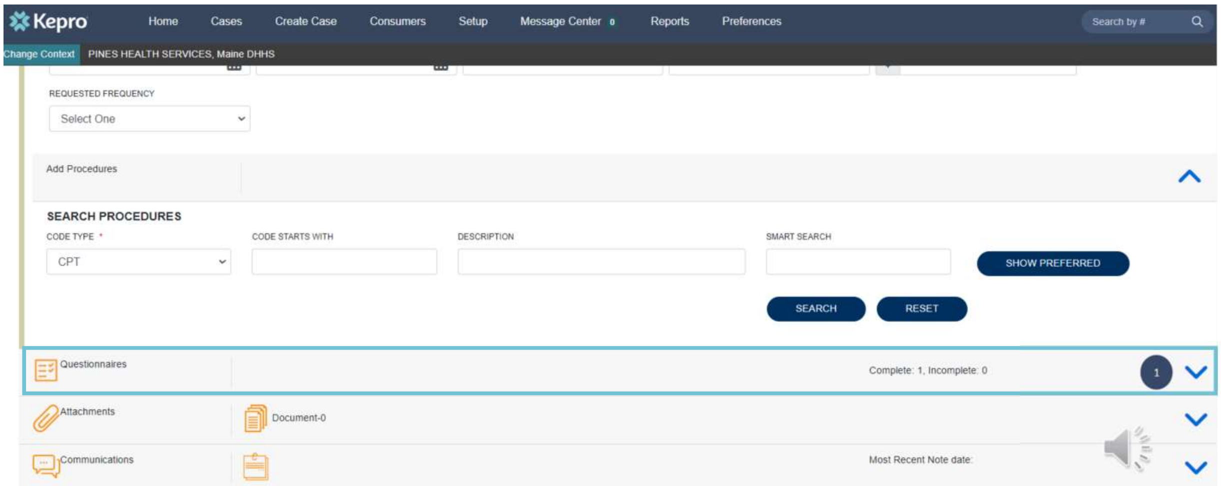
Where you see the procedure code, click on the down arrow to expand the section.

Updating the Procedure Code



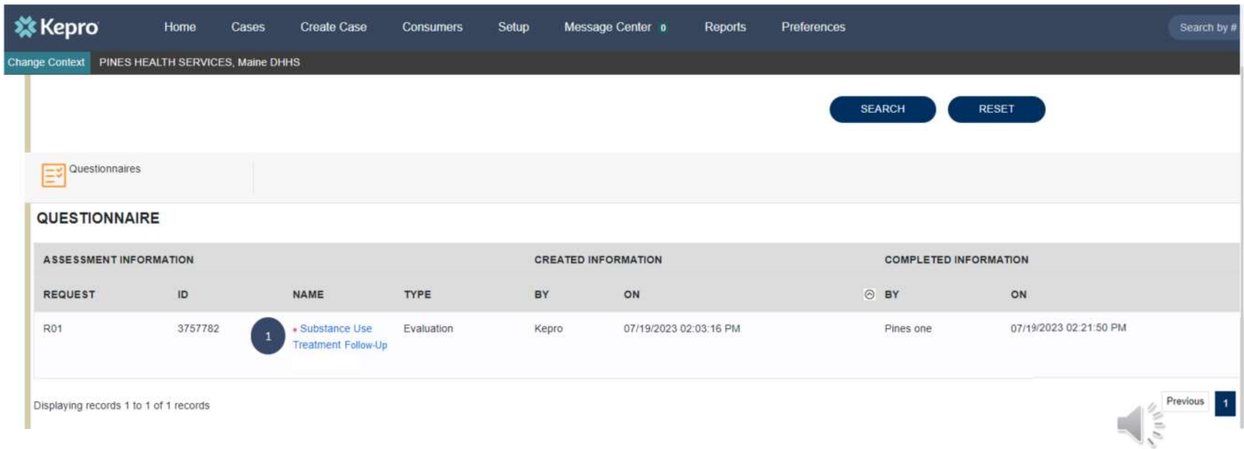
1. You will notice on the procedure page that the service code is already indicated as well as the start date. The start date automatically populates based off the end date of your initial admission case.
2. Enter in 365 in the Requested Duration box to automatically populate your end date.

