



RESIDENTIAL SUD UTILIZATION MANAGEMENT TRAINING

Atrezzo Next Generation (ANG) Submission Guide

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5/22/2023

Hello and welcome to the Kepro Residential Substance Use Disorder Utilization Management training. This video has been created to provide general guidance for Providers on the process for submitting an appendix B ASAM request in our web-based portal called Atrezzo.



PART ONE

Introduction

In part one, we will provide a general introduction to this process.

Announcement

Beginning July 1, 2023, Kepro will be reviewing residential SUD admissions for MaineCare members to assess appropriate American Society of Addiction Medicine (ASAM) level of care.

Using evidence-based assessment tools is essential to assure recipients have access to appropriate SUD services. This will support interventions that are appropriate for the diagnosis and level of care. Working with Kepro, the Department has established an independent process for reviewing level of care placement in residential treatment settings. This Utilization Management (UM) process is separate from licensing reviews. UM reviews will occur within ten (10) days of an admission and then every 30 days after. The 30-day UM review will provide information about how individuals move along the continuum of care.

The UM will no disrupt or delay services or result in a client being discharged from care, without being transitioned to a lower level of care that is immediately available and acceptable to the member.



Utilization Process

The UM review process starts upon an admission to a SUD residential treatment facility. Every 30 days after admission, in conjunction with the treatment update, providers will submit documentation to Kepro to conduct review ongoing need for ASAM level 3 services.

1. Within 10 calendar days of admission, and ever 30 days thereafter, the provider will enter a case in Atrezzo and submit clinical documentation to support ASAM residential level 3 services.
2. Kepro will review submitted documentation, and if Kepro determines the documentation demonstrates fulfilment of ASAM criteria, the provider will receive a notice that the review is complete through the Kepro Atrezzo provider portal.
3. If the case requires additional documentation or does not appear to meet ASAM criteria, the provider will receive a message from Kepro review staff noting what is need to meet criteria.
4. Providers will have 15 calendar days to submit the additional information.
5. If the secondary review finds the case does not meet criteria or the provider does not respond to the request for additional information, the Department will be notified for follow-up and/or additional training opportunities.



PART TWO

Agency Setup

In part two, we will review the process for setting up your Agency in the Atrezzo system.

New Agency Setup

<https://me.kepro.com/providers/provider-directory>

Provider Directory Questionnaire

Provider Directory Questionnaire

Dear Provider,

Thank you for taking the time to complete this form! This document is used to help with communication between Kepro and our provider community. We will use the contact information below to reach out to the appropriate contacts when issues or changes arise.

Thank you,
Kepro

Name of Person Completing Form

Email of Person Completing Form

Agency Information

Agency Name



If this will be your first time interacting with Kepro and your agency has not already been setup in the Atrezzo system, please complete the Provider Directory Questionnaire. The person completing the form will be setup as your agency's Group Administrator for the Atrezzo system. Kepro's Operations staff will create the initial account and provide you with your login and password to the system. The Group Administrator will then have the ability to setup additional users within your agency, reset passwords, delete users, and view reports.

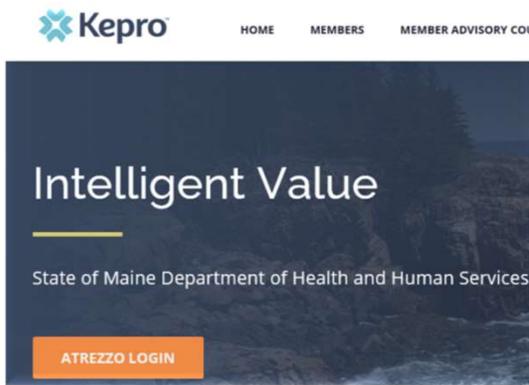


PART THREE

Entering a Service Notification

In part three, we will review how to enter a service notification for new admissions in to the Atrezzo system.

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



LOGIN OPTIONS

Kepro Employees

Use this login button if you have a Kepro domain account.

LOGIN

Remember Me

Customer/Provider

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

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

If you don't already have a Kepro account, you can [register here](#).

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

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



The Atrezzo system uses a Multi-Factor Authentication (MFA) login process. Each user who currently has a Kepro login, will click here, if this is your first with multi-factor authentication (MFA) to complete your registration. To view instructions on how to login and setup your MFA, visit <https://me.kepro.com/resources/training/> and click on the Provider Portal Login training video.

Atrezzo Login



Customer/Provider

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

Remember Me

LOGIN WITH PHONE

LOGIN WITH EMAIL

LOGIN OPTIONS

Customer/Provider

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

Remember Me

LOGIN WITH PHONE

LOGIN WITH EMAIL

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

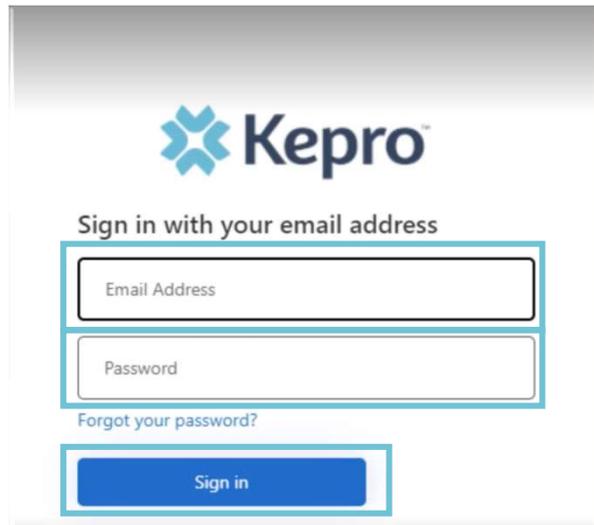
If you are registering with multi-factor authentication, [click here](#) to complete your registration.

