



SUBSTANCE USE DISORDER TREATMENT DATA COLLECTION

Atrezzo Next Generation (ANG) Submission Guide

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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

General Overview



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.



Simple Submission Flowchart

Licensed SUD Provider

assesses the members needs



Provider enters request for Substance Use Disorder data collection of all clients to Kepro's Atrezzo Platform



Kepro receives SUD Data request



Kepro sends monthly federal report to OBH/SAMHSA



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.**





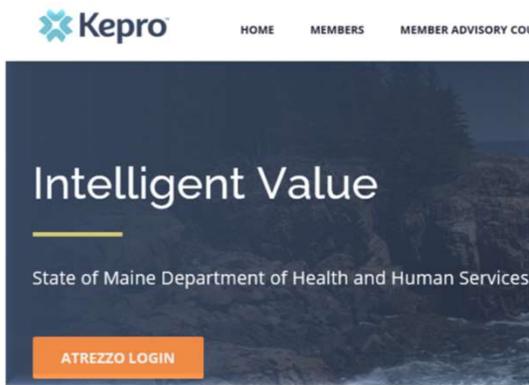
PART TWO

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



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.

Remember Me

LOGIN OPTIONS

Customer/Provider

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

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 Kepron Atrezzo. At the top is the Kepron logo, which consists of a blue star-like icon followed by the word "Kepron" in a bold, sans-serif font. Below the logo is the text "Sign in with your email address". There 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 centered on a white background. In the bottom left corner of the overall image is a small Kepron logo, and in the bottom right corner is a speaker icon and a larger Kepron logo.

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

 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.

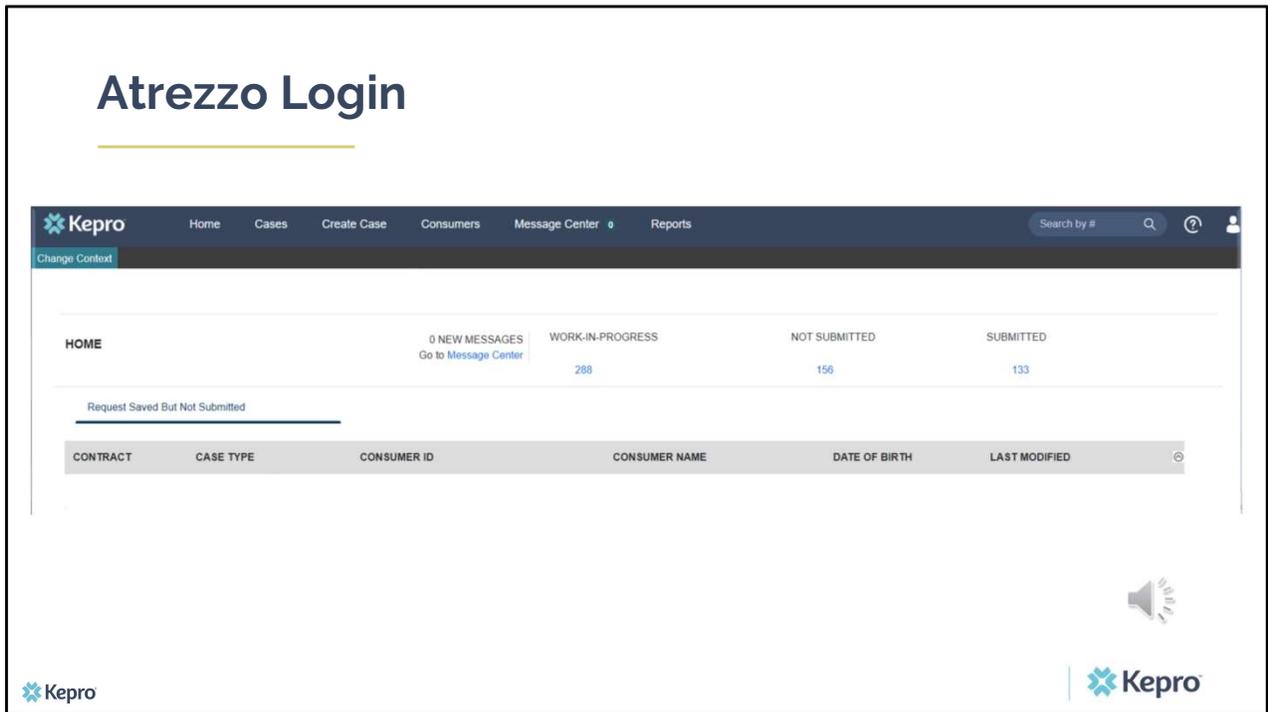
XXX-XXX-3661

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.