Follow-Up Questionnaire



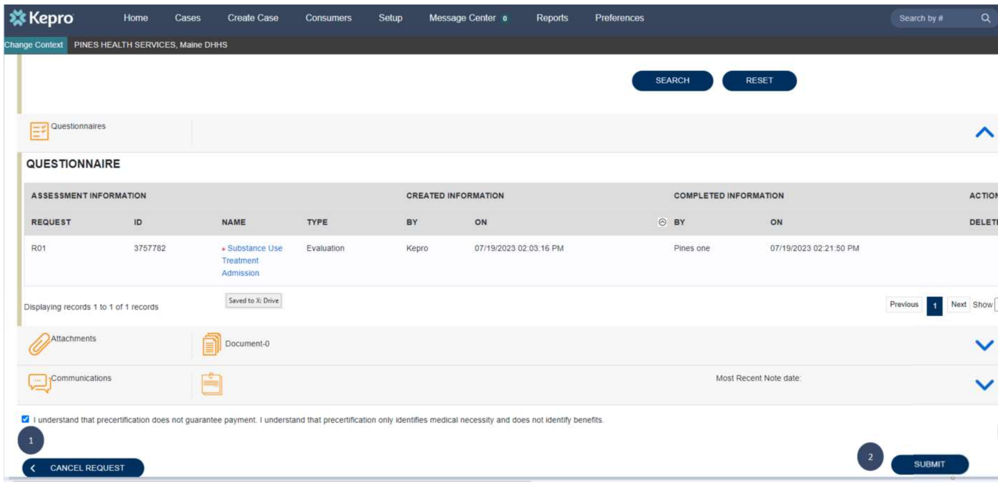
Scroll down to the Questionnaires section and click on the down arrow to expand it.

Follow-Up Questionnaire



1. Complete the Substance Use Treatment Follow-Up questionnaire

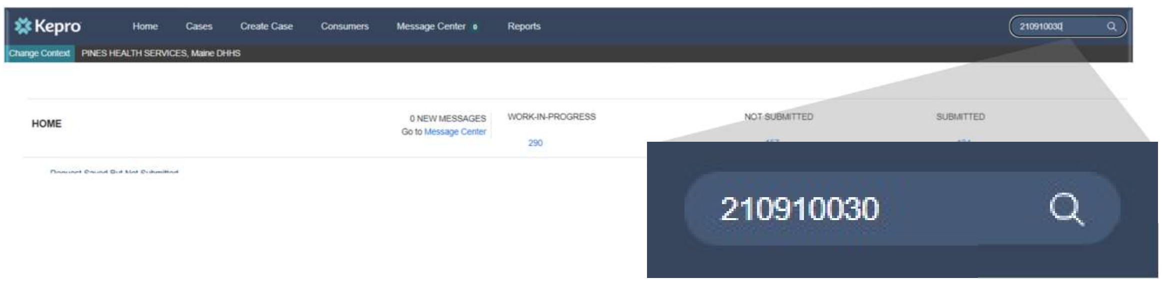
Submitting the Follow-Up



1. When you have finished the questionnaire, scroll to the bottom of the page and select the precertification statement
2. Click submit.