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 is the Kepro logo, which consists of a blue star-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". 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".

 Kepro

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](#)

 Kepro

Enter in your verification code.

Atrezzo Login

The screenshot displays the Kepro Atrezzo Login dashboard. At the top, there is a navigation bar with the Kepro logo and tabs for Home, Cases, Create Case, Consumers, Message Center (with a notification icon), and Reports. A search bar labeled 'Search by #' is located on the right. Below the navigation bar is a 'Change Context' button. The main content area features a 'HOME' section with four message status categories: '0 NEW MESSAGES' (with a 'Go to Message Center' link), 'WORK-IN-PROGRESS' (288), 'NOT SUBMITTED' (156), and 'SUBMITTED' (133). A message 'Request Saved But Not Submitted' is visible below these categories. At the bottom, a table header is shown with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED.

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

Creating the Request



To create a new request, click on the create case tab.

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'. 'UM' is selected, indicated by a blue circle with the number 1.
- Case Contract ***: A dropdown menu showing 'Maine ASO', indicated by a blue circle with the number 2.
- Request Type ***: Radio buttons for 'Inpatient' and 'Outpatient'. 'Outpatient' is selected, indicated by a blue circle with the number 3.

At the bottom of the form, there is a 'Cancel' button on the left and a 'Go To Consumer Information' button on the right, which is highlighted with a blue circle and the number 4.

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 'New UM Case' form in the Kepro system, specifically Step 2: Consumer Information. The form is titled 'New UM Case' and includes a 'Change Context' button. The 'Requesting Provider' is set to 'Maine ASO' and 'Outpatient'. The form is divided into three steps: Step 1 (Case Parameters), Step 2 (Consumer Information), and Step 3 (Create Case). The 'Consumer Information' section includes fields for 'CONSUMER ID' (00000001A), 'LAST NAME', 'FIRST NAME (MIN 1ST LETTER)', and 'DATE OF BIRTH' (MM/DD/YYYY). A 'Search' button is located to the right of the search fields. Below the search fields is a table of search results with columns for 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 00000001A, Contract Maine DHHS, and Case Count 48. A 'Choose' button is located to the right of the first result. The table also includes a 'Showing 10 - of 1' indicator and a 'Previous Page 1 of 1' indicator. A 'Back' button is located at the bottom left of the form.

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**.

Step 2 – Consumer Information Continued

The screenshot shows the 'New UM Case' form in the Kepro system. The navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The form is titled 'New UM Case' and shows the following details:

- Requesting Provider: Maine ASO
- Outpatient: Test Member 1 (M)
- Date: 01/01/1960

The form is divided into three steps: Step 1 (Case Parameters), Step 2 (Consumer Information), and Step 3 (Create Case). Step 2 is currently active. Below the form, there is a table with one row of data:

Request ID	Status	Setting	Notes	Actions
Request 01	Un-Submitted	Outpatient	N/A	View Procedures, No letters available, Actions +

At the bottom of the form, there are buttons for 'Cancel', 'Create Case', and a page indicator '5'.

5. If the member has had a previously submitted or unsubmitted cases associated with your organization, they will display here. If this is a new request, click on **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: 'Maine ASO Outpatient' and 'Test Member 1 (M)' with ID '0101/1960'. A progress bar shows steps from 2 to 10, with 'Step 3: Additional Providers' currently active. Below the progress bar, there is a section titled 'Additional Providers/ Provider/Facility' with an 'Add Attending Physician' button. A table titled 'Selected Providers' contains two rows of provider information. A red circle '1' is placed over the 'Name' column header, and a red circle '2' is placed over the 'Update' link in the 'Action' column of the second row. 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 left is an 'Add a Note' button, and at the bottom right are 'Cancel' and 'Go to Service Details' buttons.

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 to the specific location of where the member is residing. 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**

COUNTRY
 Canada United States

STATE/PROVINCE
Select One

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	<input type="button" value="Choose"/>
WASHBURN-001	Community Provider	Federally Qualified Health Center (FQHC)	1922449834	PMP0000023088531	1260 MAIN ST , WASHBURN, ME US 04786	US	3	<input type="button" value="Choose"/>

Showing 10 of 2 Previous Page 1 of 1 Next



In Step 3 – Servicing Provider:

1. Select the Provider type. This will most often be facility.
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 member is residing, click on Choose

Step 3 – Servicing Provider

The screenshot displays the Kepro application interface for Step 3: Servicing Provider. The top navigation bar includes Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The breadcrumb trail shows: Home > Cases > Create Case > Consumers > Setup > Message Center > Reports > Preferences > Search by #.

