



Atrezzo User Guide

Provider Portal Utilization Management



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Introduction

The Atrezzo system is a person-centered, web-based solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management. This system allows users to document interactions accurately and efficiently between Care Coordinators and Utilization Reviewers with providers.

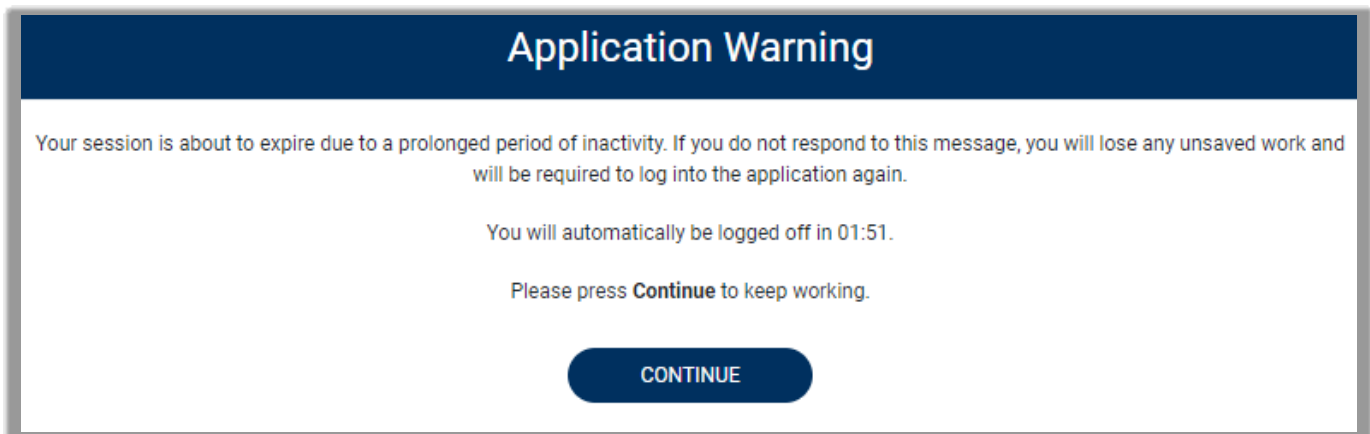
The purpose of this user guide is to provide an overview of the Provider Portal with Utilization Management functions. This user guide was designed to be easy-to-use for users familiar with a basic PC and internet environment.

Security

The Atrezzo portal is designed to support specific roles. Prior to accessing the system, you will be assigned a specific user role with pre-defined system permission. Access, functionality, and system activities will be based on the assigned user role.

The system will automatically terminate an active session after 30-minute of consecutive inactivity. A pop-up will appear with a 2-minute countdown to logging out. If you are actively working within the system, you will not receive this pop-up warning.

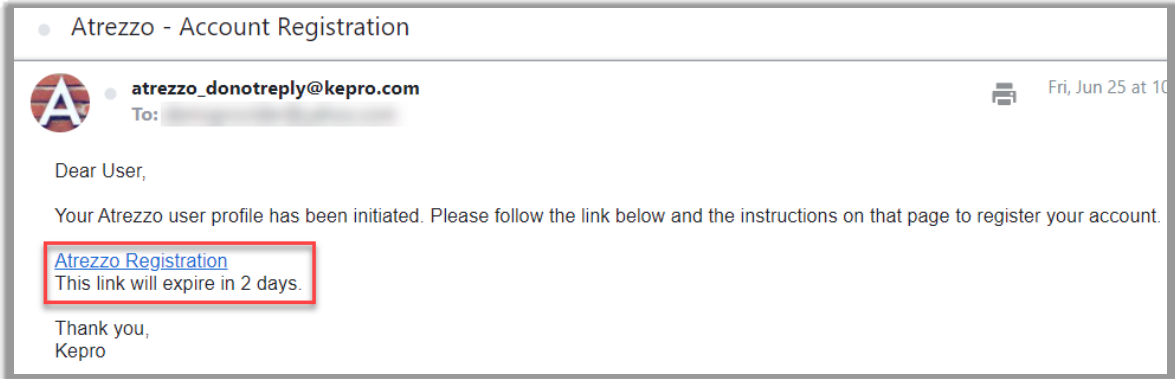
To continue working, click **Continue**. If you do not select continue before the countdown reaches 0, you will be required to log in again to continue utilizing the system. The system AutoSaves as you navigate and complete fields. Completed work will not be lost; however, any unsaved work will be lost if the system times out due to inactivity.



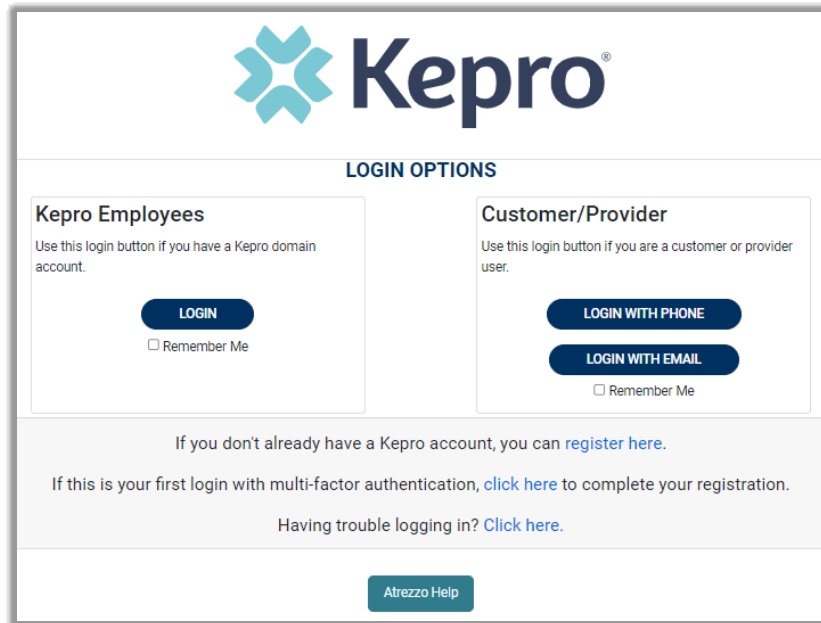
Getting Started

Atrezzo is configured to function in all internet browsers; however, Google Chrome is preferred. Chrome users will have the best system and functionality performance over other browsers.

You will receive access to the system by a Provider Administrator. You will receive a system generated email containing a link to complete Account Registration. The link will expire after 2 days if account registration is not complete.

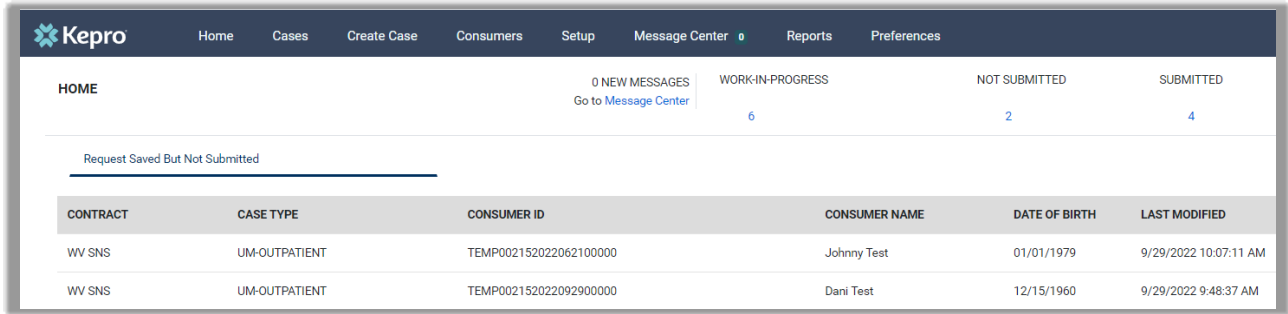


You will be required to complete Multi-Factor Authentication (MFA) during registration. This is a one time process. Future login will be under the Customer/Provider side of the login screen.



System Navigation

Upon successful login, you will be taken to the Atrezzo Provider Portal Home Page. The navigation bar will remain in place regardless of location and user role, which allows for quick and easy navigation from any screen.

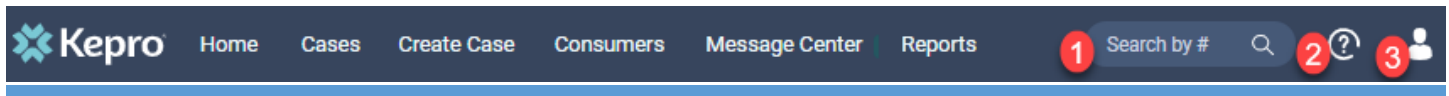


The legend below gives a brief overview of each area within Atrezzo. For a more detailed description, and for all available workflows, click the hyperlink.

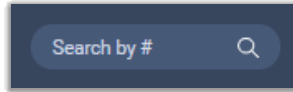
Home	This is the default page upon successful login and will enable you to view submitted cases and any pending submissions.
Cases	This section will enable you to search cases based on specific parameters. To ensure efficient search results, try selecting specific information in each drop down to narrow search results.
Create Case	This section will enable you to create a new request using the Create Case Wizard.
Consumers	This section will enable you to search for Consumer (Member/Beneficiary) specific information utilizing the Consumer ID or last name and date of birth. Consumer specific data will be rendered based on information entered.
Setup	Visible to Provider Administrator users only This section will enable Provider Administrators to manage, edit, and add provider users for the facility and add additional provider groups.
Message Center	This section will enable you to view messages from the clinical review team regarding specific consumers and/or cases.
Reports	This section will display all available reports for those who have access. User specific reports will be listed on this page, no search required.
Preferences	Visible to Provider Administrator users only This section will enable you to set preferred diagnosis, procedure codes or preferred servicing providers. This will allow for quicker request submission.

General System Features

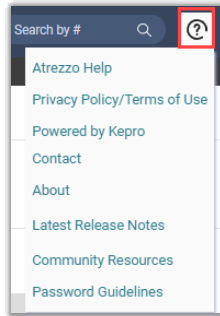
This section highlights the features found on all screens throughout the system and provides information on how to utilize these features for optimal navigation.



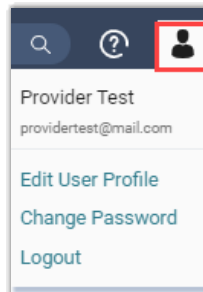
1. The **Search by #** field allows you to quickly search for a Case ID or Authorization Number. Enter the Case ID or authorization number, then hit enter on your keyboard or click outside the search field to be taken to the specified case. (See [Searching by Case ID](#) for step-by-step instructions).



2. The **Help** menu will provide access to [Atrezzo Help](#) (user guides, FAQ), Community Resources, and Password Guidelines.

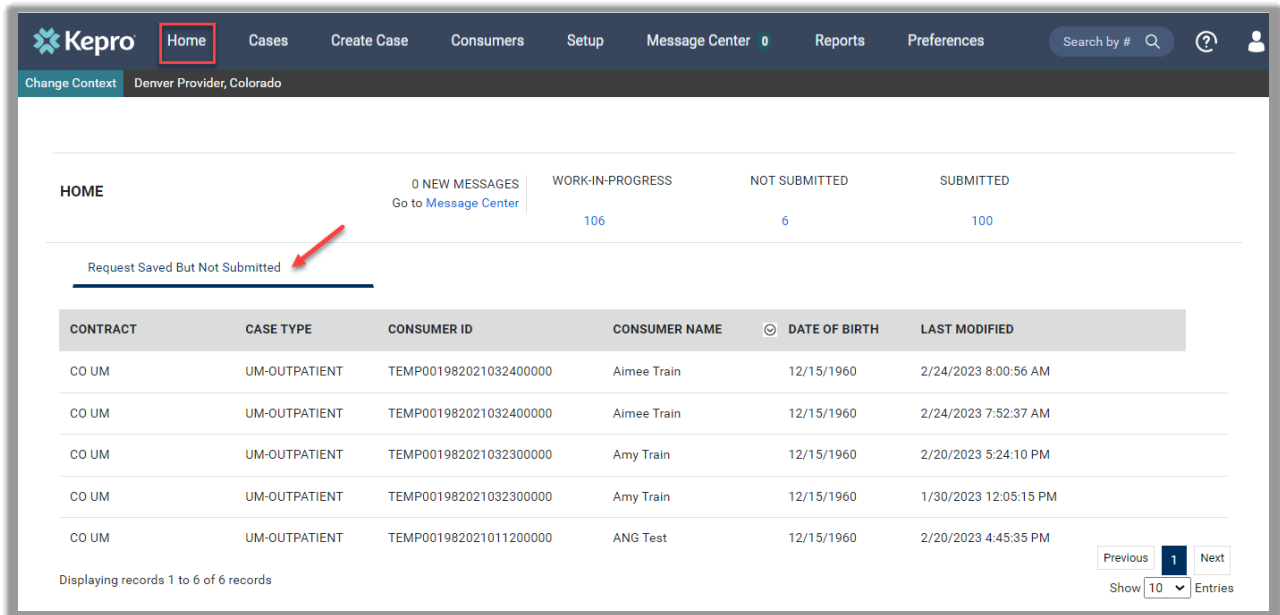


3. The **Profile** section will identify the user logged in. Click on the person icon in the upper right corner to open menu options where you can [Edit User Profile](#), [Change Password](#), or Logout.



Home Screen View

Once successfully logged in, you will be taken to the Atrezzo Home Screen which defaults to display available **Request Saved but Not Submitted**. This will provide a list of Consumers with cases that have been started but are incomplete and have not been submitted for clinical review.



HOME

0 NEW MESSAGES
Go to [Message Center](#)

WORK-IN-PROGRESS: 106

NOT SUBMITTED: 6

SUBMITTED: 100

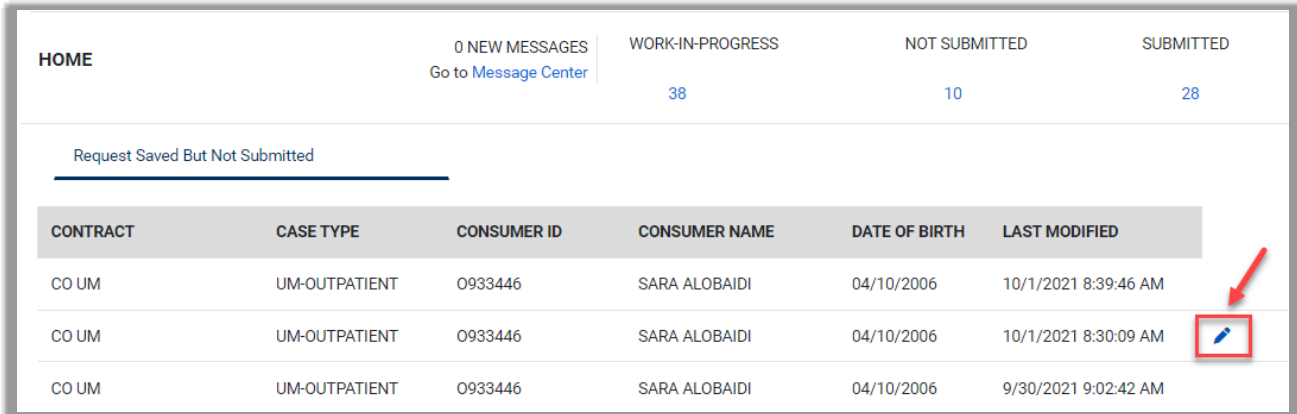
Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM-OUTPATIENT	TEMP001982021032400000	Aimee Train	12/15/1960	2/24/2023 8:00:56 AM
CO UM	UM-OUTPATIENT	TEMP001982021032400000	Aimee Train	12/15/1960	2/24/2023 7:52:37 AM
CO UM	UM-OUTPATIENT	TEMP001982021032300000	Amy Train	12/15/1960	2/20/2023 5:24:10 PM
CO UM	UM-OUTPATIENT	TEMP001982021032300000	Amy Train	12/15/1960	1/30/2023 12:05:15 PM
CO UM	UM-OUTPATIENT	TEMP001982021011200000	ANG Test	12/15/1960	2/20/2023 4:45:35 PM

Displaying records 1 to 6 of 6 records

Previous 1 Next
Show 10 Entries

To complete the saved case, you can click the edit icon that will appear when hovering over the specified Consumer line.