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

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 and a 'Go To Consumer Information' button. A blue circle with the number '4' is next to the 'Go To Consumer Information' button. A speaker icon is visible on the right side of the form.

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

The screenshot shows the Kepro web application interface for Step 2 – Consumer Information. The navigation bar includes Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The breadcrumb trail shows PINES HEALTH SERVICES, Maine DHHS. The main content area is titled 'Consumer Information/ Search Consumer/ Results'. It features a search form with the following fields: CONSUMER ID (containing 000000001A), LAST NAME, FIRST NAME (MIN 1ST LETTER), and DATE OF BIRTH (MM/DD/YYYY). A 'Search' button is located to the right of the form. Below the form, a table displays search results with columns: Name, DOB, Address, Consumer ID, Contract, Case Count, and Action. The first result is 'Test Member 1' with DOB 01/01/1960, Address 123 St Anywhere, ME, Consumer ID 000000001A, Contract Maine DHHS, and Case Count 47. A 'Choose' button is next to this result. At the bottom of the page, there is a message 'Not finding what you're looking for?' and an 'Add temporary consumer' button.

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

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

The screenshot shows 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 current case is identified as 'New UM Case' with details: Requesting Provider: Maine ASO Outpatient, Test Member 1 (M), 01/01/1960. A progress indicator shows steps from 2 to 10, with 'Step 3: Additional Providers' currently active. The main content area is titled 'Additional Providers/ Provider/Facility' and includes an 'Add Attending Physician' button. Below this is a table of 'Selected Providers' with columns: Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. Two providers are listed, both from 'PINES HEALTH SERVICES'. The first provider is marked as 'Requesting' and the second as 'Servicing'. The 'Action' column for the 'Servicing' provider has an 'Update' button highlighted with a blue circle and a '2'. Below the table, there is a note: 'Providers in receipt of faxed determination letters: Official communication of service authorization will be sent to the fax number entered above.' At the bottom of the table area, there is an 'Add a Note' button, a 'Cancel' button, and a 'Go to Service Details' button. A speaker icon is visible in the bottom right corner of the table area.

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

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

Search Servicing Provider

PROVIDER TYPE * 1
 Facility Provider

FACILITY NAME NPI 2
1922449834

COUNTRY
 Canada United States

STATE/PROVINCE
Select One Search

Search Results

Name ▲	Type	Specialty	NPI	Medicaid ID	Address	Country	County	Action
PINES HEALTH SERVICES	Facility-Agency-Organization NR Provider	No Specialty Required	1922449834	PMP0000023088520	1260 MAIN ST , WADE, ME US 04786	US	Aroostook	Choose
WASHBURN-001	Community Provider	Federally Qualified Health Center (FQHC)	1922449834	PMP0000023088531	1260 MAIN ST , WASHBURN, ME US 04786	US		Choose 3

Showing 10 of 2 Previous Page 1 of 1 Next

Cancel

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

The screenshot shows the Kepro web application interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this is a breadcrumb trail: Change Context > PINES HEALTH SERVICES, Maine DHHS > New UM Case > PINES HEALTH SERVICES > Maine ASO > Test Member 1 (M). The main content area is titled 'Additional Providers' and contains a table of selected providers. A callout '4' points to the 'Servicing' row, and a callout '5' points to the 'Go to Service Details' button.

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	Update
Servicing	ST JOHN VALLEY-001	PMP0000023088591	Federally Qualified Health Center (FQHC)	1629393327	4 MAIN ST , VAN BUREN, ME US 04785	Aroostook	(207) 868-2796		Remove

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

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 sub-header for 'Change Context' showing 'PINES HEALTH SERVICES, Maine DHHS'. The main content area shows a progress bar with steps 2 through 8. Step 4, 'Service Details', is currently active and highlighted. The 'Service Details' section includes a 'Place Of Service' dropdown menu (currently set to 'Select One') and a 'Service Type' dropdown menu (also set to 'Select One'). A circular callout '1' points to the 'Service Type' dropdown. The 'Service Type' dropdown is open, showing a list of options: '100 - Baxter Fund Services', '105 - SUD Treatment Episode Data' (highlighted in blue), '120 - Long-Term Supported Employment', '130 - Section 13 Targeted Case Management', '140 - Section 17 Community Support Services - Adults', and '160 - Section 21 Rehab for Adults w/ I.D. and Autism'. To the right of the dropdown is a 'Cancel' button and a 'Go to Diagnoses' button, with a circular callout '2' pointing to the 'Go to Diagnoses' button. There is also an 'Add a Note' button and a speaker icon in the bottom right corner of the form area.