The main content area is titled 'Additional Providers: Provider/Facility' and contains a table of providers. The table has columns for Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. Two providers are listed:

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) 456-1164	(123) 456-7890	Update Remove
Servicing	ST JOHN VALLEY-001	PMP0000023088591	Federally Qualified Health Center (FGHC)	1629393327	4 MAIN ST., VAN BUREN, ME US 04785	Aroostook	(207) 966-2796		Update Remove

Below the table, there is an 'Add a Note' button and a 'Go to Service Details' button. A note at the bottom of the table states: 'Providers in receipt of faxed determination letters: Official communication of service authorization will be sent to the number entered above.'

You will see that the servicing provider has now been updated. Click on go to service details

Step 4 – Service Details

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
Consumer Information Additional Providers Service Details Diagnoses Requests Questionnaires Attachments

Service Details/ Enter Service Details

Place Of Service Service Type * 1

Select One Select One

Add a Note

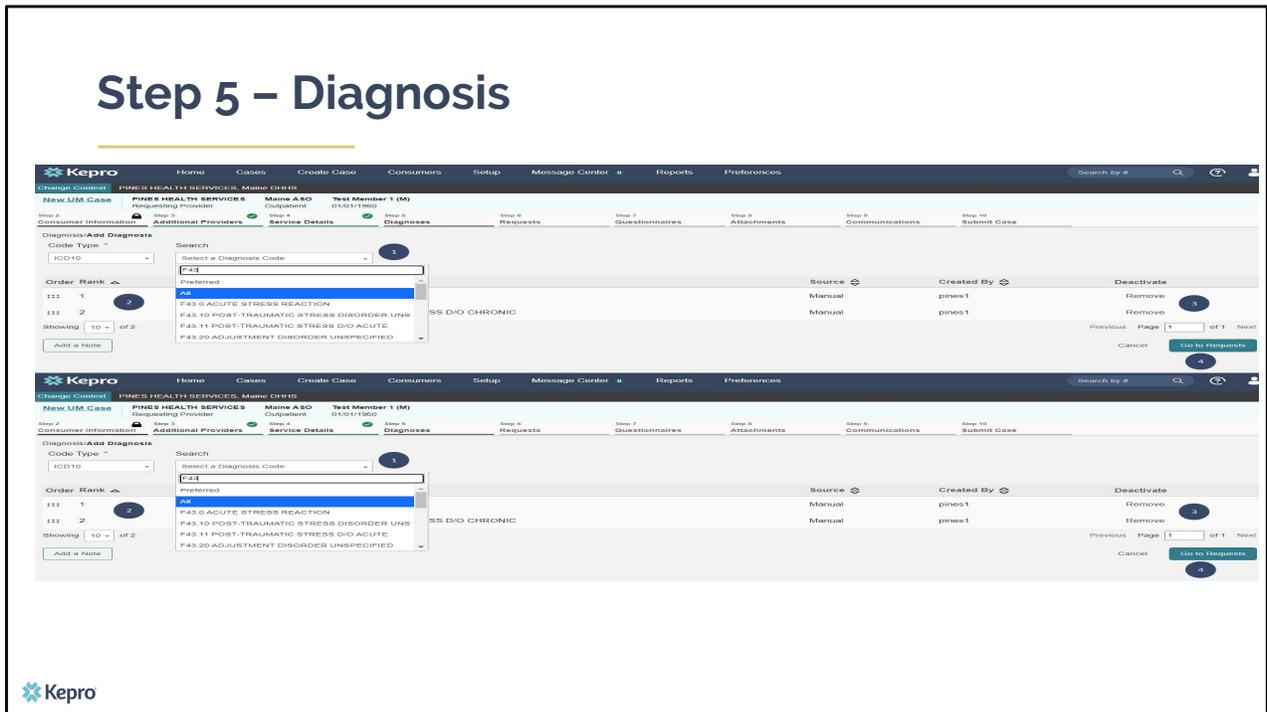
180 - Section 28 Rehab and Community Support (RCS)
220 - Section 65 Behavioral Health Services
225 - Section 89 MaineMOM Services
230 - Section 92 Behavioral Health Homes
235 - Section 93 Opioid Health Home
240 - Section 97 Private Non-Med Institution (PNMI)

Cancel Go to Diagnoses 2

In Step 4 – Service Details:

1. Select the section of MaineCare Policy for the service you are providing from the **Service Type** drop down. In this instance we have selected Section 97 Private Non-Med Institution (PNMI). 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**

Step 6 – Requests

The screenshot displays the Kepro web application interface for Step 6 – Requests. The top navigation bar includes the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center (0), Reports, and Preferences. A search bar is located on the right. Below the navigation bar, the current case context is shown: 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 bar indicates the current step is Step 6 (Requests), with previous steps (Step 2 to Step 5) completed. The 'Requests/Request Details' section contains the following fields:

- Request Type**: A dropdown menu with 'Service Notification' selected. Other options include Registration, Retroactive MaineCare Eligibility, Service Notification Extension, SMI Termination, and SUT Discharge.
- FIPS Code**: An empty text input field.
- Notification Date**: A date picker set to 05/17/2023.
- Notification Time**: A time picker set to 03:21 PM.

Buttons for 'Cancel' and 'Go to Procedures' are located on the right side of the form. A '1' in a blue circle is positioned above the Request Type dropdown, and a '2' in a blue circle is positioned above the Go to Procedures button.