HOME

0 NEW MESSAGES
Go to [Message Center](#)

WORK-IN-PROGRESS: 38

NOT SUBMITTED: 10

SUBMITTED: 28

Request Saved But Not Submitted

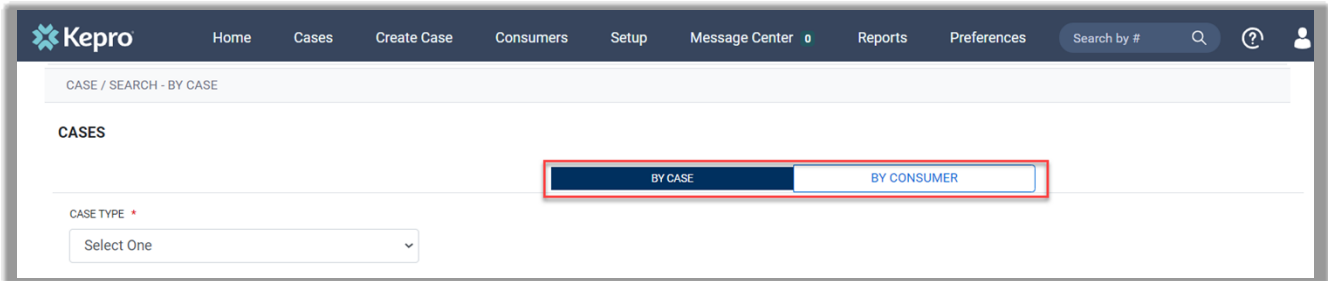
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM-OUTPATIENT	O933446	SARA ALOBAIDI	04/10/2006	10/1/2021 8:39:46 AM
CO UM	UM-OUTPATIENT	O933446	SARA ALOBAIDI	04/10/2006	10/1/2021 8:30:09 AM
CO UM	UM-OUTPATIENT	O933446	SARA ALOBAIDI	04/10/2006	9/30/2021 9:02:42 AM

The numbers below Work-In-Process, Not Submitted, and Submitted are a total of your organization's cases in that status. Clicking the hyperlinked numbers will bring you to the case search page. (See the [Cases](#) section for the steps to complete a full search.)

HOME	0 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 38	NOT SUBMITTED 10	SUBMITTED 28
------	--	-------------------------------	----------------------------	------------------------

Cases

This section is searchable by Case or Consumer. Select the desired search option at the top.

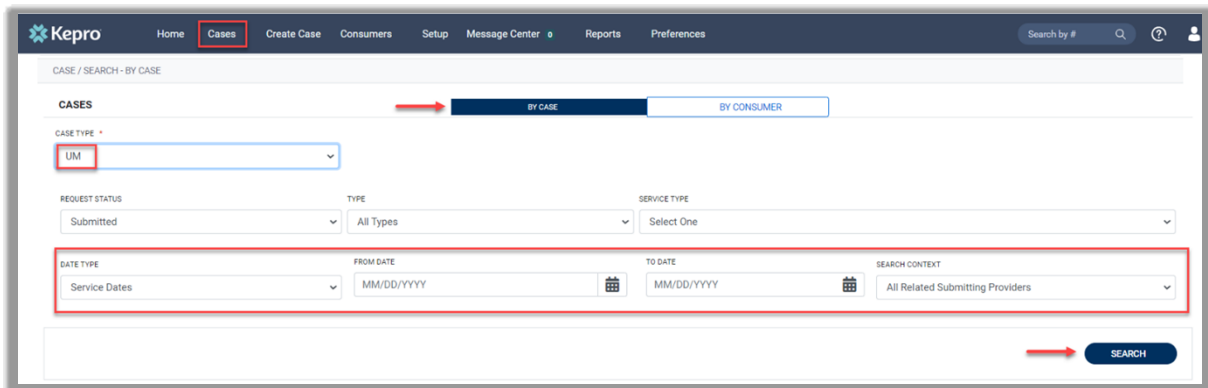


The screenshot shows the top navigation bar with 'Cases' highlighted. Below it, the search options 'BY CASE' and 'BY CONSUMER' are visible, with 'BY CASE' selected and highlighted with a red box.

Searching By Case

To search By Case, select **Case Type** UM from the drop down. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.

Note: You must enter a submitted or 30-day service date span for search results to render.



The screenshot shows the search filters section with the following settings: 'BY CASE' selected, 'CASE TYPE' set to 'UM', 'REQUEST STATUS' set to 'Submitted', 'TYPE' set to 'All Types', 'SERVICE TYPE' set to 'Select One', 'DATE TYPE' set to 'Service Dates', 'FROM DATE' and 'TO DATE' set to 'MM/DD/YYYY', and 'SEARCH CONTEXT' set to 'All Related Submitting Providers'. A red box highlights the 'DATE TYPE', 'FROM DATE', 'TO DATE', and 'SEARCH CONTEXT' fields. A red arrow points to the 'SEARCH' button.

Search results will populate below.

Request	Member	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case Level Member ID / CaseID: / 223630004										
Request 01	TEMP001762021073000000 ANG Test 12/15/1960 West Virginia	Submitted	12/29/2022	Outpatient	N/A	Radiology	12/29/2022 - 12/29/2022	View Procedures	No letters available	Actions

Searching By Consumer

To search By Consumer, you must enter Last Name and DOB or Member ID and click **Search**.

Note: Some contracts will require additional information.

CASE / SEARCH - BY CONSUMER

CASES

CONSUMER ID:
 LAST NAME:
 DATE OF BIRTH:
 SEARCH CONTEXT:

*Combination of DOB and Last Name or Consumer ID is required

Search results will render below.

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
ANG Test	12/15/1960	1111 33rd Somewhere,JA	TEMP001982021011200000	Colorado	0

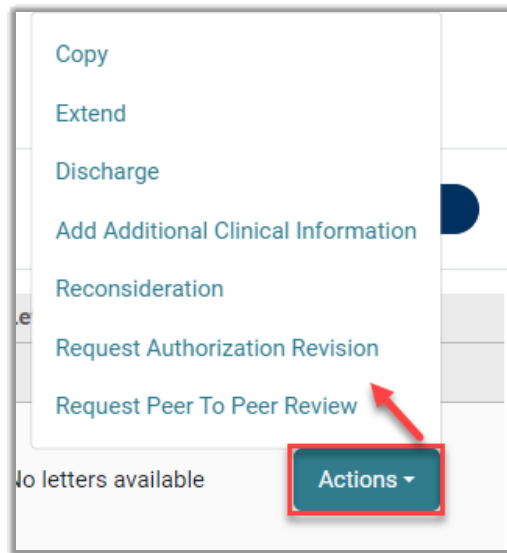
Displaying records 1 to 1 of 1 records

Show Entries

The Consumer Name is a hyperlink which will populate all Submitted and Servicing Request for that consumer.

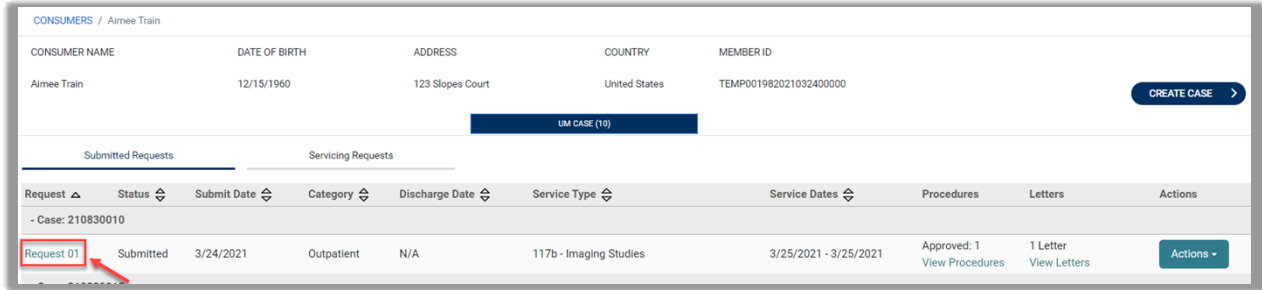
CONSUMERS / Aimee Train										
CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID						
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000						CREATE CASE
UM CASE (10)										
Submitted Requests					Servicing Requests					
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions	
- Case: 210830010										
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions	
- Case: 210830015										
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No letters available	Actions	

Regardless of how you navigate to the request, the **Actions** button on the right side of each request allows you to carry out specific functions such as Copy, Extend, Discharge, Add Additional Clinical Information, Reconsideration, Request Authorization Revision, or Request Peer to Peer Review. Click [here](#) for step-by-step details on using these actions.

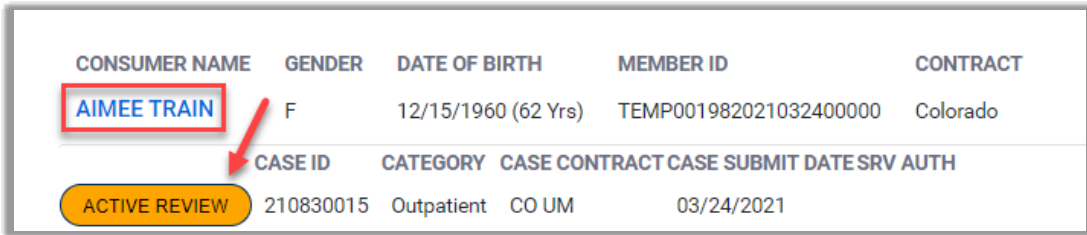


Note: Available information in the Actions button will vary by contract and user role permissions.

Clicking a Request hyperlink will bring you into the case where you will have limited functionality.

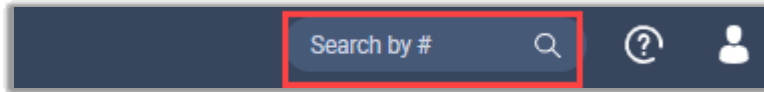


The Consumer Name is a hyperlink that will bring you to the consumer's information page and the status of the case will be visible in the top right corner of the page.

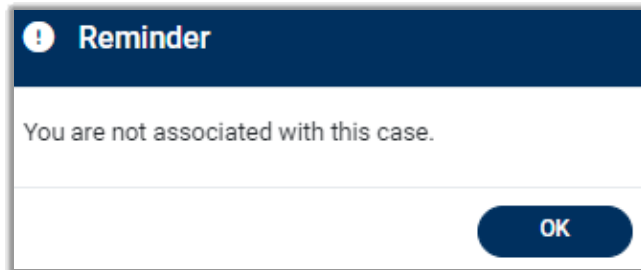


Search by Case ID

To search directly for a case, enter the Case ID in the search by # box on the top right of any page, then hit enter on your keyboard or click anywhere outside of the search box.

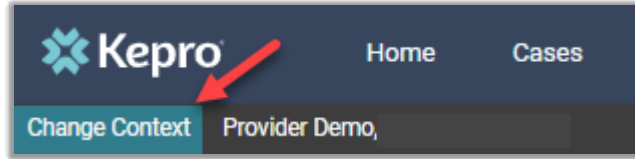


If a message is received indicating you are not associated with the case, be sure you are logged in under the appropriate provider.




Change Context

To update which provider/location you are logged in under, click **Change Context** in the upper left corner.

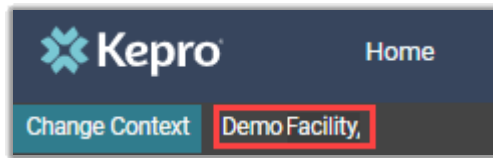


To select a different provider, click the arrow icon to the far right of the preferred selection.

CHANGE PROVIDER CONTEXT			
Name	NPI	Type	Address
Provider Demo	999999999	0 - Provider	222 Main St Indianapolis IN 46077
NAME	NPI	TYPE	ADDRESS
Demo Facility	999999999	0 - Acute Hospital	111 Main St Indianapolis IN 46077

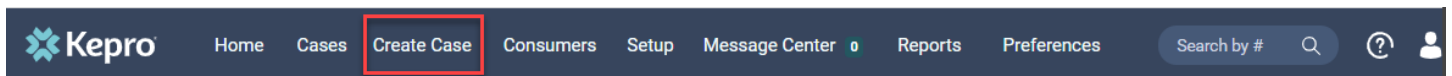


The selected provider will be displayed in the banner at the top left of the screen.



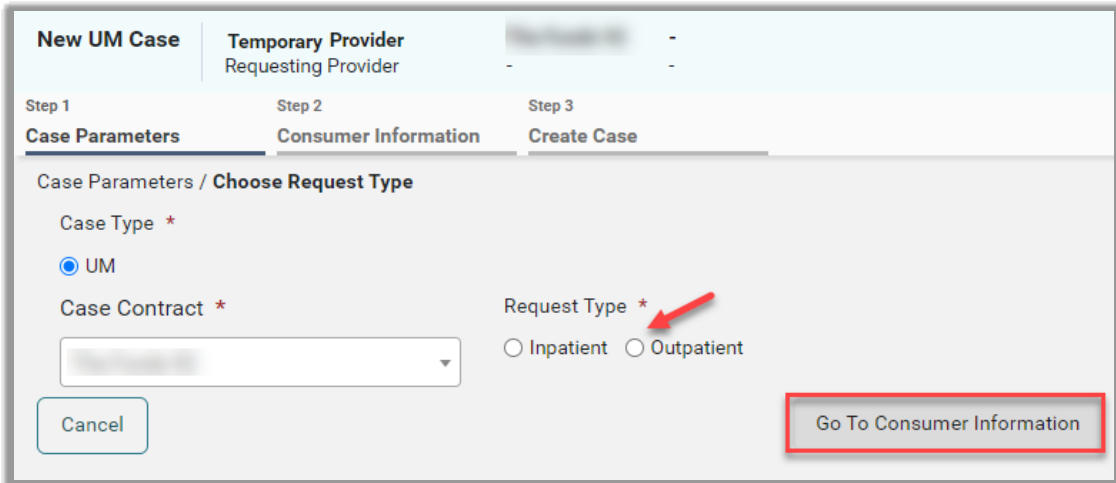
Submitting a New Request

The Create Case Wizard will walk you through the steps to create a new inpatient or outpatient request. In the navigation pane, click **Create Case**.



The Create a Case Wizard will load. Select Case Type as UM, enter the appropriate Case Contract and Request Type. Then click **Go to Consumer Information**.

Note: Some options, such as Case Type and Case Contract will pre-populate for certain provider users. The Go To Consumer button will remain grayed out until all required fields are populated.



New UM Case | Temporary Provider | Requesting Provider

Step 1 | Step 2 | Step 3
Case Parameters | Consumer Information | Create Case

Case Parameters / Choose Request Type

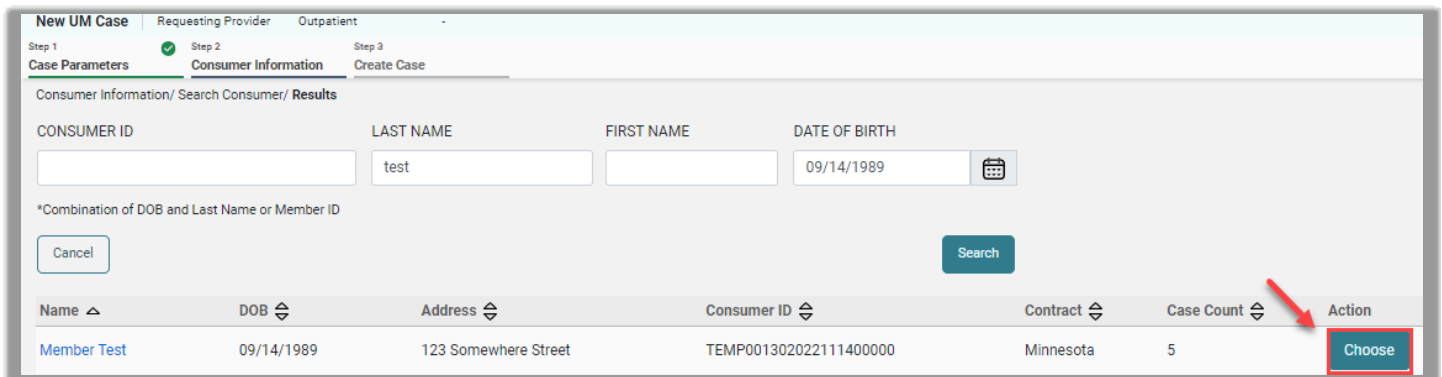
Case Type *
 UM

Case Contract *

Request Type *
 Inpatient Outpatient

Enter required consumer information and click **Search**. You will be required to enter Consumer ID, or Last Name and Date of Birth. Some contracts may require more information to search consumers.

From the results that display, click **Choose**, for the correct consumer.