Kepro

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

The image displays two screenshots of the Kepro software interface during 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.

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

Kepro Home Cases Create Case Consumers Setup Message Center 0 Reports Preferences

Change Context PINES HEALTH SERVICES, Maine DHHS

New UM Case PINES HEALTH SERVICES Maine ASO Test Member 1 (M)
Requesting Provider Outpatient 01/01/1960

Step 2 Step 3 Step 4 Step 5 Step 6 Step 7 Step 8 Step 9
Consumer Information Additional Providers Service Details Diagnoses Requests Questionnaires Attachments Communications

Requests/Request Details

Request Type * 1 FIPS Code Notification Date * Notification Time *

OBH Funded Review [] 07/19/2023 12:40 PM

Add a Note Cancel Go to Procedures 2

Kepro

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

Kepro Home Cases Create Case Consumers Setup Message

Change Context PINES HEALTH SERVICES, Maine DHHS

New UM Case PINES HEALTH SERVICES Maine ASO Test Member 1 (M)
Requesting Provider Outpatient 01/01/1960

Step 2 Step 3 Step 4 Step 5 Step 6
Consumer Information Additional Providers Service Details Diagnoses Requests

Requests/Request 01/Procedures

Code Type * Search 1

CPT Search by code or description

105-

Preferred

All

105-100 Non-Intensive Outpatient

105-200 Intensive Outpatient

105-300 Detoxification (Outpatient)

105-400 24-Hour Detoxification (Free Standing Residential)

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

The screenshot displays the 'Requests' step in the Kepro system. The interface includes a navigation bar with options like Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The case header shows 'New UM Case' for 'PINES HEALTH SERVICES' and 'Maine ASD Outpatient'. The progress bar indicates the current step is 'Requests'. The form fields are: Modifier (Select One), Unit Qualifier (Select One), Requested Start Date (07/19/2023), Requested End Date (07/18/2024), Requested Duration (365), Requested Quantity (1), Requested Frequency (Select One), and Requested Rate (\$). A 'Go to Questionnaires' button is visible at the bottom right.

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-Hour Detoxification (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)

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

Step 7 – Questionnaires

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 side of the navigation bar. Below the navigation bar, the current context is shown as 'Change Context | PINES HEALTH SERVICES, Maine DHHS'. The main content area shows a 'New UM Case' for 'PINES HEALTH SERVICES' with 'Maine ASO' as the 'Requesting Provider' and 'Test Member 1 (M)' as the 'Outpatient' with ID '01/01/1960'. A progress bar indicates the current step is 'Step 7: Questionnaires', with previous steps (Consumer Information, Additional Providers, Service Details, Diagnoses, Requests) completed. Below the progress bar, there is a table titled 'Questionnaires/ Take Questionnaires' with the following data:

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3757782	Evaluation	* Substance Use Treatment Admission	Kepro	07/19/2023 02:03:16 PM			0	1 Open

A speaker icon is visible in the bottom right corner of the screenshot area.

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

The screenshot displays the Kepro web application interface for a questionnaire. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The main content area is titled 'Substance Use Treatment Admission' and features a sidebar with sections: Client Information (1), Referral Source (2), Treatment Data, Intake Case Information, and Tobacco/Nicotine. The 'Referral Source' section is active, showing a dropdown menu with 'Select One' and a question '2. SuDS15_Days Waiting to Enter Treatment'. Below this, there are radio button options: 'Click to enter Number of Days Waiting For Treatment', 'Unknown', and 'Not Collected'. A red error message states 'The SuDS15_Days Waiting to Enter Treatment is required'. At the bottom, there are buttons for 'RETURN TO CASE', 'NEXT', and 'MARK AS COMPLETE', along with an 'Autosaved' indicator.

