



DISCHARGE REQUESTS

Atrezzo Next Generation (ANG) Submission Guide

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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



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](#).

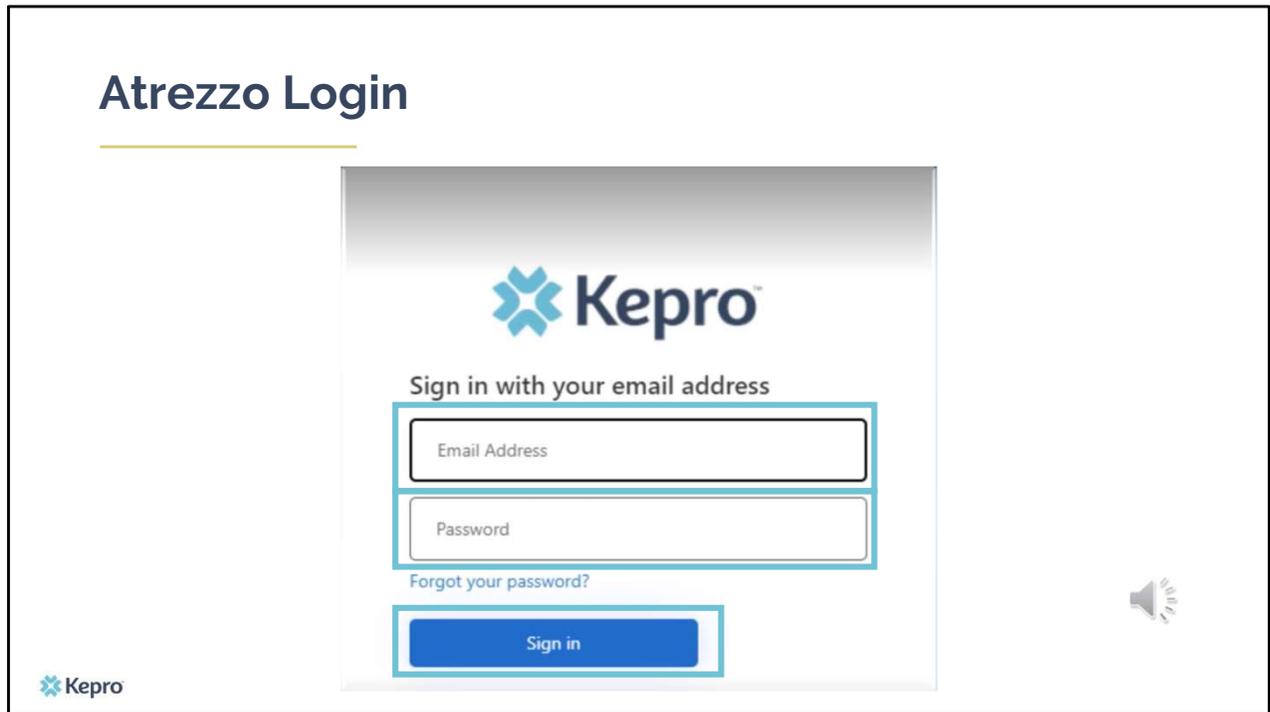
If you are using multi-factor authentication, [click here](#) to complete your registration.

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



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



 Kepro

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.