New UM Case | Requesting Provider | Outpatient

Step 1 | Step 2 | Step 3
Case Parameters | **Consumer Information** | Create Case

Consumer Information/ Search Consumer/ Results

CONSUMER ID | LAST NAME | FIRST NAME | DATE OF BIRTH

| test | | 09/14/1989

*Combination of DOB and Last Name or Member ID


Name	DOB	Address	Consumer ID	Contract	Case Count	Action
Member Test	09/14/1989	123 Somewhere Street	TEMP001302022111400000	Minnesota	5	<input type="button" value="Choose"/>

If you do not find the consumer you are looking for, you can click **Add Temporary Consumer**, if enabled for your contract.

New UM Case | Denver Provider | CO UM -
 Requesting Provider | Inpatient | -

Step 1 Step 2 Step 3
 Case Parameters | **Consumer Information** | Create Case


Consumer Information/ Search Consumer/ Results

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


*Combination of DOB and Last Name or Member ID

Name ▲	DOB ⇅	Address ⇅	Consumer ID ⇅	Contract ⇅
ANG Test	12/15/1960	1111 33rd Somewhere,IA	TEMP001982021011200000	Colorado


Showing 10 of 1

Not finding what you're looking for? 

The Contract Information will autopopulate. Enter at least the required fields for Consumer Details, Contact Information, and Other Information. Then Click **Create Temporary Consumer** to be taken to the Create Case confirmation page.


CONTRACT INFORMATION 


CONTRACT * PLAN *

CONSUMER DETAILS 

PREFIX FIRST NAME * MIDDLE NAME LAST NAME * SUFFIX

GENDER * Male Female

DATE OF BIRTH *  LANGUAGE


CONTACT INFORMATION 

Use Facility Address

ADDRESS LINE 1 * ADDRESS LINE 2 CITY * COUNTRY * Canada United States

STATE/PROVINCE * COUNTY * POSTAL CODE *

PHONE NUMBER


OTHER INFORMATION 

SSN (XXX-XX-XXXX)

SELF PAY MEDICAID ID/SUBSCRIBER ID

PRIVATE INSURANCE OTHER ID

MEDICARE HICN MEDICARE MBI



If any previous requests have been created for this consumer, they will display below under either the Submitted Requests or the Servicing Requests tab. **Submitted Requests** are those you have created and submitted.

Step 1 Case Parameters Step 2 Consumer Information Step 3 Create Case

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210820018									
Request 01	Submitted	3/23/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Denied: 1 View Procedures	No Letters available	Actions
- Case: 210830017									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/1/2021 - 4/1/2021	Denied: 1 View Procedures	1 Letter View Letters	Actions

Servicing Requests are those another provider or facility created but your organization is listed as the servicing provider.

Step 1 Case Parameters Step 2 Consumer Information Step 3 Create Case

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 211020028									
Request 01	Submitted	4/12/2021	Outpatient	N/A	113 - Speech Therapy	4/14/2021 - 4/22/2022	Approved: 3 View Procedures	1 Letter View Letters	Actions
- Case: 211020026									
Request 01	Submitted	4/12/2021	Outpatient	N/A	112 - Occupational Therapy	4/14/2021 - 4/28/2022	Denied: 3 View Procedures	3 Letters View Letters	Actions

In either tab, you can click on each request hyperlink to ensure it is not a duplicate.

Step 1 Case Parameters Step 2 Consumer Information Step 3 Create Case

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 211020028									
Request 01	Submitted	4/12/2021	Outpatient	N/A	113 - Speech Therapy	4/14/2021 - 4/22/2022	Approved: 3 View Procedures	1 Letter View Letters	Actions
- Case: 211020026									
Request 01	Submitted	4/12/2021	Outpatient	N/A	112 - Occupational Therapy	4/14/2021 - 4/28/2022	Denied: 3 View Procedures	3 Letters View Letters	Actions

Once you are sure the case you're creating is not a duplicate, click **Create Case**.

Step 1 Case Parameters Step 2 Consumer Information Step 3 Create Case

Consumer Information/ Search Consumer/ Consumer Cases

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 211020028									
Request 01	Submitted	4/12/2021	Outpatient	N/A	113 - Speech Therapy	4/14/2021 - 4/22/2022	Approved: 3 View Procedures	1 Letter View Letters	Actions
- Case: 211020026									
Request 01	Submitted	4/12/2021	Outpatient	N/A	112 - Occupational Therapy	4/14/2021 - 4/28/2022	Denied: 3 View Procedures	3 Letters View Letters	Actions

Cancel Create Case

Your case has been created, but more information is required to be submitted. Requesting provider information will automatically fill and cannot be updated. Servicing provider information will default to match and can be updated by using the **Update** or **Remove** links. You can also add attending physicians clicking the **Add Attending Physician** button. Once the provider information is accurate, click **Go to Service Details**.

Note: Available physician/facility information will vary by contractual requirements for submission. If the wrong requesting provider is listed, you must cancel the case, and [change context](#) to ensure you are logged in under the appropriate provider group.

New UM Case Denver Provider CO UM ANG Test (F)
Requesting Provider Outpatient 12/15/1960

Step 3 Create Case Step 4 Additional Providers Step 5 Service Details Step 6 Diagnoses Step 7 Requests Step 8 Questionnaires Step 9 Attachments Step 10 Communications Step 11 Submit Case

Additional Providers/ Provider/Facility

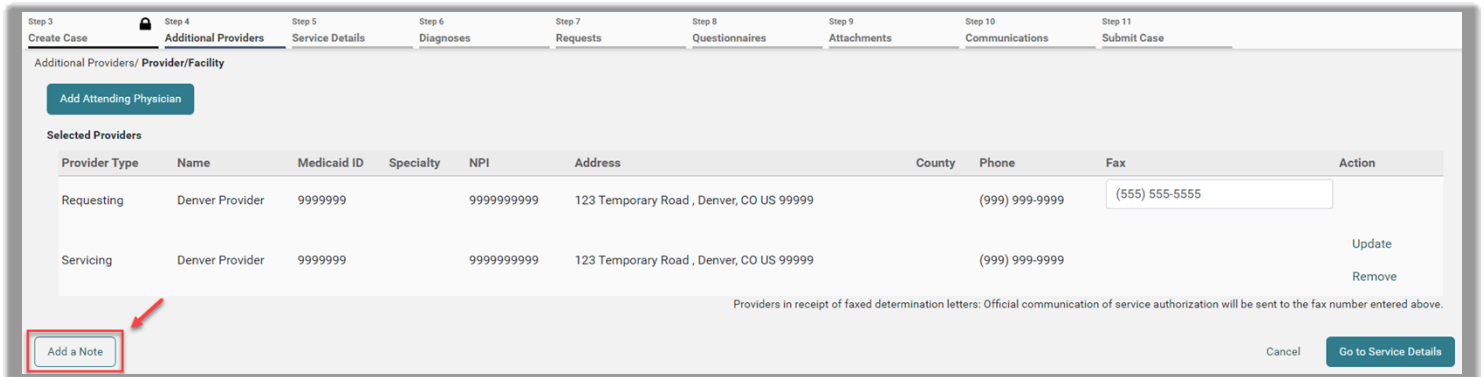
Add Attending Physician

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999	(555) 555-5555	
Servicing	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999		Update Remove

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

Add a Note Cancel Go to Service Details

Below the provider information, you will see a button to **Add a Note**. Click this to add a note associated with the provider information.



Additional Providers/ Provider/Facility

[Add Attending Physician](#)

Selected Providers

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999	(555) 555-5555	
Servicing	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999		Update Remove

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

[Add a Note](#) [Cancel](#) [Go to Service Details](#)

In the pop-up window enter your note and click **Add Note**.



Add a note

Note Type *

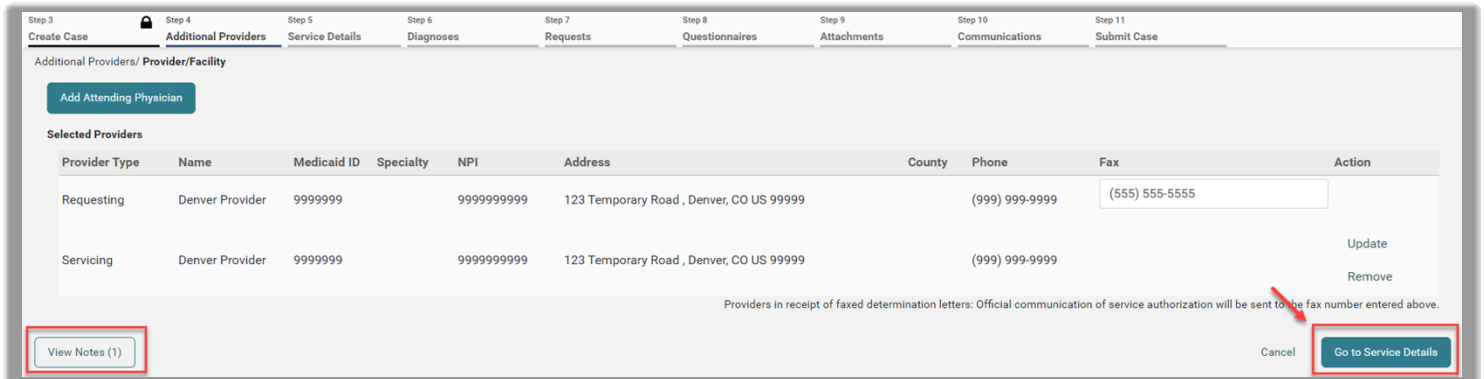
External

Note *

Notes cannot be modified or deleted after being saved.

[Cancel](#) [Add Note](#)

You will notice that the Add a Note button now says, **View Notes**. Once you are done adding notes and additional providers, click **Go to Service Details**.



Additional Providers/ Provider/Facility

[Add Attending Physician](#)

Selected Providers

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999	(555) 555-5555	
Servicing	Denver Provider	9999999		9999999999	123 Temporary Road , Denver, CO US 99999		(999) 999-9999		Update Remove

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

[View Notes \(1\)](#) [Cancel](#) [Go to Service Details](#)



In the Service Details tab, enter appropriate Place of Service and Service Type. Available options will vary based on service type and contract requirements. Then click **Go to Diagnosis**.

Step 3 Create Case Step 4 Additional Providers Step 5 Service Details Step 6 Diagnoses Step 7 Requests Step 8 Questionnaires Step 9 Attachments Step 10 Communications

Service Details/ Enter Service Details

Place Of Service Select One

Service Type * Select One

View Notes (1) Cancel Go to Diagnoses

In the Diagnoses tab, select the appropriate Code Type and enter at least 3 characters into the search box. (**Note:** Search can be completed by diagnosis code or description.) Select the appropriate codes to populate them in the list below and then drag and drop to identify the primary diagnosis. Once all diagnoses are added, click **Go to Requests**.

Step 3 Create Case Step 4 Additional Providers Step 5 Service Details Step 6 Diagnoses Step 7 Requests Step 8 Questionnaires Step 9 Attachments Step 10 Communications Step 11 Submit Case

Diagnosis/Add Diagnosis

Code Type * ICD10

Search Select a Diagnosis Code

Please enter 3 or more characters

Order	Rank	Code	Description	Source	Created By	Deactivate
...	1	R68.89	OTHER GENERAL SYMPTOMS AND SIGNS	Manual		Remove

Showing 10 of 1 Previous Page 1 of 1 Next

Add a Note Cancel Go to Requests

In the Requests tab, select appropriate options for each field and then click **Go to Procedures**.

NOTE: Notification date and time will auto populate and are not editable.

Step 3 Create Case Step 4 Additional Providers Step 5 Service Details Step 6 Diagnoses Step 7 Requests Step 8 Questionnaires Step 9 Attachments Step 10 Communications Step 11 Submit Case

Requests/Request Details

Request Type * Prior Auth

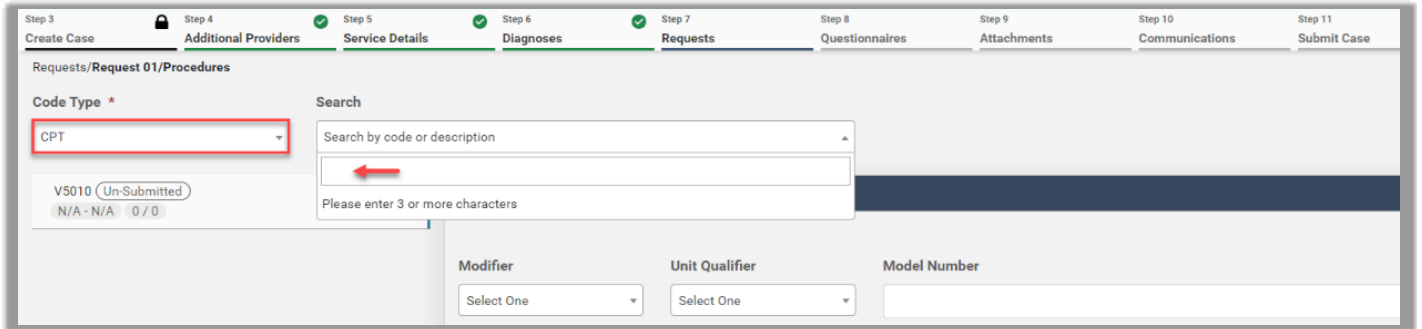
FIPS Code

Notification Date * 01/20/2023

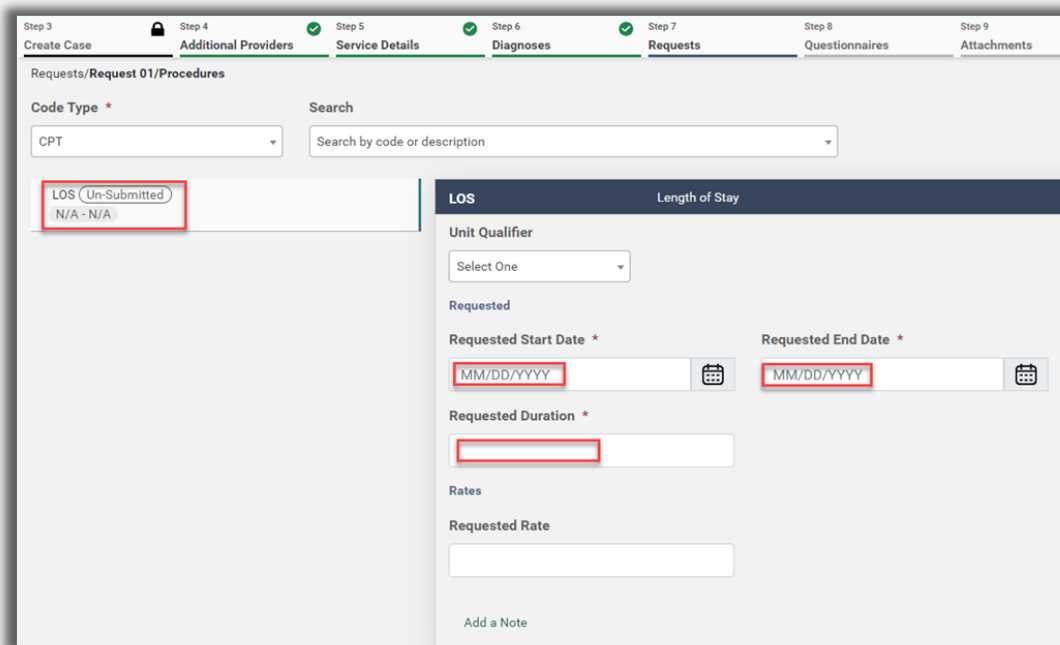
Notification Time * 01:10 PM

Add a Note Cancel Go to Procedures

Select the appropriate Code Type and enter at least 3 characters into the search box. (**Note:** search can be completed with procedure code or description.) Select the appropriate codes to populate a request for that procedure. Repeat to add all necessary codes.