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

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, a breadcrumb trail shows 'New UM Case' followed by 'PINES HEALTH SERVICES', 'Maine ASO', and 'Test Member 1 (M)'. A progress bar indicates the current step is 'Step 7: Questionnaires', with previous steps like 'Consumer Information', 'Additional Providers', 'Service Details', 'Diagnoses', and 'Requests' marked as complete. Below the progress bar, a table lists questionnaire entries. The table has columns for Request, Questionnaire ID, Questionnaire Type, Questionnaire's Name, Created By, Created Date, Completed By, Completed Date, Score, and Action. One entry is visible with Request ID 'RD1', Questionnaire ID '3757782', Type 'Evaluation', Name '* Substance Use Treatment Admission', Created By 'Kepro', Created Date '07/19/2023 02:03:16 PM', Completed By 'Pines one', Completed Date '07/19/2023 02:21:50 PM', and Score '0'. Below the table, there are controls for 'Showing 10 of 1', 'Add a Note', and a 'Jump to Submit' button with a '1' in a circle. Other buttons include 'View', 'Go to Attachments', and a speaker icon for audio notifications.

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
RD1	3757782	Evaluation	* Substance Use Treatment Admission	Kepro	07/19/2023 02:03:16 PM	Pines one	07/19/2023 02:21:50 PM	0	View

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

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 indicator for steps 2 through 10, with Step 10 'Submit Case' highlighted. Below the progress indicator, the 'Submit Case' review screen is displayed, featuring several tiles for updating 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.
- 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 a 'Submit' button.

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 is located on the right side of the navigation bar. Below the navigation bar, there is a 'Change Context' button. The main content area shows a table with columns: CONSUMER NAME, GENDER, DATE OF BIRTH, MEMBER ID, and CONTRACT. The first row contains the data: TEST MEMBER 1, M, 01/01/1960 (62 Yrs), 000000001A, and Maine DHHS. Below this, there is a table with columns: CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The first row in this table is highlighted in pink and contains: 222870015, Outpatient, Maine ASO, and 10/14/2022. To the left of this row, the text 'SUBMITTED' is displayed in a pink box. Below the table, there are several buttons: CASE SUMMARY, ACTIONS (with a dropdown arrow), COPY, EXTEND, and EXPAND ALL (with a dropdown arrow). The text 'UM-OUTPATIENT' is visible below the table. In the center of the page, the text 'CASE ID' is displayed in large blue letters, followed by the number '222870015' in a large black font. A speaker icon is located to the right of the Case ID. The Kepro logo is visible in the bottom left corner of the screenshot.

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.