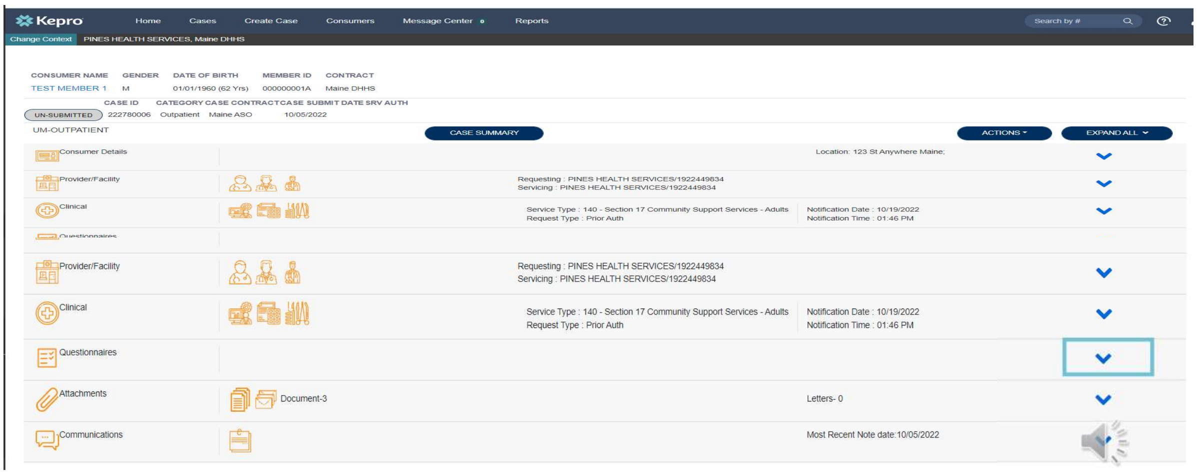
In part Four we will cover the process for submitting the Discharge questionnaire

Submitting the Discharge Questionnaire



When the member is discharging from SUD services, you will need to complete the SUD Treatment Discharge questionnaire. To do this, enter in the case ID number for the initial admission in the search box. It is important that you go back to the original case to complete the Discharge questionnaire. Submitting a new case will result in reporting errors and you will be asked to complete the discharge information again on the correct case.

Submitting the Discharge Questionnaire



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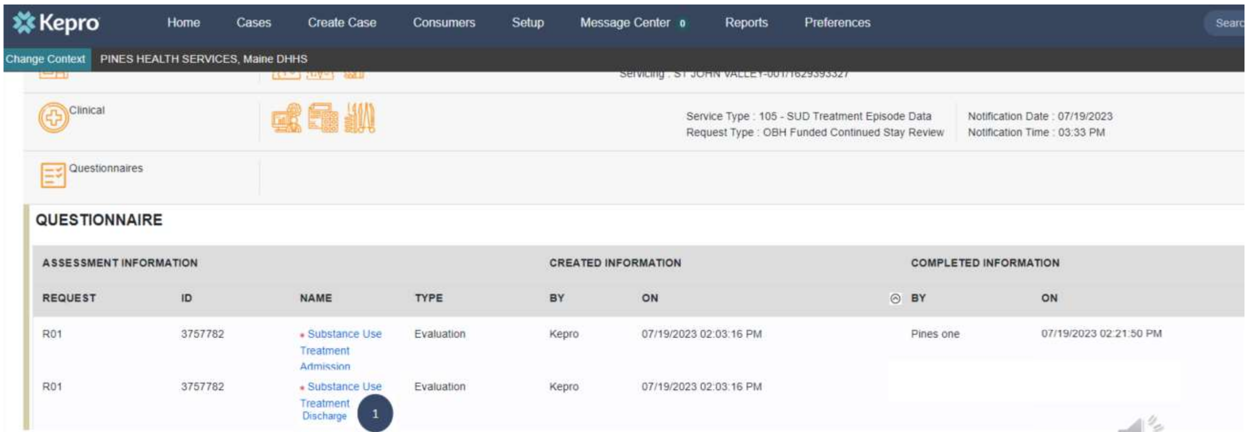
Scroll down to the Questionnaire section and click on the down arrow to expand it.