In Step 6 – Requests:

1. In the **Request Type** box, select Service Notification if this is the first request you are submitting for the member.
2. Click **Go to Procedures**

Step 6 – Requests Continued

Kepro Home Cases Create Case Consumers Setup Message Center 0 Reports

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 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires

Requests/Request 01/Procedures

Code Type * CPT

Search 3

Search by code or description

240

Preferred

All

240-100 Appendix F Adult

240-200 PNMI Appendix B

Kepro

In Step 6 – Requests:

3. In the **Search** box, start typing in the procedure code 240-200. You will need to enter in at least three characters for the search feature to start finding results. Select the 240-200 PNMI Appendix B procedure code.

Step 6 – Requests Continued

The screenshot displays the Kepro software interface for a case management workflow. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The main header shows 'Change Context', 'PINES HEALTH SERVICES, Maine DHHHS', and 'New UM Case'. The progress indicator shows steps from 'Consumer Information' to 'Submit Case', with 'Requests' highlighted as the current step. The form contains two rows of request details. The first row has 'Requested Start Date' (05/18/2023), 'Requested End Date' (06/16/2023), 'Requested Duration' (30), and 'Requested Quantity' (30). The second row has 'Requested Start Date' (05/18/2023), 'Requested End Date' (06/16/2023), 'Requested Duration' (30), and 'Requested Quantity' (30). A 'Requested Rate' field is also present. A 'Remove' button is located at the bottom right of the form. A 'Go to Questionnaires' button is at the bottom right of the page.

In Step 6 – Requests:

4. In the **Requested Start Date** box, enter the start date of this request. Please note, cases must be submitted within 10 calendar days of admission and every 30 days thereafter.
5. In the **Requested Duration** box, enter in 30. This will automatically populate the end date.
6. In the **Requested Quantity** box, enter in 30.
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.

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 case context is shown: "Change Context: PINES HEALTH SERVICES, Maine DHHS". The case details include "New UM Case", "PINES HEALTH SERVICES" as the Requesting Provider, "Maine ASO" as the Outpatient, and "Test Member 1 (M)" with a date of 01/01/1960.

A progress bar indicates the current step is Step 7, "Questionnaires". Other steps shown include Step 2 (Consumer Information), Step 3 (Additional Providers), Step 4 (Service Details), Step 5 (Diagnoses), Step 6 (Requests), Step 8 (Attachments), Step 9 (Communications), and Step 10 (Submit Case).

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	3754860	Prior Authorization	* ASAM Assessment	Kepro	05/23/2023 11:07:12 AM			0	Open

Below the table, there is a "Showing 10 of 1" indicator, an "Add a Note" button, and pagination controls: "Previous Page 1 of 1 Next". At the bottom right, there are buttons for "Jump to Submit", "Cancel", and "Go to Attachments".



In Step 7 – Questionnaires:

1. Click Open to begin completing the ASAM Assessment questionnaire.

Step 7 – Questionnaires Continued

The screenshot shows the Kepro ASAM Assessment interface. At the top, there is a navigation bar with the Kepro logo and menu items: Work Queue, Cases, Create Case, Consumers, Providers, and Reports. A search bar is also present. Below the navigation bar, the case information is displayed: Case | Jail Member 1 (M) | Maine ASD | 00000001A | Create Questionnaire / ASAM Assessment. The case details include 01/01/1980 (83 Yrs) and UM Member ID. The main content area is titled "ASAM Assessment" and contains a progress indicator with a green checkmark and a "2" in a circle. The questionnaire consists of several questions:

- 1. What level of care are you requesting? *
Level 3.1 Clinically Managed Low-Intensity Residential Services, Adult
- 1.1.1. Indicate the type of review. *
Admission or transfer
- 1.1.1.1. Has the patient been assessed for withdrawal risk, biomedical and mental health condition severity by an appropriately licensed medical practitioner? *
1.1.1. Indicate the type of review. *
Admission or transfer
- 1.1.1.1.1. Has the patient been assessed for withdrawal risk, biomedical and mental health condition severity by an appropriately licensed medical practitioner? *
 Yes No

At the bottom of the form, there are two buttons: "RETURN TO CASE" on the left and "MARK AS COMPLETE" on the right. A green "Autosaved" indicator is visible next to the "MARK AS COMPLETE" button. A progress indicator with a "3" in a circle is also present near the "MARK AS COMPLETE" button. The Kepro logo is located in the bottom left corner.

In Step 7 – Questionnaires:

2. 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.
3. Click Mark As Complete. This will return you back to the case.

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. A search bar is located on the right side of the navigation bar. Below the navigation bar, the current case context is shown: 'Change Context PINES HEALTH SERVICES, Maine DHHS'. The main content area features a 'New UM Case' header with details for 'PINES HEALTH SERVICES', 'Maine ASO', and 'Test Member 1 (M)'. A progress bar indicates the current step is Step 7, 'Questionnaires', with previous steps (Step 2 to Step 6) marked as completed. Below the progress bar, there is a section titled 'Questionnaires/ Take Questionnaires' containing a table of questionnaire entries.

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3754860	Prior Authorization	* ASAM Assessment	Kepro	05/23/2023 11:07:12 AM	Pines one	05/23/2023 11:09:19 AM	0	View

Below the table, there is a pagination control showing 'Showing 10 of 1' and 'Page 1 of 1'. There are also buttons for 'Add a Note', 'Jump to Submit', and 'Go to Attachments'.