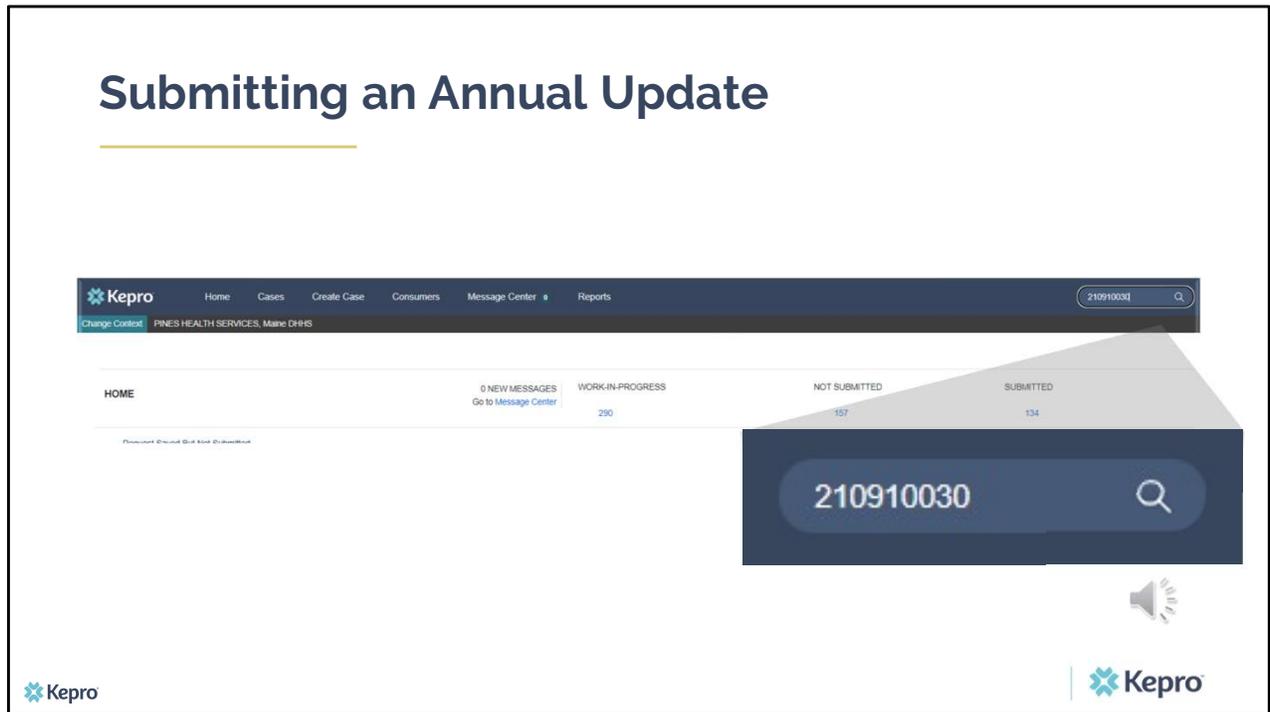
PART THREE

Atrezzo Submission for Annual Updates



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.

Submitting an Annual Update



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

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, and Reports. A search bar is located on the right side of the navigation bar. Below the navigation bar, the page title is "Change Context PINES HEALTH SERVICES, Maine DHRHS".

The main content area features a table with the following columns: Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Actions. The table contains one row of data:

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 222830021 Request 01	Submitted	10/10/2022	Outpatient	N/A	130 - Section 13 Target...	10/10/2022 - 11/8/2022	Approved: 1 View Procedures	No letters available	Actions

An expanded Actions menu is shown below the table, containing the following options: Copy, Extend (highlighted in blue), and Add Additional Clinical Information (with a speaker icon).

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

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, and Reports. A search bar is located on the right side of the navigation bar.

Below the navigation bar, there is a table with the following columns: CONSUMER NAME, GENDER, DATE OF BIRTH, MEMBER ID, and CONTRACT. The first row shows 'TEST MEMBER 1', 'M', '01/01/1950 (62 Yrs)', '000000001A', and 'Maine DHHS'. Below this table, there is another table with columns: CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The first row shows 'UN-SUBMITTED', '222780006', 'Outpatient', 'Maine ASO', and '10/05/2022'. The 'UN-SUBMITTED' status is highlighted with a red box.

Below the table, there is a 'CASE SUMMARY' section with a 'CASE SUMMARY' button and an 'EXPAND ALL' button. The 'CASE SUMMARY' section is expanded, showing several sections with icons and details:

- Consumer Details: Location: 123 St Anywhere Maine.
- Provider/Facility: Requesting: PINES HEALTH SERVICES/1922449834, Servicing: PINES HEALTH SERVICES/1922449834.
- Clinical: Service Type: 140 - Section 17 Community Support Services - Adults, Notification Date: 10/19/2022, Request Type: Prior Auth, Notification Time: 01:46 PM. This section is highlighted with a blue box.
- Questionnaires: (No details shown)
- Attachments: Documents-3, Letters-0.
- Communications: Most Recent Note date: 10/05/2022.

The Kepro logo is visible in the bottom left and bottom right corners of the interface.

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

Updating the Request Type

The screenshot displays a web application interface for managing medical requests. At the top, there is a 'DIAGNOSIS' section with a table containing one record:

RANK	CODE	DESCRIPTION	SOURCE	CREATED BY	DEACTIVATE
1	R69	ILLNESS UNSPECIFIED	Manual	pinet1	

Below the table, there is a navigation bar with 'Previous', '1', 'Next', and 'Show 10 Entries'. A section titled 'Procedures(Request)' contains a 'Request 01' entry with a 'COPY' button and an upward arrow. Below this, a form allows updating the 'REQUEST TYPE' to 'OBH Funded Continued Stay Review', with fields for 'FIPS CODE' and 'NOTIFICATION DATE' (07/19/2023). A 'NOTIFICATION TIME' field is set to '2:43 PM'. A speaker icon is visible in the bottom right of the form area. The Kepro logo is present in the bottom left and right corners.

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

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 side of the navigation bar. Below the navigation bar, the current context is set to 'PINES HEALTH SERVICES, Maine DHHS'. The main content area shows a 'Request 01' form. The form includes a 'REQUEST TYPE' dropdown menu set to 'OBH Funded Continued Stay Review', a 'FIPS CODE' input field, and a 'NOTIFICATION DATE' field set to '07/19/2023'. Below these fields is a 'NOTIFICATION TIME' dropdown menu set to '2:43 PM'. A 'COPY' button and an upward arrow icon are located in the top right corner of the form. Below the form, there is a table with one row containing the procedure code '105-100' and the description 'Non-Intensive Outpatient'. To the right of the procedure code is a 'COPY' button, a '1' in a circle, and a downward arrow icon. A speaker icon is located below the table. The Kepro logo is visible in the bottom left and bottom right corners of the page.