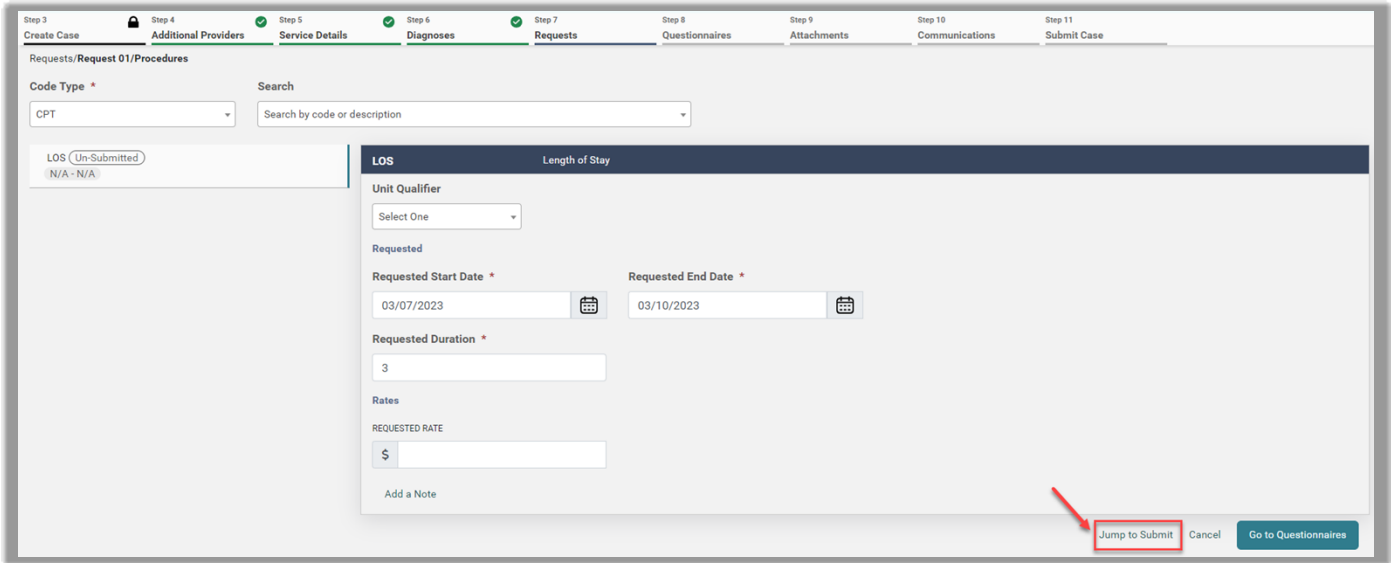
Once all procedures have been added, click each procedure code box to enter additional required information (indicated by an *). Required options will vary by contract and procedure code.



NOTE: *Inpatient cases will automatically enter the LOS line that will need to be completed. Not all inpatient requests will require additional procedure codes.*

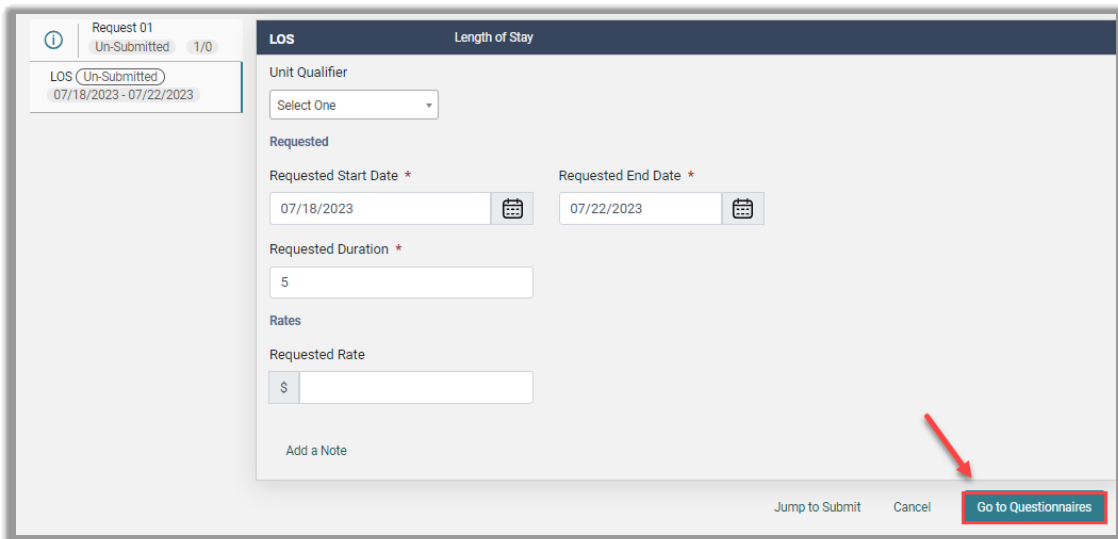
Once all procedure codes are fully filled out, you have two options.

If you have no Questionnaires to fill out, no attachments to add, or communications to enter, you can click **Jump to Submit**. This will bring you to the end of the process – click [here](#) to skip to the Submit step.



The screenshot shows the 'Requests/Request 01/Procedures' form. The top navigation bar includes steps from Step 3 to Step 11. The main form area has a 'Code Type' dropdown set to 'CPT' and a search field. Below this, there's a section for 'LOS (Un-Submitted)' with 'N/A - N/A' listed. The 'LOS Length of Stay' section includes a 'Unit Qualifier' dropdown, 'Requested' dates (03/07/2023 to 03/10/2023), 'Requested Duration' (3), and 'Requested Rate' (\$). At the bottom right, the 'Jump to Submit' button is highlighted with a red box and a red arrow, with 'Cancel' and 'Go to Questionnaires' buttons nearby.

If you have questionnaires, attachments, or communications to add, click **Go to Questionnaires**.



The screenshot shows the 'Request 01' form. The top navigation bar includes steps from Step 3 to Step 11. The main form area has a 'Request 01' section with 'Un-Submitted' and '1/0' status. Below this, there's a section for 'LOS (Un-Submitted)' with '07/18/2023 - 07/22/2023' listed. The 'LOS Length of Stay' section includes a 'Unit Qualifier' dropdown, 'Requested' dates (07/18/2023 to 07/22/2023), 'Requested Duration' (5), and 'Requested Rate' (\$). At the bottom right, the 'Go to Questionnaires' button is highlighted with a red box and a red arrow, with 'Jump to Submit' and 'Cancel' buttons nearby.

All required questionnaires will populate in the Questionnaires tab. Click **Take** to complete.

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3749716	Checklist	* Radiology	Kepro	01/19/2023 08:03:51 AM			0	Take

Showing 10 of 1 Previous Page 1 of 1 Next

Add a Note Jump to Submit Cancel **Go to Attachments**

NOTE: Questionnaires are added based on procedure code and contractual requirements. Not all submissions will require questionnaires; some codes may require multiple questionnaires.

Questionnaires will open in a new browser tab, answer all questions in all sections by choosing the correct radio button or drop down. Some Questionnaires have multiple sections and have a **Next** button at the bottom to navigate between the sections.

Case 203350007 | JOHN DOE (M) | WV Medical | WXMBR0000598487 | Create Questionnaire / ST

01/29/1965 (58 Yrs) | UM | Member ID

ST

- Medical Necessity
- Medical History
- Medical Necessity

1 . Are Physician's Order Attached *

Yes No **←**

2 . If member is under age 21, does member have an Individual Education Plan (IEP) that includes these services? *

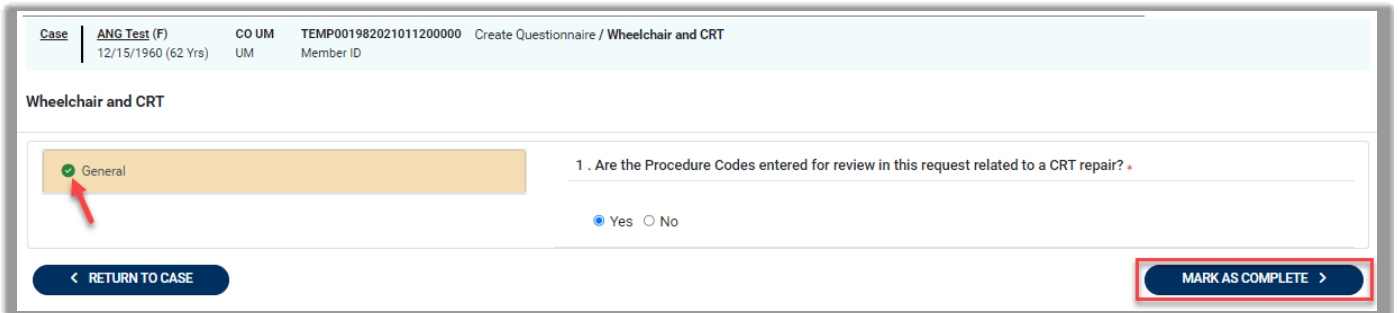
Select One

Questionnaire Disclaimers *

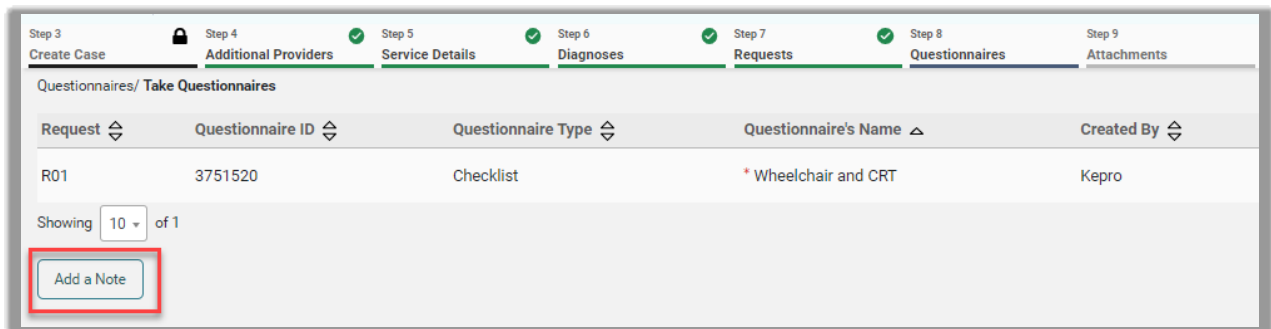
< RETURN TO CASE Autosaved **NEXT >** **MARK AS COMPLETE >**

Ensure when completing a questionnaire that all sections have a green check mark before clicking **Mark as Complete** at the bottom of the page to return to the case wizard.

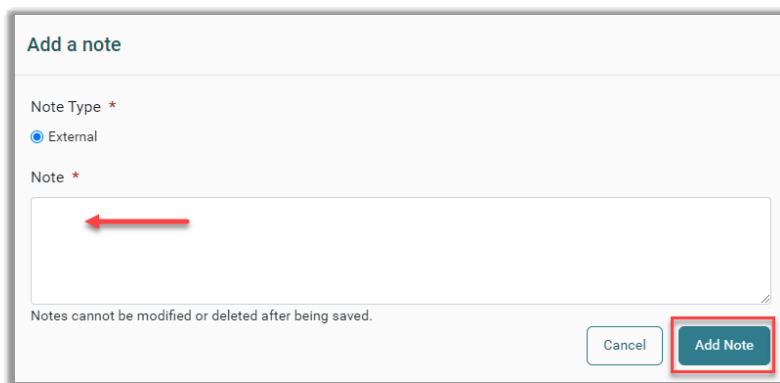
Note: Once complete, the questionnaire can no longer be edited.



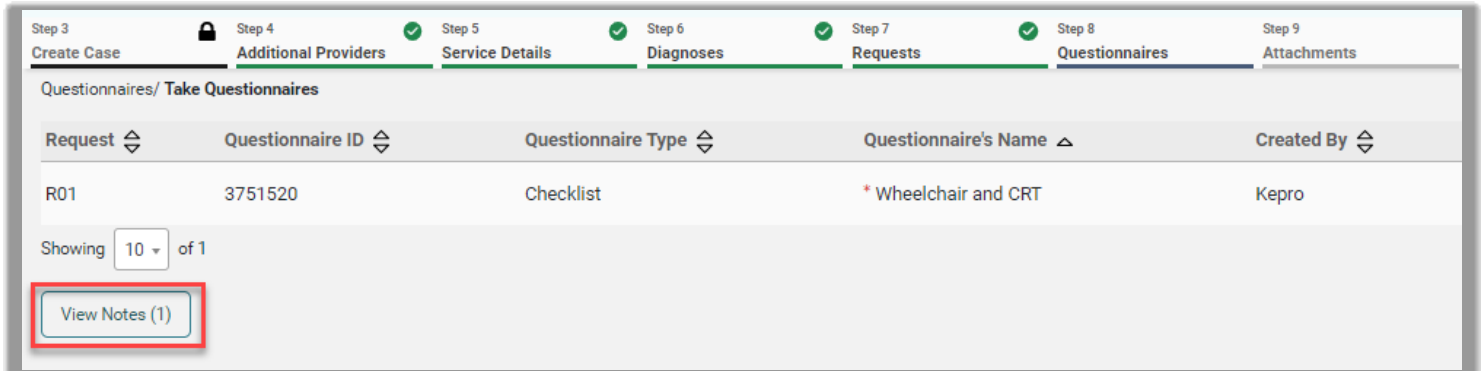
Below the questionnaires you will see a button to **Add a Note**. Click this to add a note associated with the questionnaire step.



In the pop-up window enter your note and click **Add Note**.

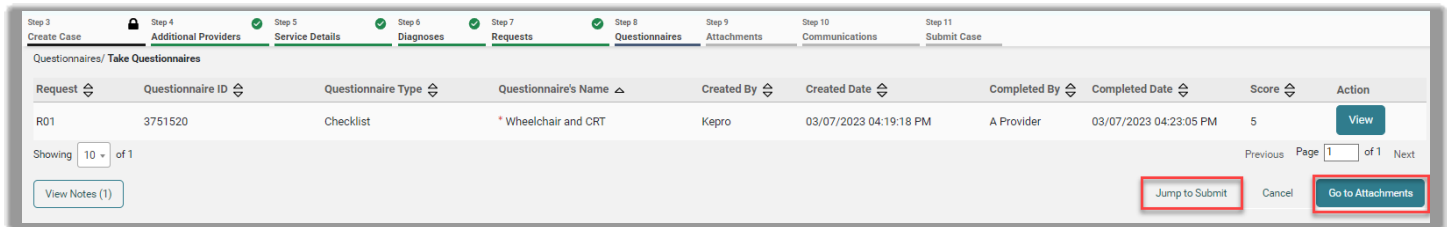


You will notice that the Add a Note button now says, **View Notes**.

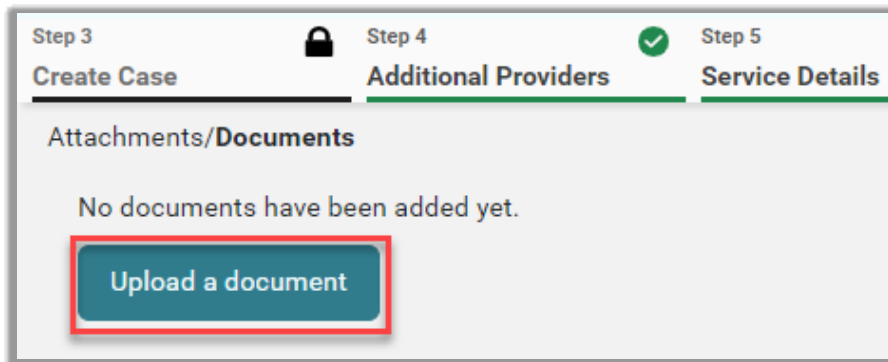


Once all questionnaires are complete you have the options to Jump to Submit or Go to Attachments. **Jump to Submit** This will bring you to the Submit Case step – click [here](#) to skip to the Submit step.

To add supporting clinical documentation, click **Go to Attachments**.

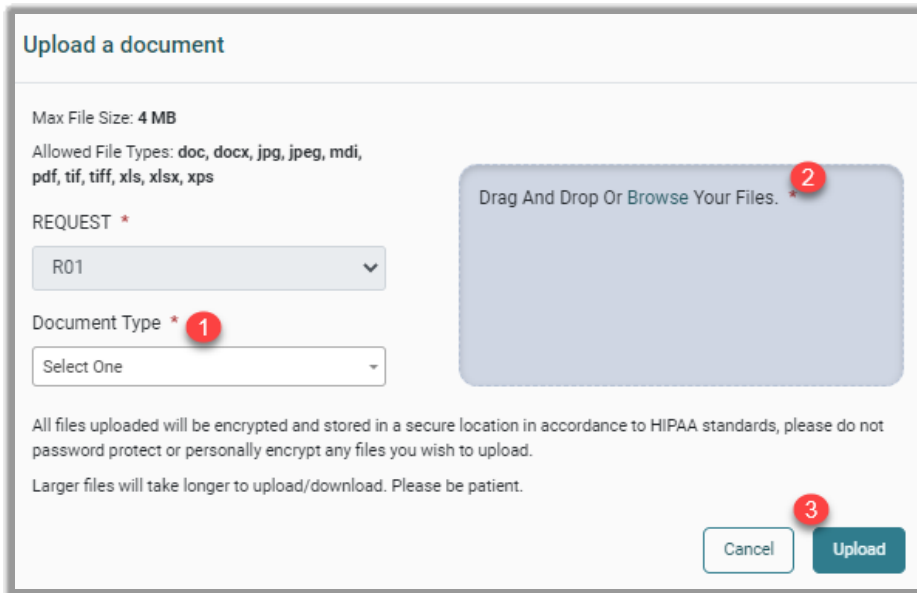


To upload documentation, click **Upload a Document**.