In Step 8 – Questionnaires:

4. When you have completed the questionnaire click on **Go to Attachments**.

Step 8 – Attachments

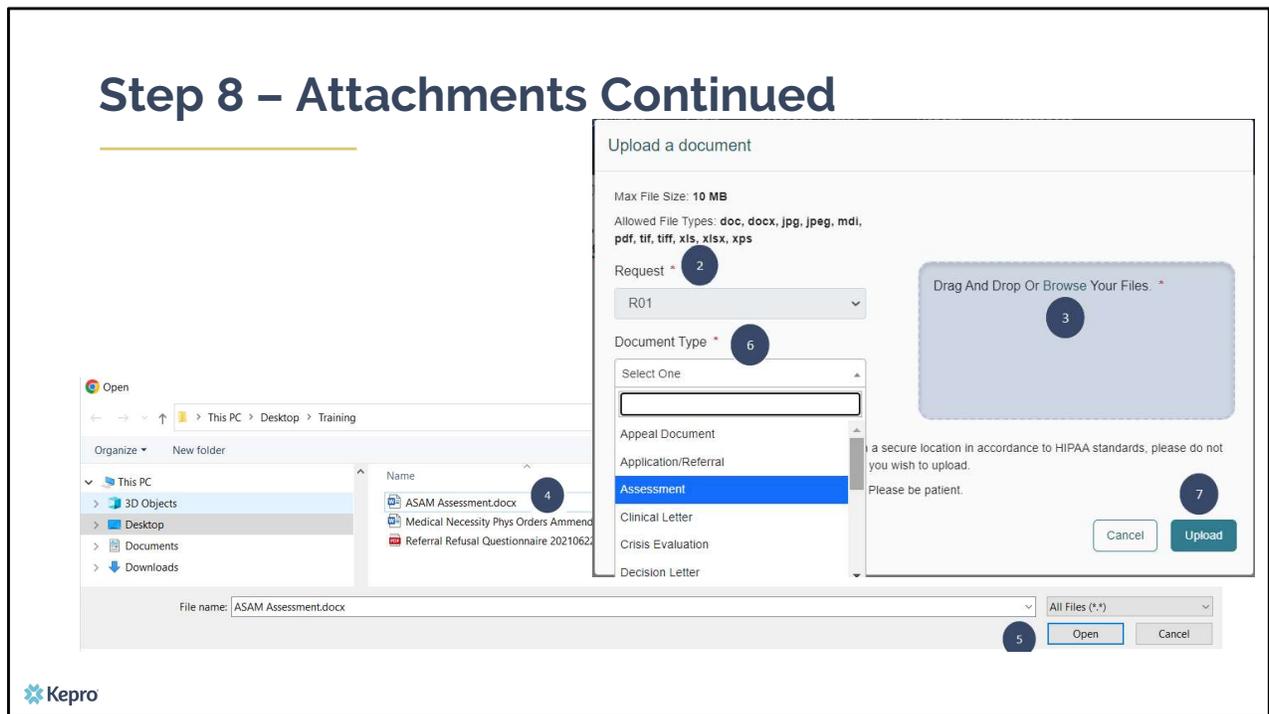
The screenshot shows the Kepro web application interface. At the top, there is a navigation bar with the Kepro logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is also present. Below the navigation bar, the page title is 'New UM Case' for 'PINES HEALTH SERVICES, Maine DHHS'. The patient information is '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 8 'Attachments' highlighted. The main content area is titled 'Attachments/Documents' and contains the text 'No documents have been added yet.' Below this text is a button labeled 'Upload a document' with a circular indicator showing the number '1'. There is also a button labeled 'Add a Note'. At the bottom right of the main content area, there are buttons for 'Jump to Submit', 'Cancel', and 'Go to Communications'.

In Step 8 – Attachments:

On the Attachments page, if this request is for an admission, you will upload a copy of the most recent assessment. If this is the second or ongoing request, you will upload a copy of the most recent treatment plan.

1. To upload documents, click on the Upload a document button.

Step 8 – Attachments Continued



In Step 8 – Attachments:

2. Select the request number. If this is your first request, it will be R01. If this is your first Service Notification Extension, select R02. If it's the second Service Notification Extension, select R03 and so on.
3. Click on Browse which will open a document search box on your computer.
4. Search for where you saved the document. When you have located it, click on it.
5. Then click open.
6. You will be returned to the Upload a document window. Select the type of document from the drop-down list.
7. Click Upload. Repeat these steps for each document you are uploading.

Step 8 – Attachments Continued

The screenshot displays the Kepro web application interface for Step 8 - Attachments. The top navigation bar includes links for 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 8 (Attachments) currently active. Below the progress indicator, there is a section titled "Attachments/Documents" with an "Upload a document" button. A table lists the attachments with the following data:

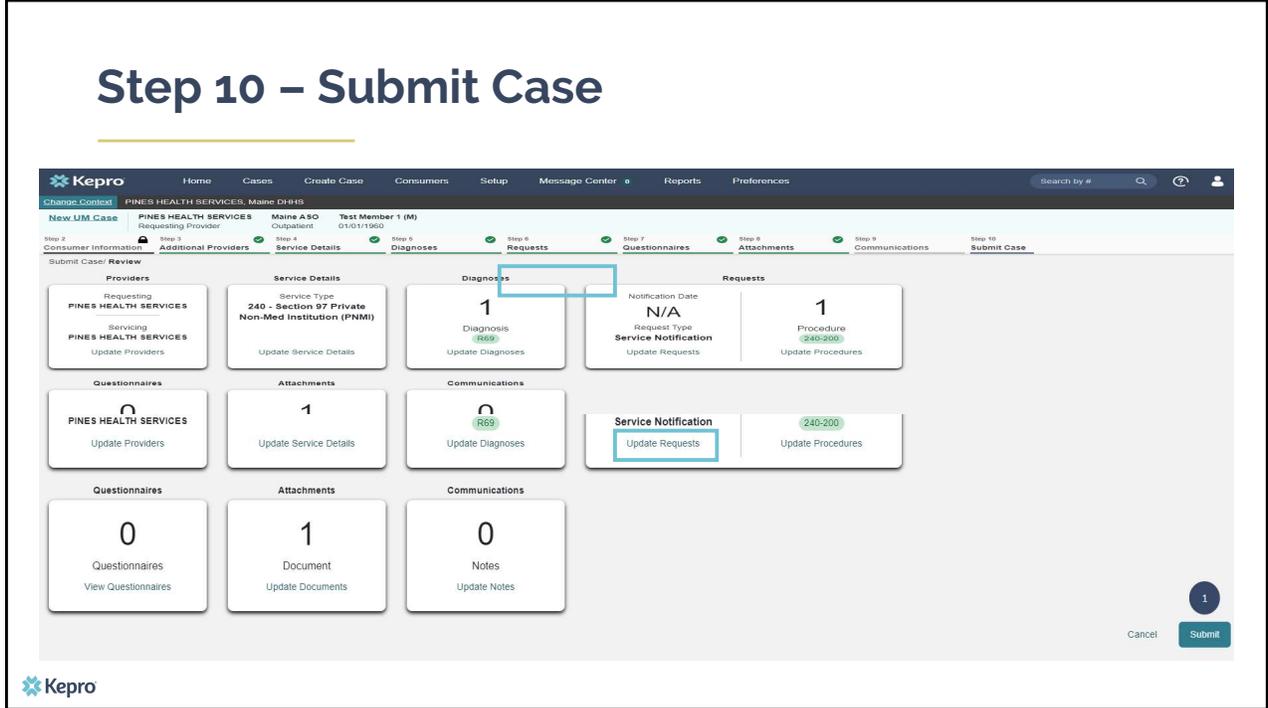
Request	File Name	Document Type	Uploaded On	Action
R01	ASAM Assessment.docx	Assessment	5/18/2023 1:45:58 PM	Remove

Below the table, there is a "Showing 10 of 1" indicator and a "Previous Page 1 of 1 Next" navigation. At the bottom of the section, there are buttons for "Add a Note", "Jump to Submit", and "Go to Communications".

In Step 8 – Attachments:

8. At this point, you are ready to submit the request. If there is additional information you need to convey, you can click on Go to communications to add a note. This will typically not be necessary as information we need will be collected through the questionnaire and uploaded documents. If you do not need to add any additional information, click on Jump to Submit

Step 10 – Submit Case



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. In this example, we've shown where you can update the request at the step level or from the tile. 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 11 – 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, 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 a large, bold font, followed by the number '222870015' in a large, bold font. 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.