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

Updating the Procedure Code

105-100 Non-intensive Outpatient

MODIFIER UNIT QUALIFIER
Select One Select One

REQUESTED START DATE * 1 REQUESTED END DATE * REQUESTED DURATION * 2 REQUESTED QUANTITY * REQUESTED RATE

07/19/2024 07/19/2025 365 1 \$

REQUESTED FREQUENCY
Select One

Kepro

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

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

Change Context PINES HEALTH SERVICES, Maine DHHS

REQUESTED FREQUENCY
Select One

Add Procedures

SEARCH PROCEDURES

CODE TYPE * CODE STARTS WITH DESCRIPTION SMART SEARCH

CPT

SEARCH PROCEDURES

SEARCH RESET SHOW PREFERRED

Questionnaires Complete: 1, Incomplete: 0

Attachments Document-0

Communications Most Recent Note date:

Kepro Kepro

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

Follow-Up Questionnaire

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

Change Context PINES HEALTH SERVICES, Maine DHHS

SEARCH RESET

Questionnaires

QUESTIONNAIRE

ASSESSMENT INFORMATION				CREATED INFORMATION		COMPLETED INFORMATION	
REQUEST	ID	NAME	TYPE	BY	ON	BY	ON
R01	3757782	1 Substance Use Treatment Follow-Up	Evaluation	Kepro	07/19/2023 02:03:16 PM	Pines one	07/19/2023 02:21:50 PM

Displaying records 1 to 1 of 1 records

Previous 1

Kepro Kepro

1. Complete the Substance Use Treatment Follow-Up questionnaire

Submitting the Follow-Up

The screenshot shows 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 side of the navigation bar. Below the navigation bar, there are 'SEARCH' and 'RESET' buttons. The main content area is titled 'QUESTIONNAIRE' and contains a table with the following columns: ASSESSMENT INFORMATION, CREATED INFORMATION, COMPLETED INFORMATION, and ACTION. The table has one row with the following data:

REQUEST	ID	NAME	TYPE	BY	ON	BY	ON	ACTION
R01	3757782	Substance Use Treatment Admission	Evaluation	Kepro	07/19/2023 02:03:16 PM	Pines one	07/19/2023 02:21:50 PM	DELETE

Below the table, there is a 'Displaying records 1 to 1 of 1 records' message and a 'Saved to X Drive' button. There are also 'Previous', 'Next', and 'Show' buttons. Below the table, there are sections for 'Attachments' (Document-0) and 'Communications' (Most Recent Note date). At the bottom of the page, there is a checkbox with the text: 'I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.' Below this checkbox, there are two buttons: 'CANCEL REQUEST' and 'SUBMIT'. A speaker icon is also visible on the right side of the page.