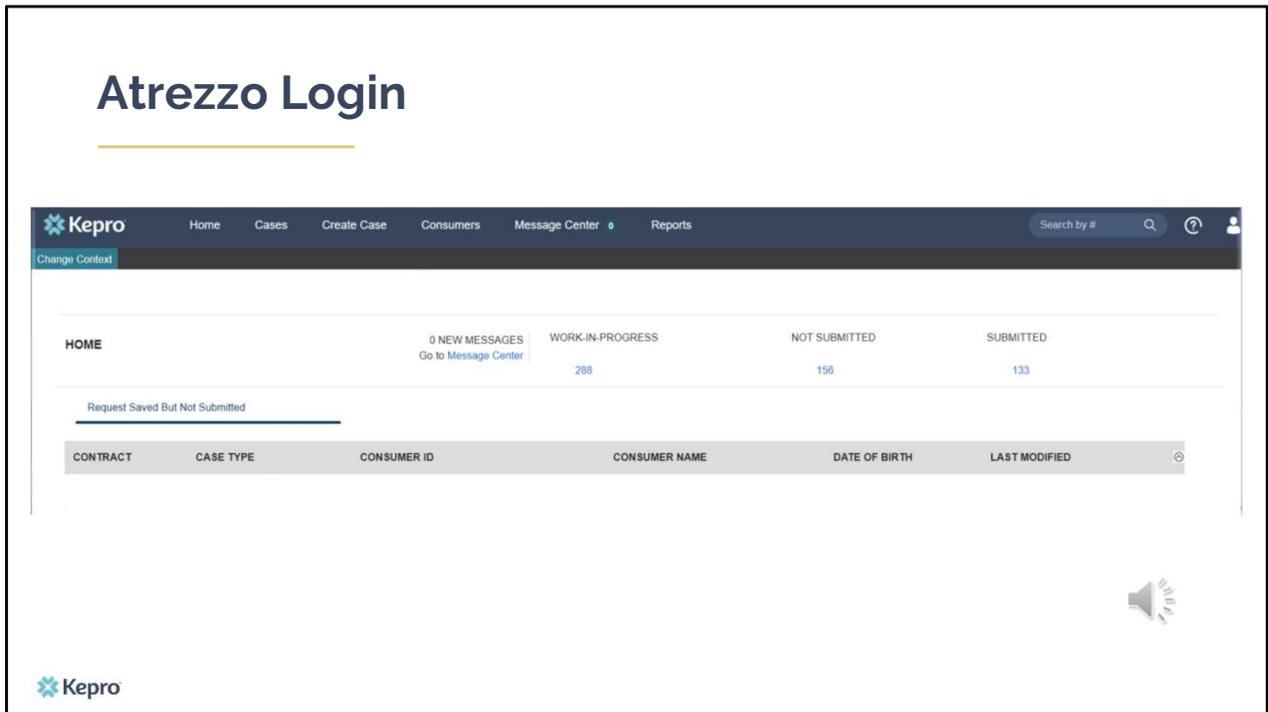
XXX-XXX-3661

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



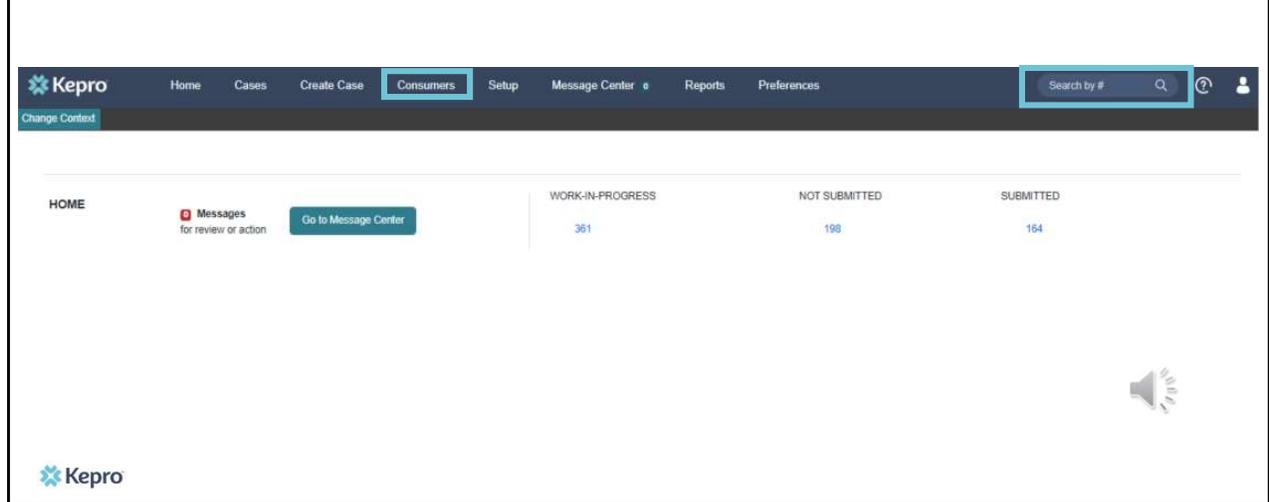
Enter in your verification code.