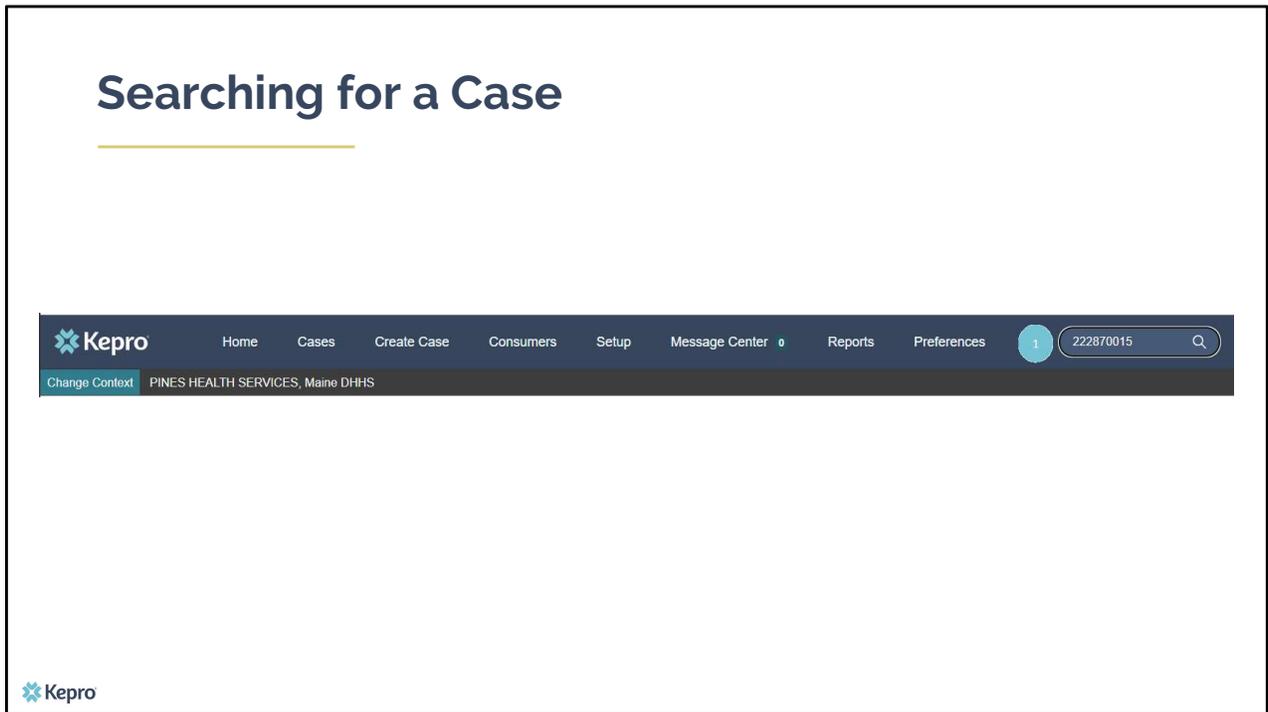


PART FOUR

Entering a Service Notification Extension

In part four, we will review the process for entering in a Service Notification Extension which will be required every 30 days after the initial admission.

Searching for a Case



Using the case ID number that was generated when you submitted the admission case, paste it into the search bar and click enter on your keyboard. This will bring up your case.

Searching for a Case

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 (with a notification icon), 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 table of search results. The table has columns for CONSUMER NAME, GENDER, DATE OF BIRTH, MEMBER ID, and CONTRACT. The first row shows "TEST MEMBER 1", "M", "01/01/1960 (63 Yrs)", "00000001A", and "Maine DHHS".

Below the consumer information, there is a table with columns: CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The first row shows "COMPLETED" (in a yellow badge), "210470003", "Outpatient", "Maine ASO", and "02/16/2021".

At the bottom of the table row, there is a label "UM-OUTPATIENT" and a circular notification badge with the number "1". Below the table, there are three buttons: "CASE SUMMARY", "ACTIONS" (with a dropdown arrow), "COPY", and "EXTEND".

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

When the case appears, click on Extend

Extending a Case

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 (with a notification icon), Reports, and Preferences. A search bar is on the right. Below the navigation bar, the current context is 'Change Context PINES HEALTH SERVICES, Maine DHHS'. The main content area displays a table of consumer information and case details. The table has columns for CONSUMER NAME, GENDER, DATE OF BIRTH, MEMBER ID, and CONTRACT. The first row shows 'TEST MEMBER 1', 'M', '01/01/1960 (63 Yrs)', '00000001A', and 'Maine DHHS'. Below this, there is a table with columns for CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. The first row shows 'COMPLETED', '210470003', 'Outpatient', 'Maine ASO', and '02/16/2021'. Below the table, there is a 'CASE SUMMARY' button, an 'ACTIONS' dropdown menu, a 'COPY' button, and an 'EXTEND' button. A circled '1' is next to the 'EXTEND' button. A confirmation dialog box is open, titled 'Information', with the text 'Do you want to extend this record?'. Below the text are two buttons: 'NO' and 'YES'. A circled '2' is next to the 'YES' button. The Kepro logo is in the bottom left corner.

2. You will get a pop asking if you want to extend this record. Click yes to confirm.

Extension – Clinical Information

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 table of consumer information:

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
TEST MEMBER 1	M	01/01/1960 (63 Yrs)	000000001A	Maine DHHS

Below the consumer information, there is a table of case details:

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	210470003	Outpatient	Maine ASO	02/16/2021

Below the case details, there is a section for "UM-OUTPATIENT" with buttons for "CASE SUMMARY", "ACTIONS", and "EXPAND ALL".

The main content area is divided into three sections:

- Consumer Details:** Location: 123 St Anywhere Maine;
- Provider/Facility:** Requesting : PINES HEALTH SERVICES/1922449834
Servicing : PINES HEALTH SERVICES/1922449834
- Clinical:** Service Type : 240 - Section 97 Private Non-Med Institution (PNMI)
Request Type : Service Notification
Notification Date : 05/19/2023
Notification Time : 09:43 AM

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

You will now be in an unsubmitted extension request.

1. Click on the down arrow in the Clinical section to expand it.

Procedure (Request/Review)

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

Change Context PINES HEALTH SERVICES, Maine DHHS Previous

Displaying records 1 to 1 of 1 records

Procedures (Request/Review)

1 For the selected services type, procedure codes cannot be added on an extension. If additional procedure codes need to be added to this request, please use Communication section to provide those details and Kepro staff will update the request for you.

Request 01: Reviewed: 1	Submitted	COPY
Request 02	Un-Submitted	COPY

REQUEST TYPE * Service Notification Extension 2 FIPS CODE NOTIFICATION DATE * 05/19/2023

1. Scroll down to the Procedures (Request/Review) Section.
2. In the Request Type drop down box, select Service Notification Extension

Procedure (Request/Review)

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 (with a notification icon), Reports, and Preferences. Below the navigation bar, the current context is 'PINES HEALTH SERVICES, Maine DHHS'. The main content area shows a notification time of '9:46 AM'. Below this, a table lists a request with ID '250-300', description 'Section 97 Adult PNMI Determination - KEPRO USE ONLY', status 'Un-Submitted', units 'Units /', and dates '05/19/2023 - 06/17/2023'. Under the table, there are dropdown menus for 'MODIFIER' and 'UNIT QUALIFIER', both set to 'Select One'. At the bottom, there are four input fields: 'REQUESTED START DATE' (05/19/2023), 'REQUESTED END DATE' (06/17/2023), 'REQUESTED DURATION' (30), and 'REQUESTED QUANTITY' (30). Red circles with numbers 3 and 4 highlight the 'REQUESTED START DATE' and 'REQUESTED DURATION' fields, respectively.