Select appropriate 1) Document Type, 2) add your documents by dragging and dropping or clicking Browse, and then 3) click **Upload**.

NOTE: All uploaded documents will have a max file size. If document is too large, it will need to be reduced for uploading.



Upload a document

Max File Size: **4 MB**
Allowed File Types: **doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps**

REQUEST *
R01

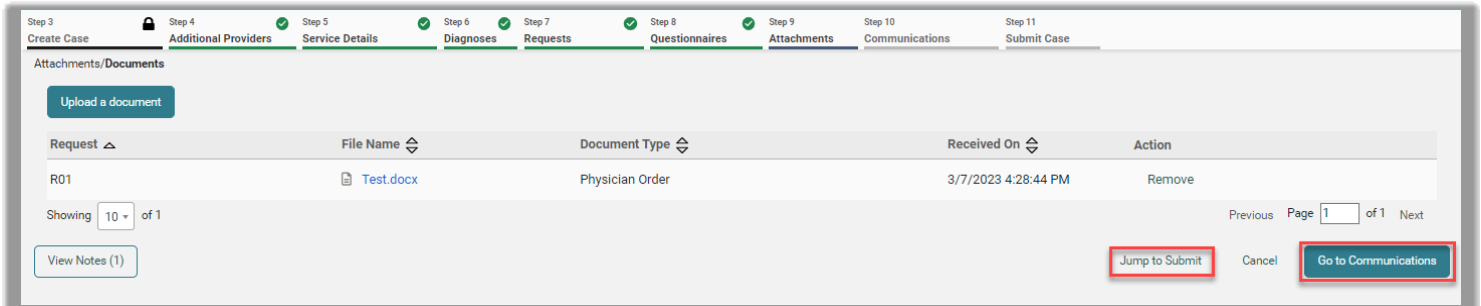
Document Type * **1**
Select One

Drag And Drop Or Browse Your Files. **2**

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.

Cancel **3** Upload

Once all supporting documentation is added, either click **Jump to Submit** or **Go to Communications**.



Step 3 Create Case | Step 4 Additional Providers | Step 5 Service Details | Step 6 Diagnoses | Step 7 Requests | Step 8 Questionnaires | Step 9 Attachments | Step 10 Communications | Step 11 Submit Case

Attachments/Documents

Upload a document

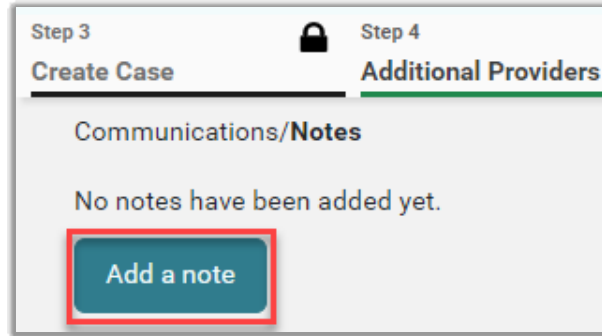
Request	File Name	Document Type	Received On	Action
R01	Test.docx	Physician Order	3/7/2023 4:28:44 PM	Remove

Showing 10 of 1

View Notes (1)

Jump to Submit Cancel Go to Communications

To add additional information click **Add a Note**.



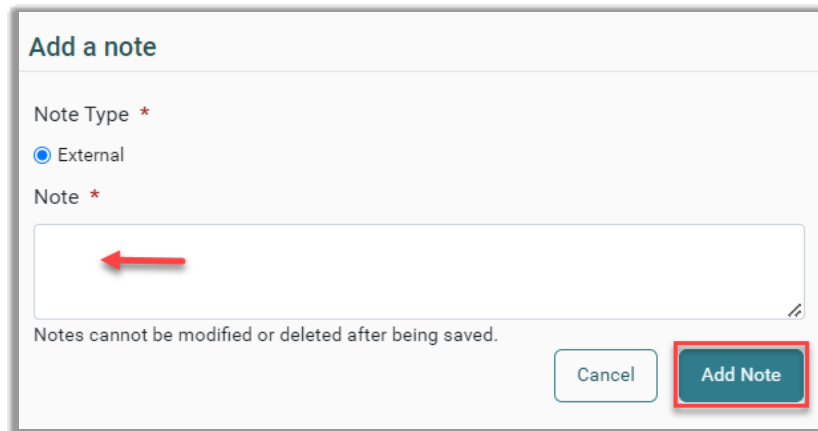
Step 3 **Create Case** Step 4 **Additional Providers**

Communications/Notes

No notes have been added yet.

Add a note

Enter note into the Note field and click **Add Note** to save. Notes cannot be modified or deleted once saved.



Add a note

Note Type *

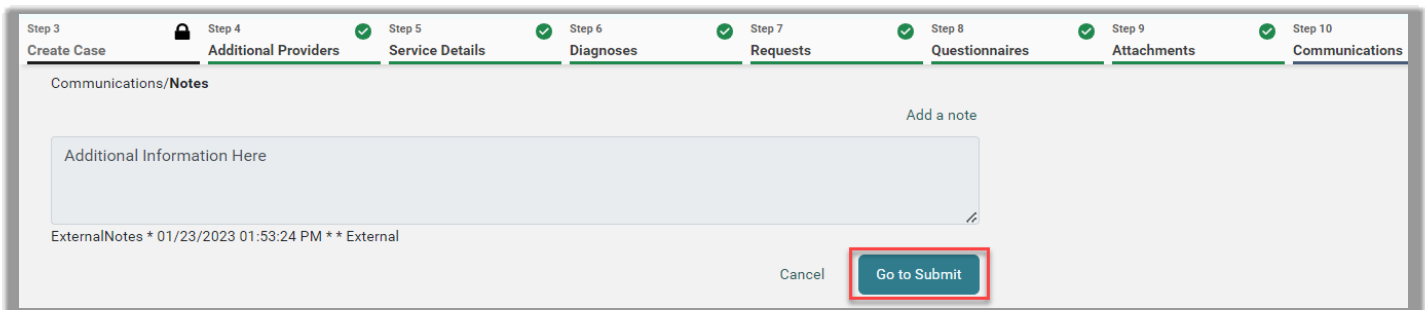
External

Note *

Notes cannot be modified or deleted after being saved.

Cancel **Add Note**

After documentation is completed, click **Go to Submit**.



Step 3 **Create Case** Step 4 **Additional Providers** Step 5 **Service Details** Step 6 **Diagnoses** Step 7 **Requests** Step 8 **Questionnaires** Step 9 **Attachments** Step 10 **Communications**

Communications/Notes

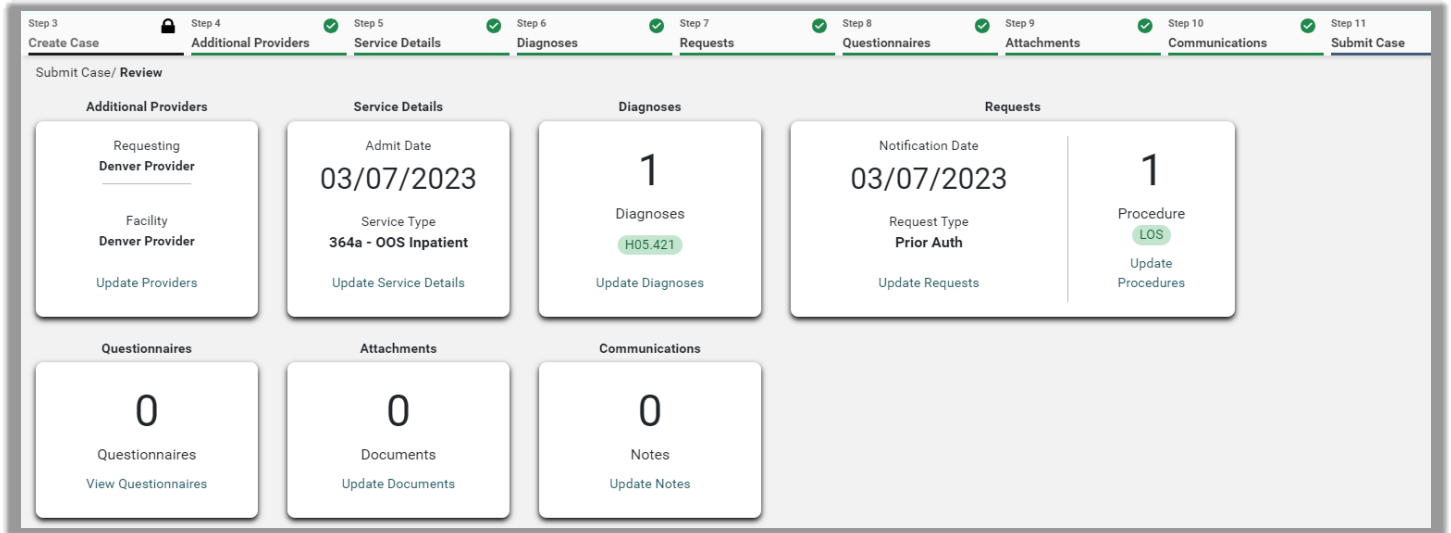
Add a note

Additional Information Here

ExternalNotes * 01/23/2023 01:53:24 PM ** External

Cancel **Go to Submit**

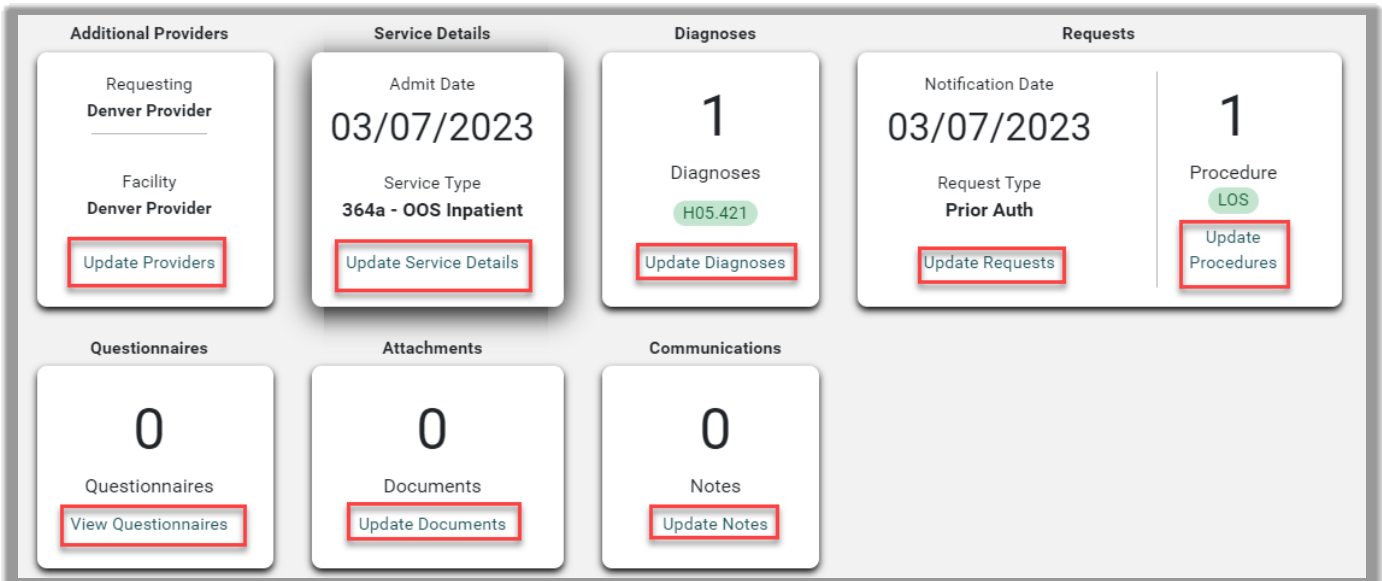
The Review page will display cards of all information entered.



The screenshot shows a progress bar at the top with steps 3 through 11. Step 3 is 'Create Case', Step 4 is 'Additional Providers', Step 5 is 'Service Details', Step 6 is 'Diagnoses', Step 7 is 'Requests', Step 8 is 'Questionnaires', Step 9 is 'Attachments', Step 10 is 'Communications', and Step 11 is 'Submit Case'. Below the progress bar, there are seven cards:

- Additional Providers:** Requesting Denver Provider, Facility Denver Provider, Update Providers
- Service Details:** Admit Date 03/07/2023, Service Type 364a - OOS Inpatient, Update Service Details
- Diagnoses:** 1 Diagnoses (H05.421), Update Diagnoses
- Requests:** Notification Date 03/07/2023, Request Type Prior Auth, Update Requests; Procedure LOS, Update Procedures
- Questionnaires:** 0 Questionnaires, View Questionnaires
- Attachments:** 0 Documents, Update Documents
- Communications:** 0 Notes, Update Notes

If needed, click **Update** on the appropriate card to edit a specific section.



This screenshot is identical to the previous one, but with red boxes highlighting the 'Update' buttons on each card:

- Update Providers (under Additional Providers)
- Update Service Details (under Service Details)
- Update Diagnoses (under Diagnoses)
- Update Requests (under Requests)
- Update Procedures (under Requests)
- View Questionnaires (under Questionnaires)
- Update Documents (under Attachments)
- Update Notes (under Communications)

Once the information is correct, click **Submit** to complete the case and submit it.

Additional Providers	Service Details	Diagnoses	Requests
Requesting Denver Provider <hr/> Facility Denver Provider Update Providers	Admit Date 03/07/2023 <hr/> Service Type 364a - OOS Inpatient Update Service Details	1 <hr/> Diagnoses H05.421 Update Diagnoses	Notification Date 03/07/2023 <hr/> Request Type Prior Auth Update Requests
Questionnaires 0 <hr/> Questionnaires View Questionnaires	Attachments 0 <hr/> Documents Update Documents	Communications 0 <hr/> Notes Update Notes	Cancel Submit

Review the disclaimer and click **Agree**.

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.

Cancel **Agree**

If no errors or warnings are noted, the case will be submitted. A Case ID will be generated which is a unique numerical identifier that can be used for identification purposes and status updates.

HINT: For easy status updates, make note of the Case ID.

The case page will provide the status along with an overview of the submitted request.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID
MEMBER TEST	F	09/14/1989 (33 Yrs)	TEMP001302022111400000
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE SRV
SUBMITTED 230260017	Outpatient		01/26/2023

UM-OUTPATIENT

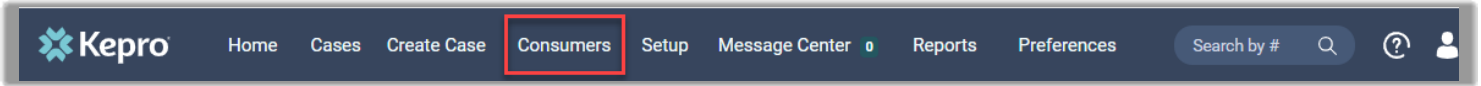
CASE SUMMARY ACTIONS COPY EXTEND EXPAND ALL

Consumer Details	Location: 123 Somewhere Street Anywhere Minnesota;		▼
Provider/Facility	Requesting : Provider Test/9999999994 Servicing : ROTECH /1346220969		▼
Clinical	Service Type : 032 - DME Request Type : Prior Auth	Notification Date : 01/26/2023 Notification Time : 12:58 PM	▼
Questionnaires			▼
Attachments	Document-4	Letters- 0	▼
Communications	Most Recent Note date:		▼

NOTE: For information on the types of messages received, see the [Informational Error/Warning Messages](#) section under *Tips & Tricks*.