Atrezzo Login



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

Searching the Request



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

Kepro Home Cases Create Case Consumers Setup Message Center Reports Preferences

Change Context

CONSUMERS

1

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

00000001A

MM/DD/YYYY

2

SEARCH

*Combination of DOB and Last Name or Member ID

Kepro

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

The screenshot shows the Kepro application interface for searching consumers. 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 side of the navigation bar.

Below the navigation bar, there is a section titled "CONSUMERS" with a "Change Context" link. The search form includes fields for "CONSUMER ID" (containing "00000001A"), "LAST NAME", "FIRST NAME (MIN 1ST LETTER)", and "DATE OF BIRTH" (with a calendar icon and the format "MM/DD/YYYY"). A "SEARCH" button is positioned to the right of the date field. A note below the form states: "*Combination of DOB and Last Name or Member ID".

Below the search form, there is a "+ ADD TEMPORARY" button. The search results are displayed in a table with the following columns: NAME, DATE OF BIRTH, ADDRESS, CONSUMER ID, CONTRACT, and CASE COUNT. The table contains one record:

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
Test Member 1	01/01/1960	123 St Anywhere, ME	00000001A	Maine DHHS	46

Below the table, it says "Displaying records 1 to 1 of 1 records". There are navigation controls for the table, including "Previous", "1", "Next", and "SI".

The Kepro logo is visible in the bottom left corner of the page.

Once the member appears, click on their name.

Searching by Consumer

The screenshot shows the Keprc web application interface. At the top, there is a navigation bar with the Keprc logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right side of the navigation bar.

Below the navigation bar, there is a section for "CONSUMERS / Test Member 1". It contains a table with the following columns: CONSUMER NAME, DATE OF BIRTH, ADDRESS, COUNTRY, and MEMBER ID. The data row shows: Test Member 1, 01/01/1960, 123 St, United States, and 000000001A. A "CREATE CASE" button is visible on the right side of this section.

Below the consumer information, there are two tabs: "LM CASE (100)" and "ASSESSMENT CASE(1)". The "Submitted Requests" tab is active, showing a table with the following columns: Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Actions.

The table contains two rows of data:

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: Pending Case ID									
Request 01	Un-Submitted		Outpatient	N/A			View Procedures	No letters available	No actions available
- Case: 210180017									
Request 01	Submitted	1/18/2021	Outpatient	N/A	Section 65 Behavioral Health Services	1/18/2021 - 1/18/2021	Approved: 1 View Procedures	No letters available	Actions

The "Actions" dropdown menu for the second row is open, showing the following options: Copy, Extend, Discharge (highlighted), Add Additional Clinical Information, Reconsideration, and Request Authorization Revision.

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

Discharging the Request

Discharge

DISCHARGE

DISCHARGE DISPOSITION *
Select One 1

EMPLOYMENT STATUS *
Select One 2

LIVING ARRANGEMENT *
Select One 3

PROCEDURES

Procedure	Description	Start Date	ENTER DISCHARGE DATE *
H0004	TERMED 12/31/2022 Sub Abuse Outpatient Therapy-Substance Abuse Agency		09/13/2023 4

DISCHARGE NOTE 5

CANCEL 6 SUBMIT

Kepro

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. Your 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



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.