3. The Requested Start Date box will automatically be filled in to start the next day after your previous request ended.
4. In both the Requested Duration and Requested Quantity box, enter in 30.

Questionnaire

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

Change Context PINES HEALTH SERVICES, Maine DHHS

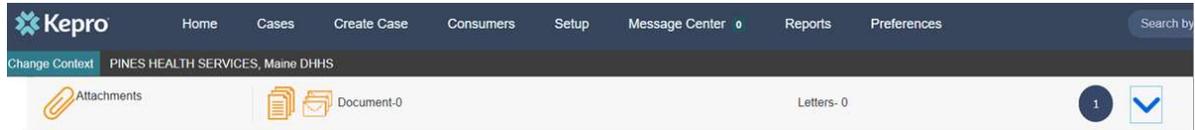
Questionnaires

QUESTIONNAIRE 1

ASSESSMENT INFORMATION				CREATED INFORMATION	
REQUEST	ID	NAME	TYPE	BY	ON
R01	3701124	ASAM Assessment	Prior Authorization	Kepro	02/16/2021 12:36:15 PM

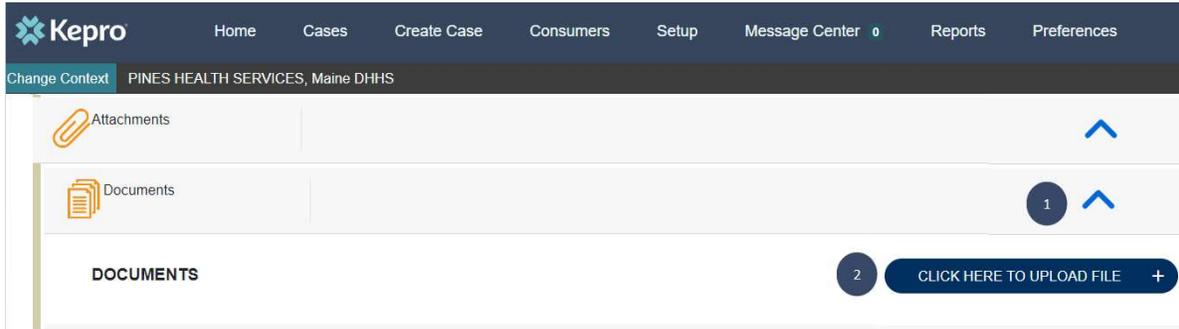
1. Scroll down to the Questionnaire Section.
2. Open the ASAM Assessment questionnaire to complete. Click Mark as completed when you have finished the questionnaire to return to the request.

Attachments



1. Scroll down to the Attachments Section and click the down arrow to expand it.

Attachments



1. Click on the downward arrow to expand to documents section. Here you will add a copy of the most current treatment plan
2. Choose the Click Here to Upload a File button

Attachments

FILE UPLOAD ✕

* fields are mandatory

SELECT FILE *

BROWSE MAX FILE SIZE: 10 MB 1

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps .

2 DOCUMENT TYPE *

REQUEST * 3

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.
Larger files will take longer to upload/download. Please be patient.

CLOSE 4 UPLOAD +



1. Click Browse to open up a document search window. Find where you have stored the document on your computer and select it to add to the request
2. Select the document type
3. Then select the request number. If this is the first 30-day extension, it will be R02. If it is the second 30-day extension it will be R03 and so on
4. Click Upload

Submission

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

Change Context PINE'S HEALTH SERVICES, Maine DHBS

CASE ID: 210470003 CATEGORY: Outpatient CASE: Maine ASO CONTRACT: 02/16/2021 SUBMIT DATE: SRV AUTH

UN-SUBMITTED UIM-OUTPATIENT

CASE SUMMARY ACTIONS EXPAND ALL

Consumer Details		Location: 123 St Anywhere Maine,	
Provider/Facility		Requesting: PINE'S HEALTH SERVICES/1922449834 Servicing: PINE'S HEALTH SERVICES/1922449834	
Clinical			
Questionnaires		Complete: 0, Incomplete: 1	
Attachments		Document-0	Letters- 0
Communications		Most Recent Note date 02/16/2021	
Questionnaires		Complete: 0, Incomplete: 1	
Attachments		Document-0	Letters- 0
Communications		Most Recent Note date 02/16/2021	

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

1 CANCEL REQUEST 2 SUBMIT

1. Click on the precertification statement
2. Click Submit. If no errors are detected, your case will be submitted.



PART FIVE

Daily Authorization Report

In part five we will review the Daily Authorization Report.

Daily Authorization Report

Kepro Home Cases Create Case Consumers Message Center 0 Reports

Change Context

REPORTS

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 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 Residential data, select Service Notification and Service Notification Extension 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 Residential SUD Utilization Management 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.