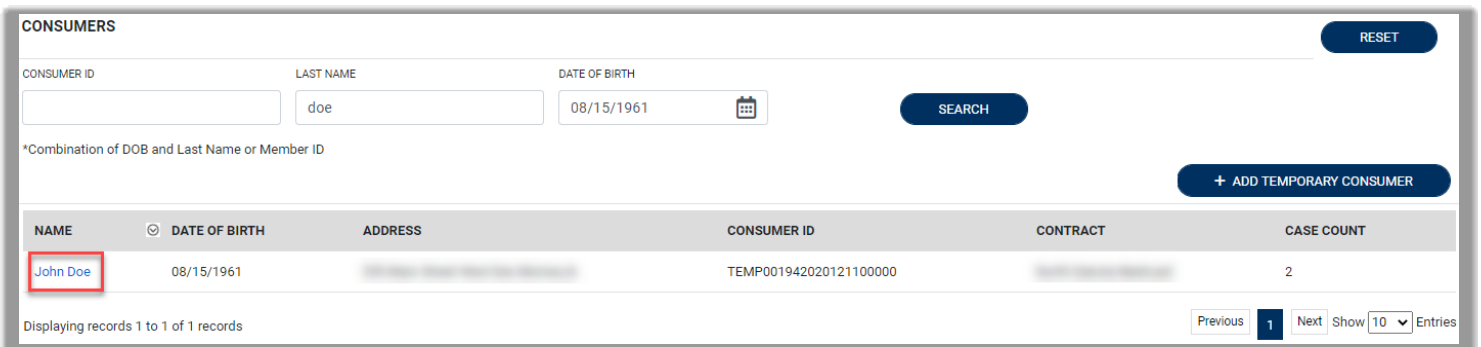
Consumer Search

To search by Consumer (Member/Beneficiary), click Consumer on the navigation pane.



The Consumer default screen will appear providing options to search for a Consumer. This process is the same as searching the Consumer when creating a case. You must enter a Consumer ID or last name and date of birth. **Note:** Required fields will vary by contract and user permissions.

Search results will render below. To view the requests for this consumer, click on the Consumer Name hyperlink.



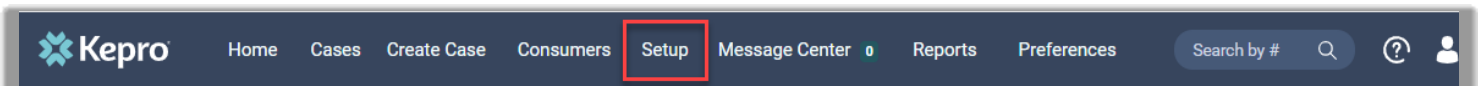
The screenshot shows the 'CONSUMERS' search results page. At the top, there are input fields for 'CONSUMER ID', 'LAST NAME' (containing 'doe'), and 'DATE OF BIRTH' (containing '08/15/1961'). A 'SEARCH' button is to the right. Below the input fields is a note: '*Combination of DOB and Last Name or Member ID'. There is also a '+ ADD TEMPORARY CONSUMER' button. The main part of the page is a table with the following columns: NAME, DATE OF BIRTH, ADDRESS, CONSUMER ID, CONTRACT, and CASE COUNT. The first row of the table has 'John Doe' in the NAME column, '08/15/1961' in the DATE OF BIRTH column, a blurred address, 'TEMP001942020121100000' in the CONSUMER ID column, a blurred contract number, and '2' in the CASE COUNT column. The 'John Doe' text is highlighted with a red box. At the bottom of the table, it says 'Displaying records 1 to 1 of 1 records'. There are also navigation controls: 'Previous', '1', 'Next', 'Show 10', and 'Entries'.

Setup

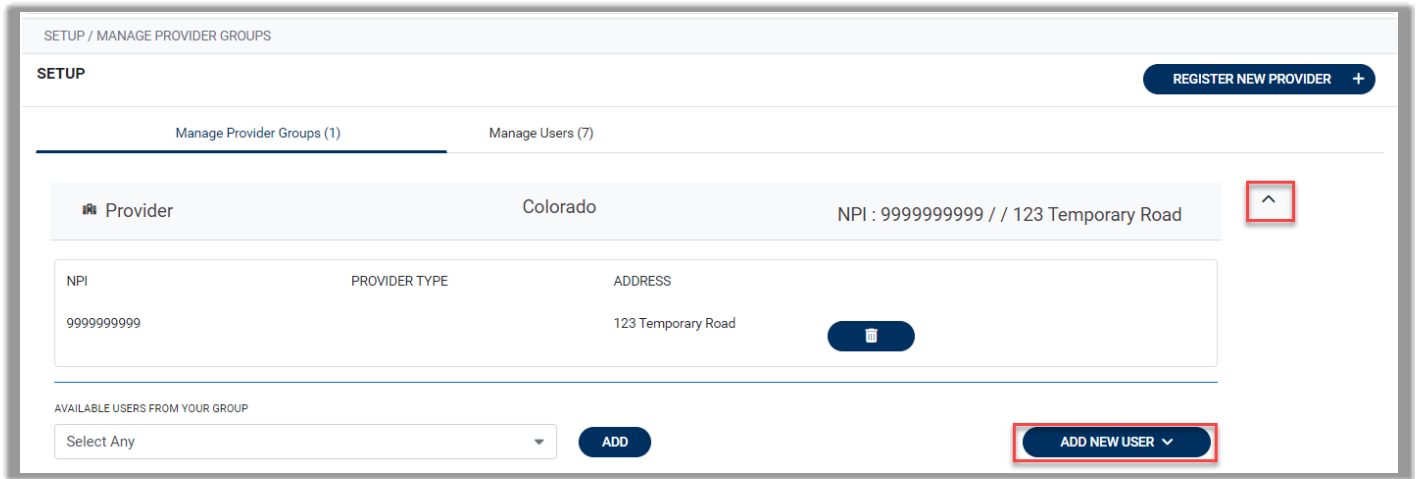
This section will only be visible to the Provider Group Administrator and Provider Administrator user roles. Setup will be used to add new users, edit users, add additional provider groups, and manage provider group assignments.

Add New User

As a Provider Group Administrator, users within your facility can be added and managed locally once the group account has been registered. To begin, click **Setup** in the navigation pane.



Always stay within the Manage Provider Groups tab/section to add users. Click the caret on the far right to expand the group section. Then click **Add New User**.



SETUP / MANAGE PROVIDER GROUPS

SETUP REGISTER NEW PROVIDER +

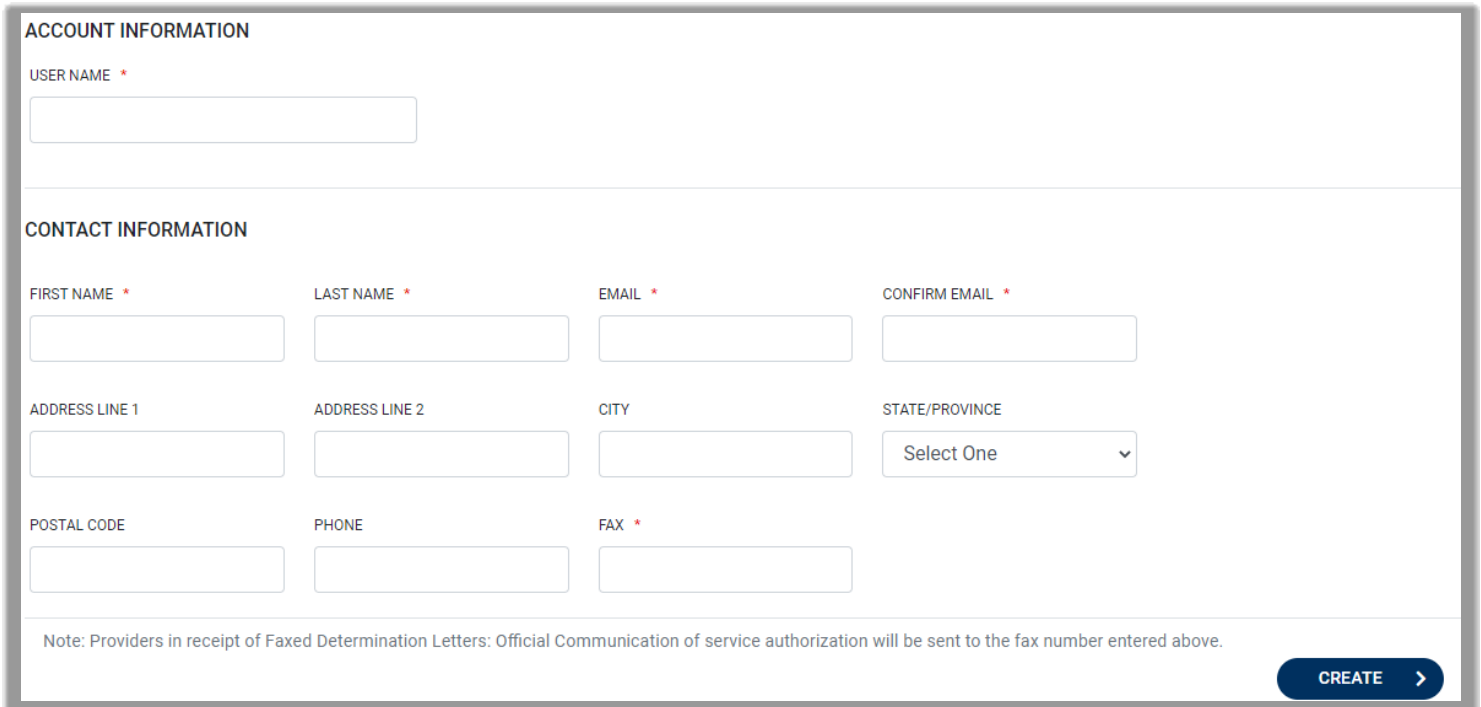
Manage Provider Groups (1) Manage Users (7)

Provider	Colorado	NPI : 9999999999 // 123 Temporary Road		^
NPI	PROVIDER TYPE	ADDRESS		
9999999999		123 Temporary Road		[trash icon]

AVAILABLE USERS FROM YOUR GROUP

Select Any ADD ADD NEW USER v

Create username and complete the contact information, click **Create**.



ACCOUNT INFORMATION

USER NAME *

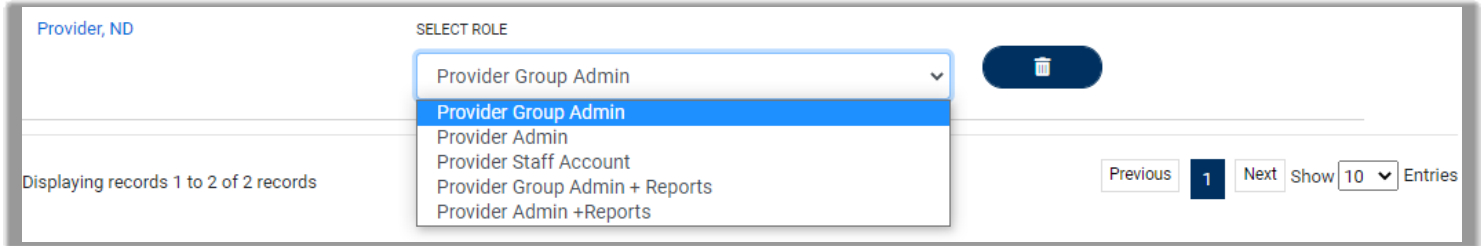
CONTACT INFORMATION

FIRST NAME *	LAST NAME *	EMAIL *	CONFIRM EMAIL *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE/PROVINCE
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select One v
POSTAL CODE	PHONE	FAX *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

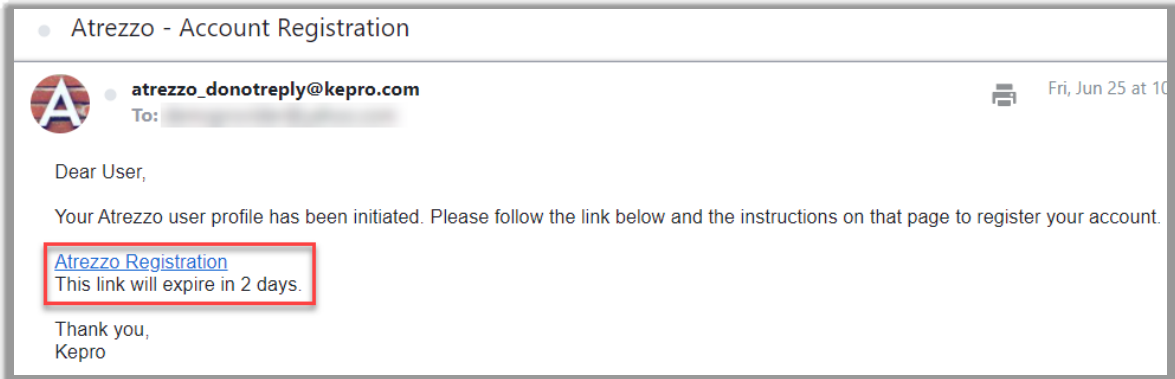
CREATE >

The user role will default to **Provider Staff Account**. This is the general account user. To change the user role, under Mange Provider Groups, select the Role the user should have. All accesses with Admin listed will have the ability to add and manage user roles for the assigned provider group.



Provider Staff Account	This general user role can enter prior authorization requests into the portal and view determination letter, obtain status updates, and messages within the UM review team as needed.
Provider Group Admin	This administrator role can add and manage users for all the providers in the group. Includes Provider Staff Account access.
Provider Admin	This role can add and manage users but only for the provider they are associated with. Includes Provider Staff Account access.
Provider Group Admin + Reports	This role can add and manage users for all the providers in the group and will have access to reports. Includes Provider Staff Account access.
Provider Admin + Reports	This role can add and manage users but only for the one provider they are associated with and will have access to reports. Includes Provider Staff Account access.

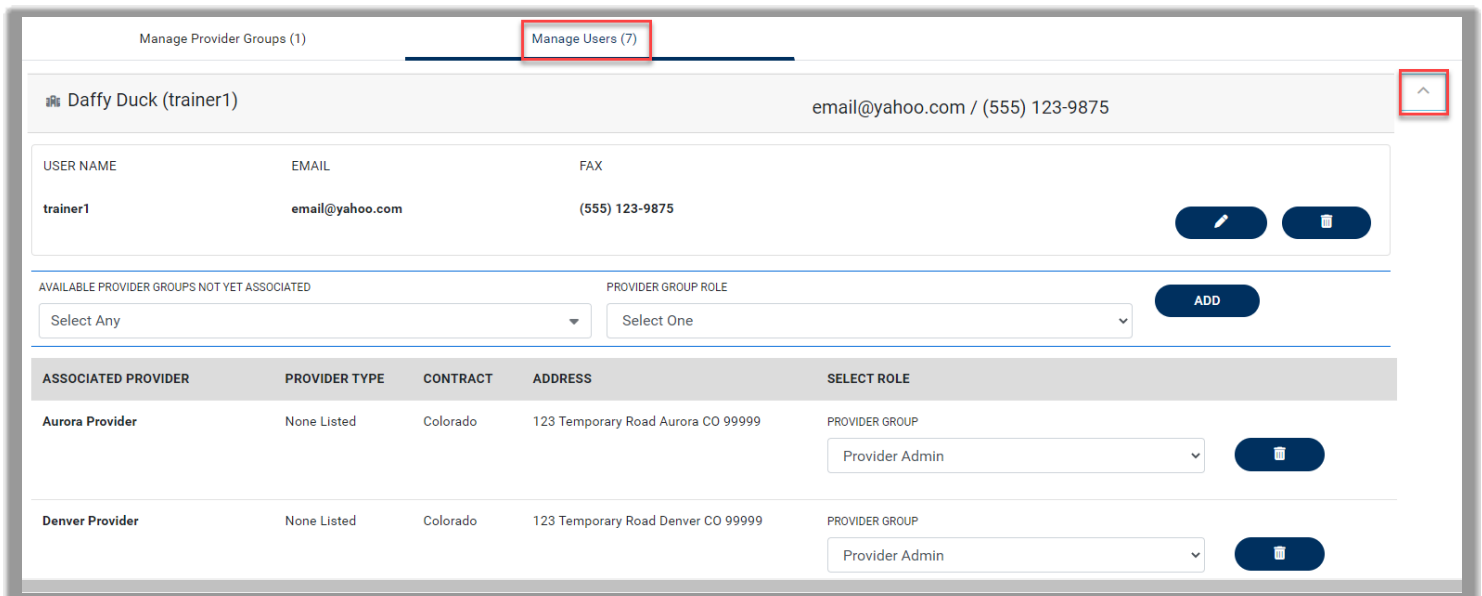
The new user will receive an email with a link to complete the MFA registration process. The user must click the link in the email within 2 days, then follow the MFA registration process to complete the access request.



Manage Users

The Manage Users tab allows you to update a user's contact information, reset multifactor authentication registration, deactivate, and delete users.

Click the caret associated with the appropriate user to expand available options.