Submitting the Discharge Questionnaire



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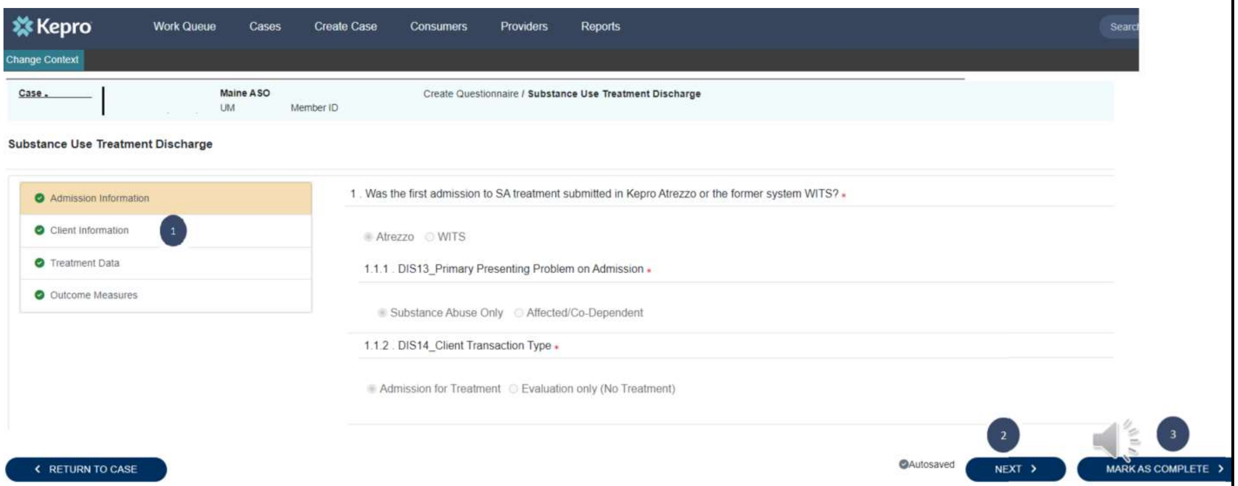
Click on the Substance Use Treatment Discharge Questionnaire to complete it.

Submitting the Discharge Questionnaire



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1. As with the admission questionnaire, the discharge 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. Throughout the questionnaire, you will see instructions have been added to some of the questions. It is important to read these instructions as they will guide you on how to respond to subsequent questions depending on your response to the current question. When you have finished filling out each questionnaire section, you will see a green check mark. Gray check marks indicate the section has not yet been completed.

2. To navigate to the next section of the questionnaire, click on **Next.**

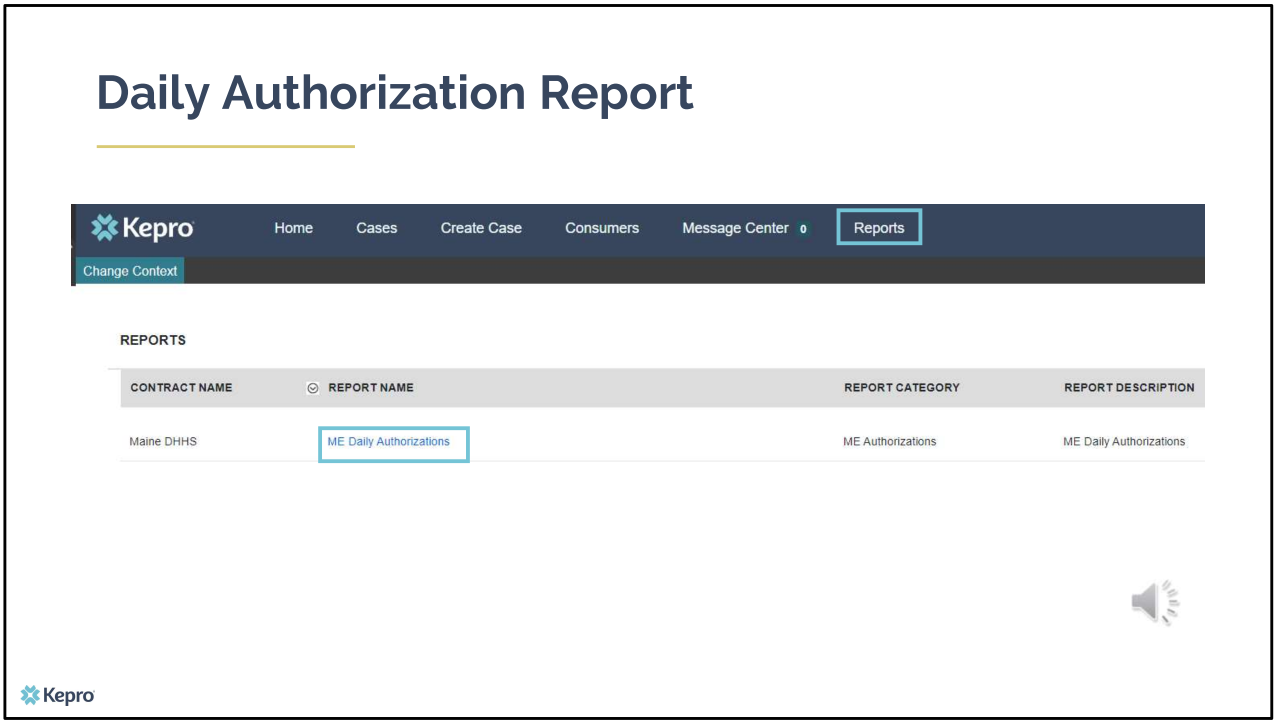
3. All sections and all questions of the questionnaire need to be filled out. When you have finished, click **Mark As Complete**. If you have filled out all of the questions and no errors have been detected, the system will return you back to the case. If you have missed a question or an error is detected, it will show up in red. You will not be able to mark the questionnaire