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



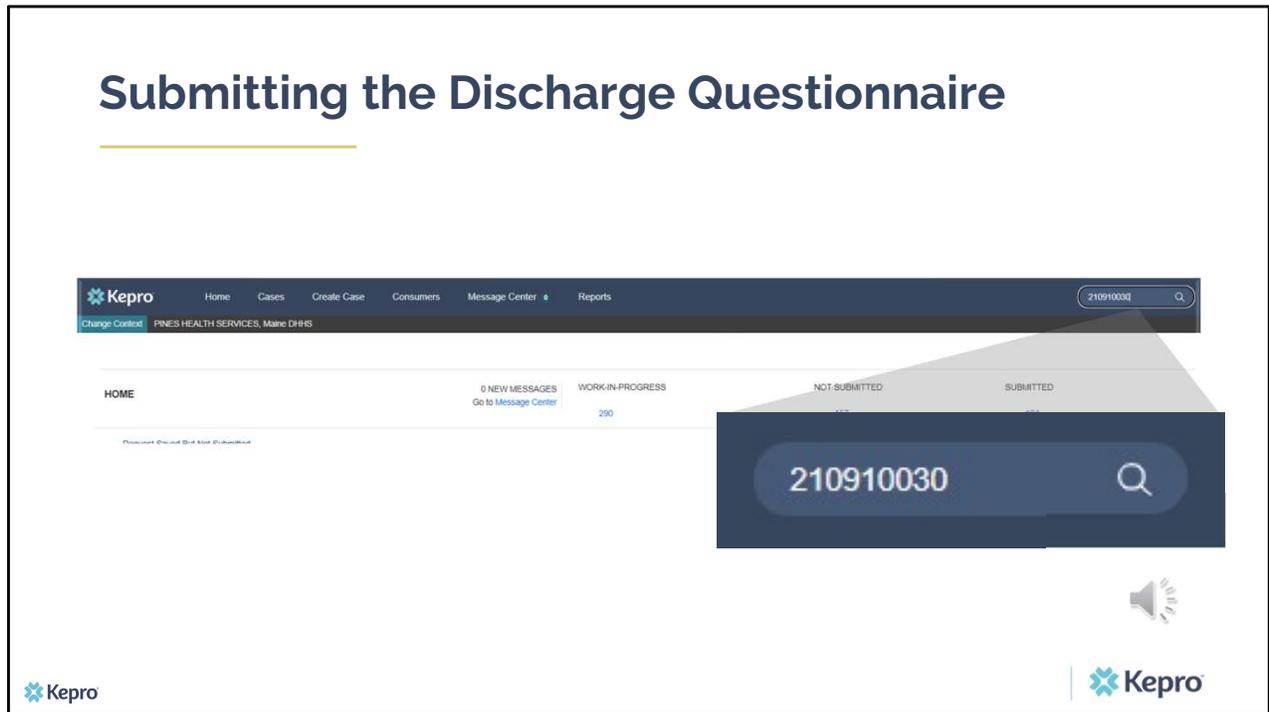
PART FOUR

Submitting the Discharge Questionnaire



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

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, and Reports. A search bar is located on the right side of the navigation bar. Below the navigation bar, the page title is "Change Context | PINES HEALTH SERVICES, Maine DHHIS".

The main content area shows a case summary for a consumer named "TEST MEMBER 1". The consumer details are as follows:

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

Below the consumer details, there is a table with columns: CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The data row shows: UN-SUBMITTED, 222780006, Outpatient, Maine ASC, 10/05/2022.

The case summary table is titled "CASE SUMMARY" and includes a "Location: 123 St Anywhere Maine." and "ACTIONS" and "EXPAND ALL" buttons. The table has the following rows:

Category	Icon	Requesting / Servicing	Notification Date / Time	Action
Consumer Details				Down Arrow
Provider/Facility		Requesting: PINES HEALTH SERVICES/1922449834 Servicing: PINES HEALTH SERVICES/1922449834		Down Arrow
Clinical		Service Type: 140 - Section 17 Community Support Services - Adults Request Type: Prior Auth	Notification Date: 10/19/2022 Notification Time: 01:46 PM	Down Arrow
Provider/Facility		Requesting: PINES HEALTH SERVICES/1922449834 Servicing: PINES HEALTH SERVICES/1922449834		Down Arrow
Clinical		Service Type: 140 - Section 17 Community Support Services - Adults Request Type: Prior Auth	Notification Date: 10/19/2022 Notification Time: 01:46 PM	Down Arrow
Questionnaires				Down Arrow (highlighted with a red box)
Attachments		Document-3	Letters- 0	Down Arrow
Communications			Most Recent Note date: 10/05/2022	Speaker icon

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

Submitting the Discharge Questionnaire

Kepro Home Cases Create Case Consumers Setup Message Center Reports Preferences

Change Context PINES HEALTH SERVICES, Maine DHHS

Service Type : 105 - SUD Treatment Episode Data
Request Type : OBH Funded Continued Stay Review

Notification Date : 07/19/2023
Notification Time : 03:33 PM

QUESTIONNAIRE

ASSESSMENT INFORMATION				CREATED INFORMATION		COMPLETED INFORMATION	
REQUEST	ID	NAME	TYPE	BY	ON	BY	ON
R01	3757782	Substance Use Treatment Admission	Evaluation	Kepro	07/19/2023 02:03:16 PM	Pines one	07/19/2023 02:21:50 PM
R01	3757782	Substance Use Treatment Discharge	Evaluation	Kepro	07/19/2023 02:03:16 PM		

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

Submitting the Discharge Questionnaire

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.



PART FIVE

Daily Authorization Report



In part five we will review the 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. 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



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. 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



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.