ASSOCIATED PROVIDER	PROVIDER TYPE	CONTRACT	ADDRESS	SELECT ROLE
Aurora Provider	None Listed	Colorado	123 Temporary Road Aurora CO 99999	PROVIDER GROUP Provider Admin
Denver Provider	None Listed	Colorado	123 Temporary Road Denver CO 99999	PROVIDER GROUP Provider Admin

To delete a user, you can click the Trashcan Icon and confirm the deletion in the pop-up window. This will completely remove this user from the system.

Manage Provider Groups (1) Manage Users (7)

Daffy Duck (trainer1) email@yahoo.com / (555) 123-9875

USER NAME	EMAIL	FAX	
trainer1	email@yahoo.com	(555) 123-9875	 

Click the Pencil Icon to edit the user's information. All your changes will be autosaved unless you click **Cancel**. Notice that you can deactivate a user without deleting them by unchecking the **Active User** box.


SETUP / MANAGE USERS / Daffy Duck

Daffy Duck

ACCOUNT INFORMATION

USER NAME * AZURE USERNAME:

trainer1

ACTIVE USER 

RESET REGISTRATION

CONTACT INFORMATION

FIRST NAME * LAST NAME * EMAIL * CONFIRM EMAIL *


Daffy Duck email@yahoo.com email@yahoo.com

ADDRESS LINE 1 ADDRESS LINE 2 CITY STATE/PROVINCE

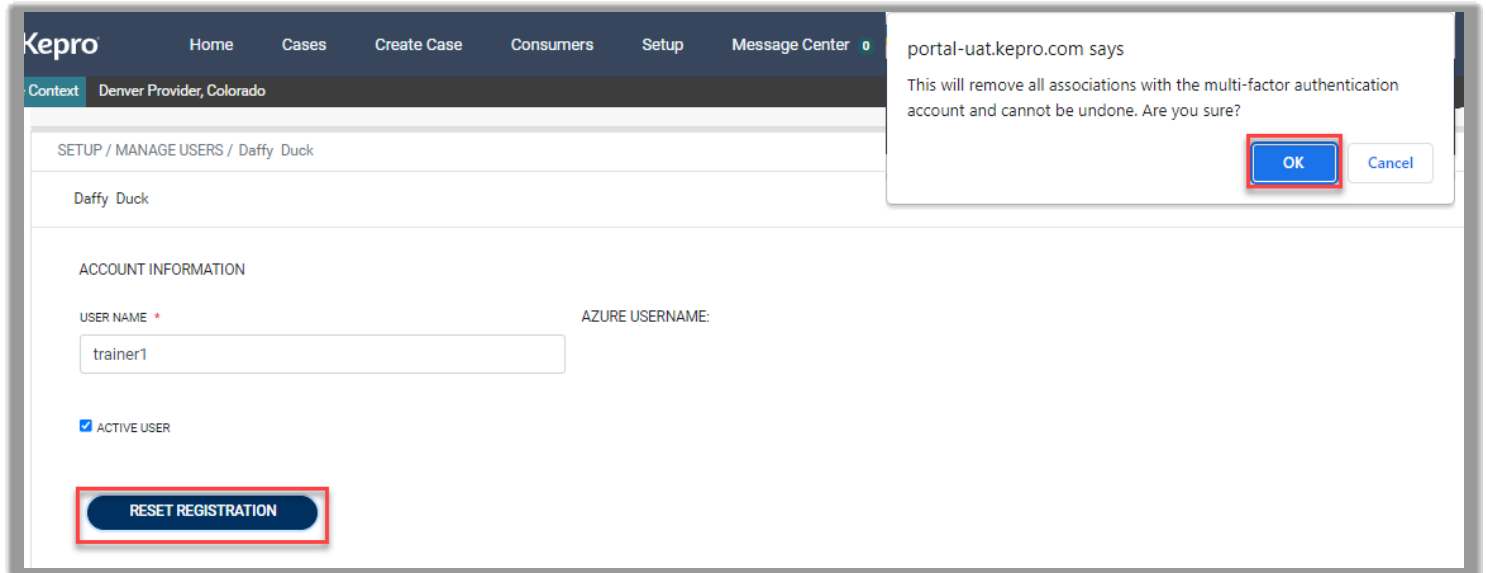
POSTAL CODE PHONE FAX *

(555) 123-9875

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

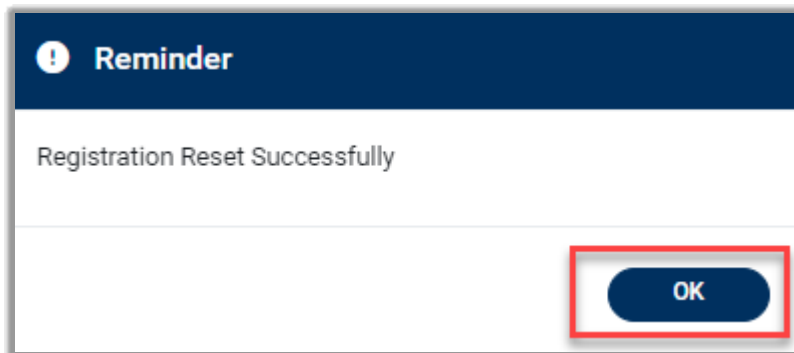
< CANCEL 

Clicking **Reset Registration** will require you to confirm that you want to remove all associations with the multi-factor authentication account. Note that this cannot be undone.

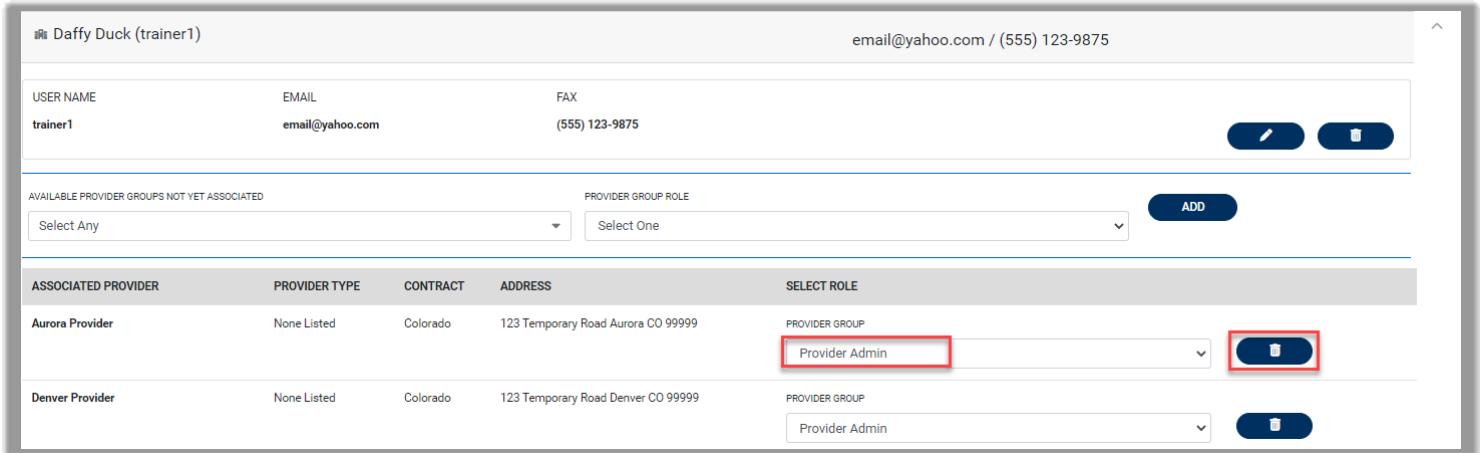


The user will receive a system generated email with a new link to complete the MFA registration process. Click **Ok** to close the pop-up window confirming the reset.

Note: This option is often used for users who do not click the link in the initial email within the 2 days prior to expiration, or for users with a non-personal email address (i.e., casemgmt@facility.com) who need to create new login credentials and complete the MFA process.





From the Manage Users tab, you can remove an associated provider from a user by clicking the trashcan icon and change their user role by selecting a new option from the Provider Group drop-down. All changes are autosaved.



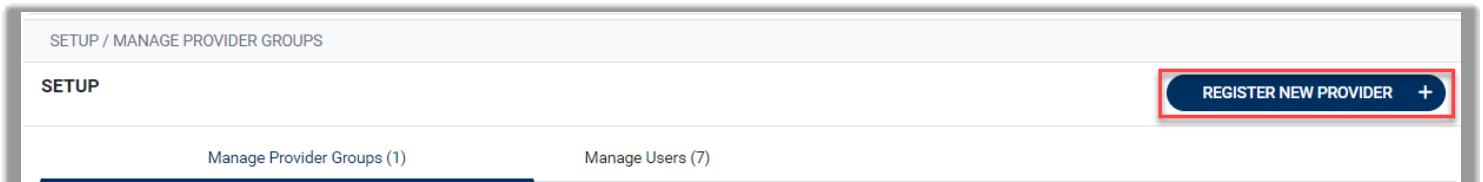
USER NAME: trainer1 | EMAIL: email@yahoo.com | FAX: (555) 123-9875

AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED: Select Any | PROVIDER GROUP ROLE: Select One | ADD

ASSOCIATED PROVIDER	PROVIDER TYPE	CONTRACT	ADDRESS	SELECT ROLE
Aurora Provider	None Listed	Colorado	123 Temporary Road Aurora CO 99999	PROVIDER GROUP Provider Admin 
Denver Provider	None Listed	Colorado	123 Temporary Road Denver CO 99999	PROVIDER GROUP Provider Admin 

Add New Provider Group

Provider Group Administrators can manage multiple facilities or locations under the same login credentials. After the original account has been created, click **Register New Provider** in the Setup menu.



SETUP / MANAGE PROVIDER GROUPS

SETUP **REGISTER NEW PROVIDER +**

Manage Provider Groups (1) | Manage Users (7)



Enter the NPI and Provider Registration Code. Click **Find Provider**. Select the provider to confirm and click **Select**. **Note:** Please contact the dedicated contract support center for the registration code.

Register a New Provider

PROVIDER NPI: *
999999991

PROVIDER REGISTRATION CODE: *
23458266

Pueblo Provider -- 123 Temporary Road null - Pueblo CO

FIND PROVIDER

SELECT >

The provider will then be added to the list of providers under Manage Provider Groups. To add additional users to this Provider Group, expand the desired Provider Group and follow the steps to [Add New User](#).

SETUP REGISTER NEW PROVIDER +

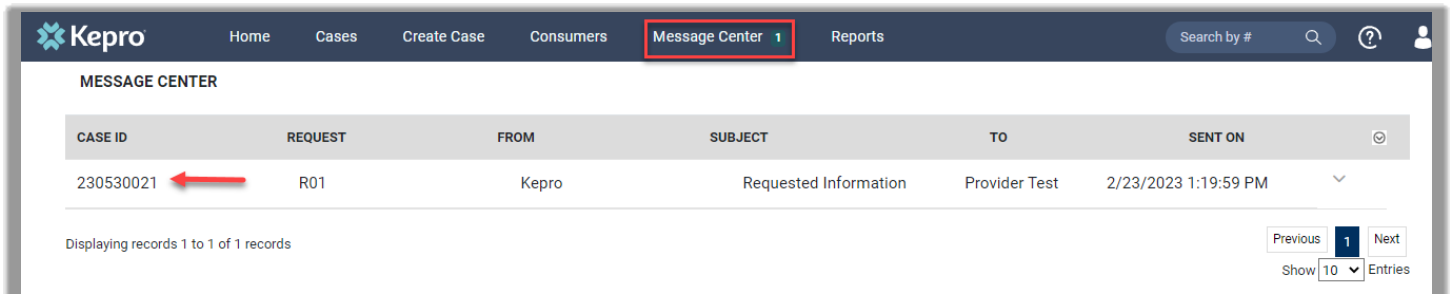
Manage Provider Groups (2)	Manage Users (2)
Centennial Provider	NPI : 9999999990 / / 123 Temporary Road
Jane Smith MD	NPI : 9999999999 / / 123 Temporary Road

Message Center

The Message Center is a central location for all new, unread messages about cases you are associated with. The number of new messages can be seen in the navigation bar at the top. In the image below, you can see 1 unread message waiting.

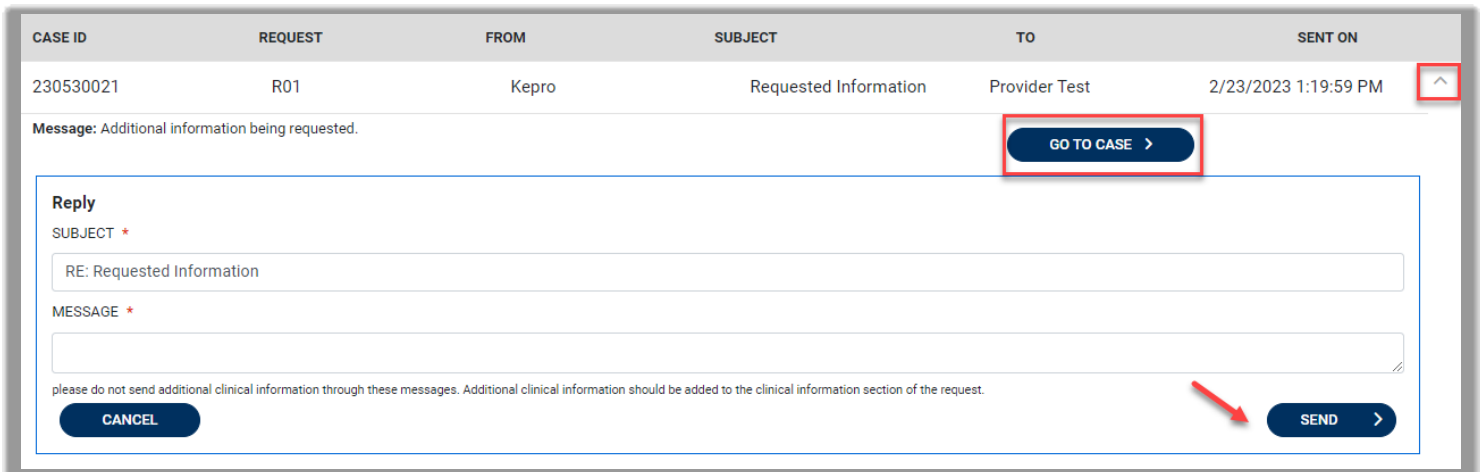
Click **Message Center** to view the message.

Note: To send initial messages, you must be inside a specified case, rather than in the Message Center. The Message Center is to view and respond to messages for all cases that you are associated.



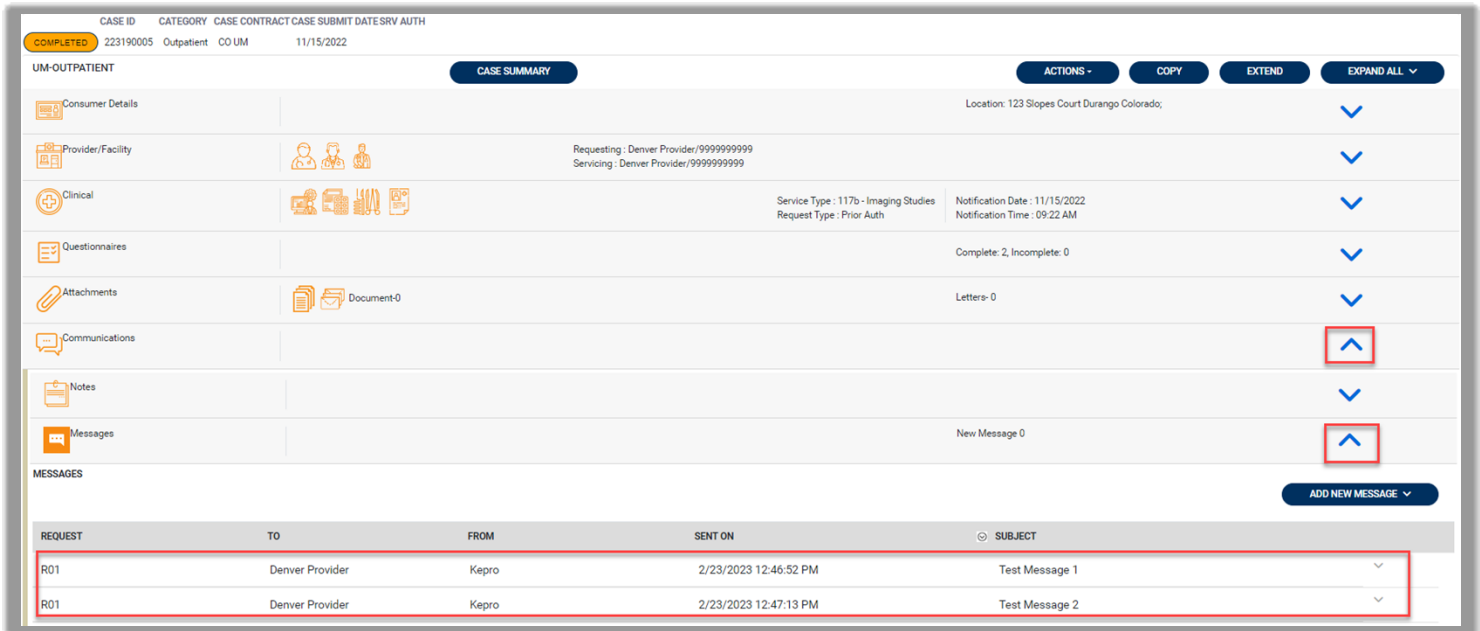
The screenshot shows the Kepro Message Center interface. The navigation bar at the top includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Message Center 1', and 'Reports'. The 'Message Center 1' tab is highlighted with a red box. Below the navigation bar, the 'MESSAGE CENTER' section displays a table with the following columns: CASE ID, REQUEST, FROM, SUBJECT, TO, and SENT ON. A single record is shown with CASE ID 230530021, REQUEST R01, FROM Kepro, SUBJECT Requested Information, TO Provider Test, and SENT ON 2/23/2023 1:19:59 PM. A red arrow points to the CASE ID. Below the table, it says 'Displaying records 1 to 1 of 1 records'. On the right side, there are navigation buttons for 'Previous', '1', and 'Next', and a 'Show 10 Entries' dropdown.