complete until you have addressed the error.

Please note you should not submit a discharge questionnaire if you have not yet first completed the Admission questionnaire. Doing so, will cause an error with the reports and you will be asked to complete the admission questionnaire.

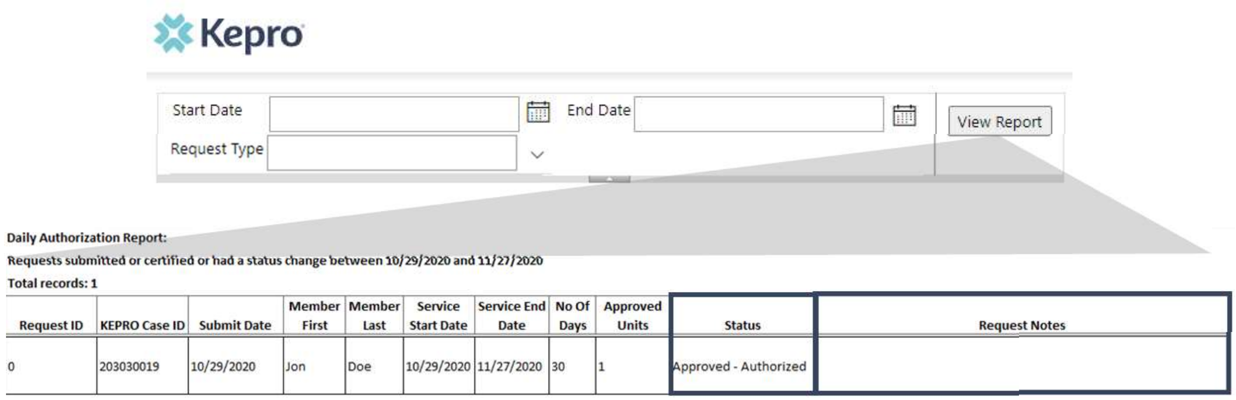
Once you have completed the discharge questionnaire and marked it as complete, the questionnaire will now be submitted.

In part five we will review the Daily Authorization Report.



The Daily Authorization Report is the primary way Kepro communicates to providers regarding the status of a case. It is also a way for providers to view and track who they have submitted SUD Data for. In the Atrezzo portal, users who have been setup as a Group Admin + Reports or Admin +Reports User role will have a Reports tab. Within the reports tab, you will find the Daily Authorization Report.

Checking The Daily Auth Report



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	

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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. If you are wanting to view your agency's SUD Data, select OBH Funded Review and OBH Funded Continued Stay Review from the Request Type drop down. Once the report runs, any cases that have been entered in Atrezzo under your agency's NPI number that match your search criteria will display. The report will provide you with a Kepro Case ID, start date, 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

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Thank you for joining the Kepro SUD Treatment Data Collection 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.