To open/view the message, click the caret in the right had corner of the selected message. To view the case, click **Go to Case**. From within the Message Center, you can reply to the message by entering your message and clicking **Send**.



The screenshot shows the Kepro Message Center interface with a message detail view. The table from the previous screenshot is visible at the top, with a red box around the caret icon in the right corner of the selected message row. Below the table, the message content is displayed: 'Message: Additional information being requested.' A red box highlights the 'GO TO CASE >' button. Below the message content, there is a 'Reply' section with a 'SUBJECT *' field containing 'RE: Requested Information' and a 'MESSAGE *' field. At the bottom of the reply form, there is a 'CANCEL' button and a 'SEND >' button, with a red arrow pointing to the 'SEND >' button. A small red box is also visible in the top right corner of the message detail view.

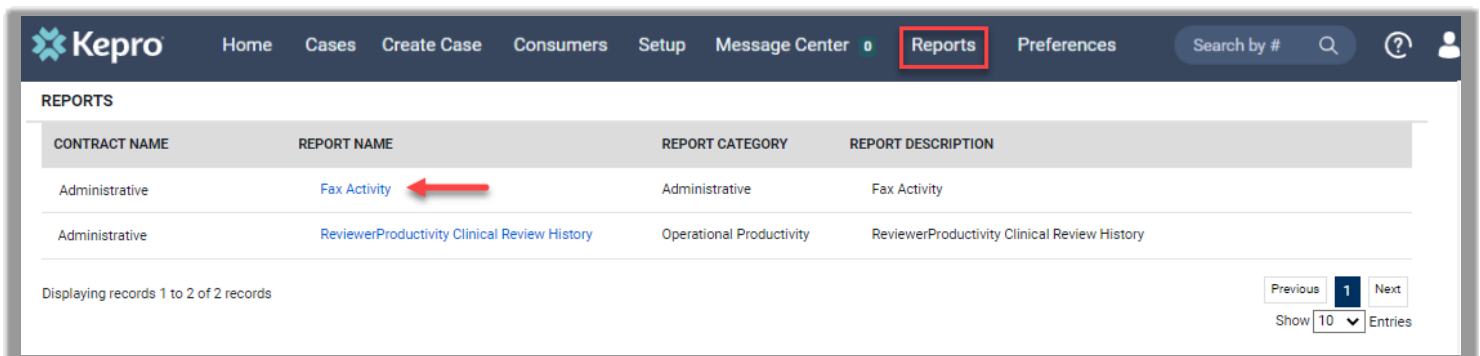
Note: Once a message is read, it will no longer be visible in the Message Center; however, it can be viewed within the case under Communications and Messages.



REQUEST	TO	FROM	SENT ON	SUBJECT
R01	Denver Provider	Kepro	2/23/2023 12:46:52 PM	Test Message 1
R01	Denver Provider	Kepro	2/23/2023 12:47:13 PM	Test Message 2

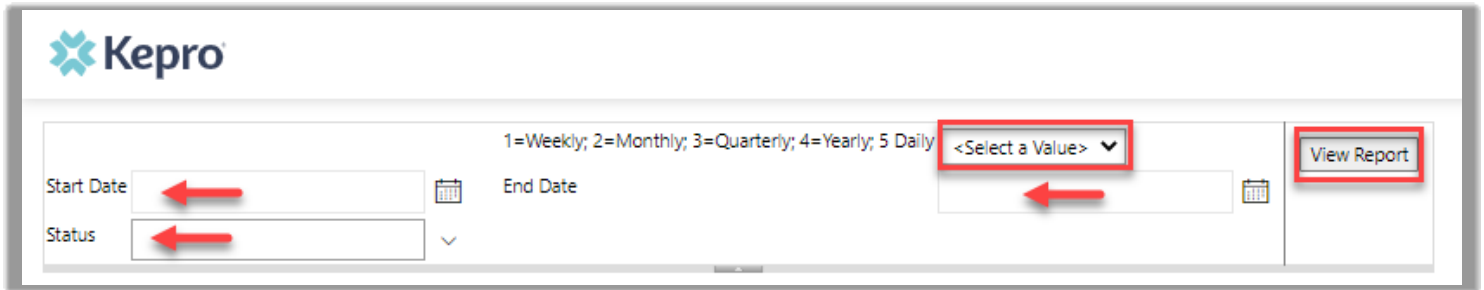
Reports

Not all users will have access to reports and availability will vary by user role and contract requirements. To view available reports, click **Reports**. The report name will be a hyperlink and open the desired report in a new tab within the internet browser.



CONTRACT NAME	REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
Administrative	Fax Activity	Administrative	Fax Activity
Administrative	ReviewerProductivity Clinical Review History	Operational Productivity	ReviewerProductivity Clinical Review History

Some reports will require additional information before they are populated. In the image below, we need to provide the Start Date, Status, Time period, and End Date before clicking **View Report**.



Kepro

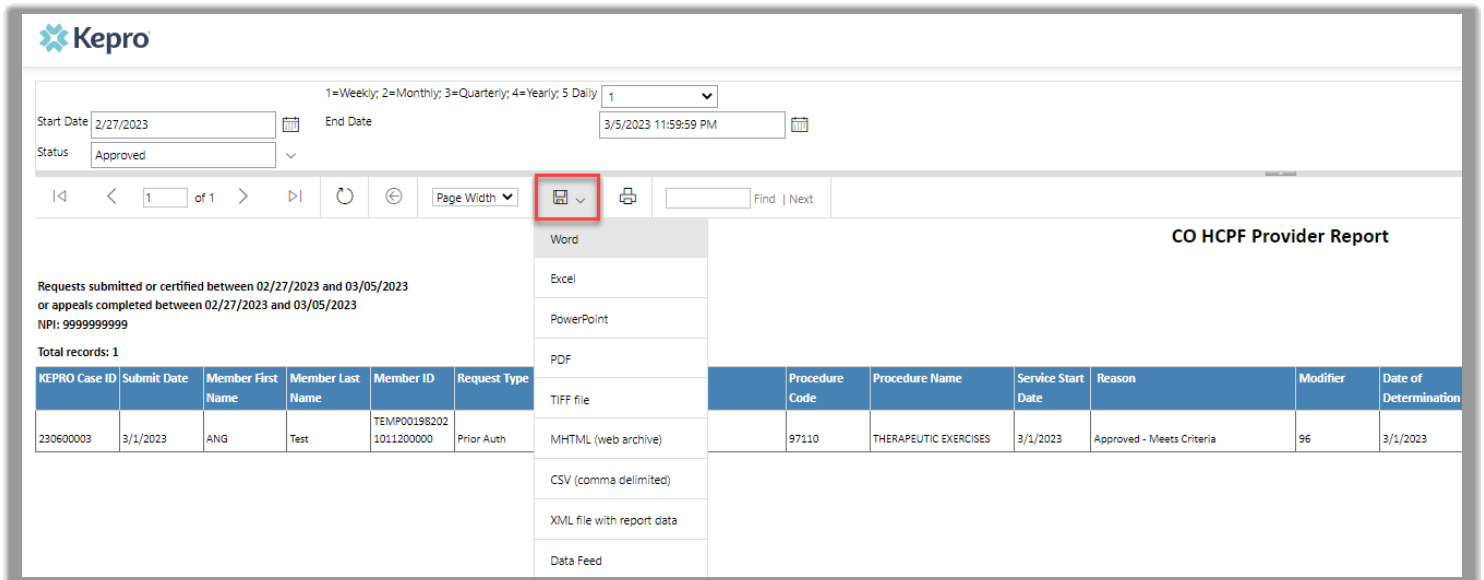
1=Weekly; 2=Monthly; 3=Quarterly; 4=Yearly; 5 Daily <Select a Value>

Start Date End Date

Status

View Report

Once displayed, click the **Save** icon and select the format you prefer to download a draft, if needed.




Kepro

1=Weekly; 2=Monthly; 3=Quarterly; 4=Yearly; 5 Daily 1

Start Date 2/27/2023 End Date 3/5/2023 11:59:59 PM

Status Approved

Page Width  Find | Next

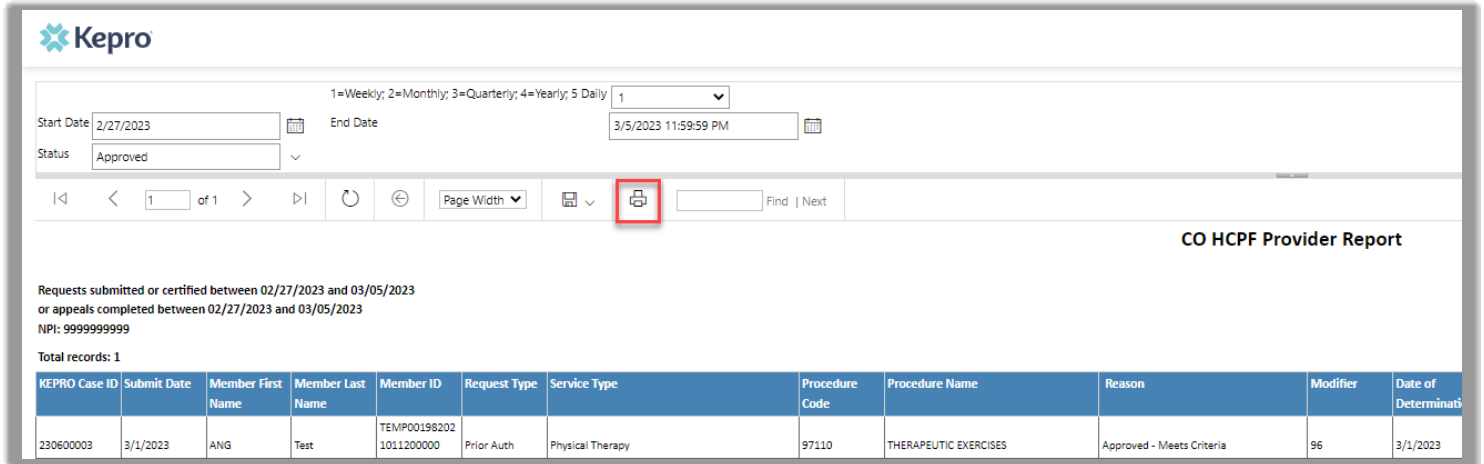
CO HCPF Provider Report

Requests submitted or certified between 02/27/2023 and 03/05/2023
or appeals completed between 02/27/2023 and 03/05/2023
NPI: 9999999999

Total records: 1

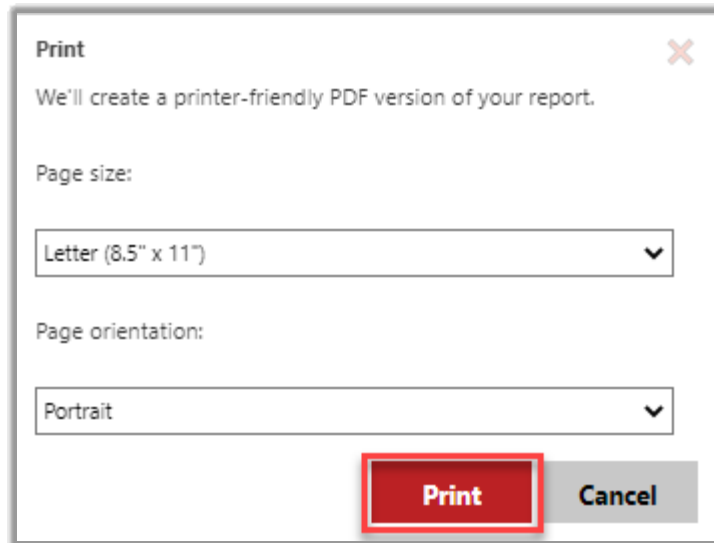
KEPRO Case ID	Submit Date	Member First Name	Member Last Name	Member ID	Request Type	Procedure Code	Procedure Name	Service Start Date	Reason	Modifier	Date of Determination
230600003	3/1/2023	ANG	Test	TEMP00198202 1011200000	Prior Auth	97110	THERAPEUTIC EXERCISES	3/1/2023	Approved - Meets Criteria	96	3/1/2023

Click the **Printer** icon to bring up the Page size and Page orientation options.



KEPRO Case ID	Submit Date	Member First Name	Member Last Name	Member ID	Request Type	Service Type	Procedure Code	Procedure Name	Reason	Modifier	Date of Determination
230600003	3/1/2023	ANG	Test	TEMP00198202 1011200000	Prior Auth	Physical Therapy	97110	THERAPEUTIC EXERCISES	Approved - Meets Criteria	96	3/1/2023

Select appropriate options and click **Print** to print the report.



Print

We'll create a printer-friendly PDF version of your report.

Page size:

Letter (8.5" x 11")

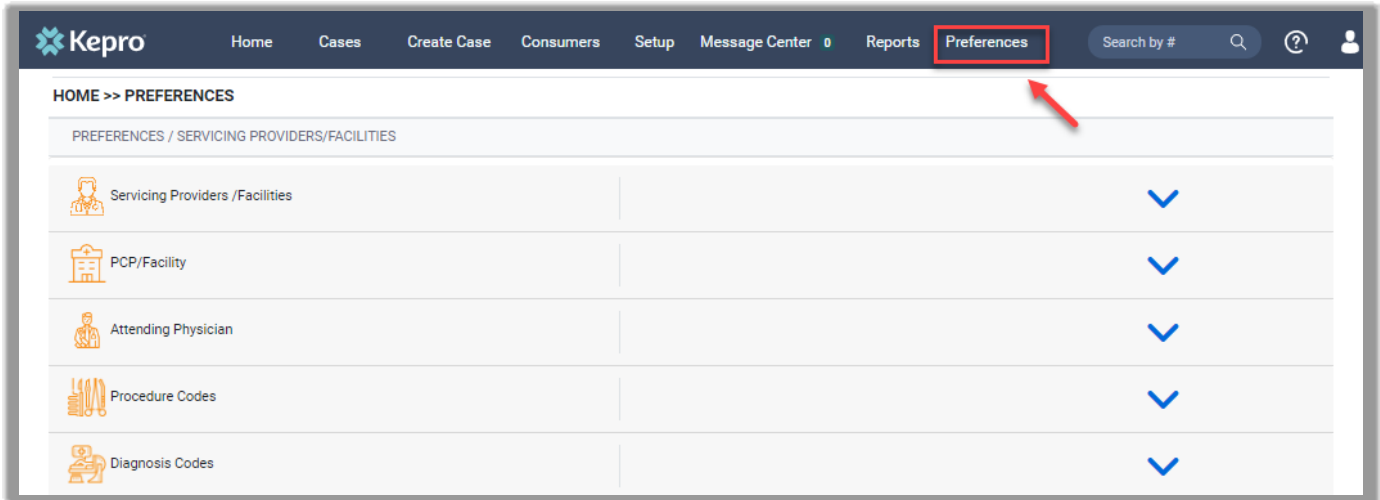
Page orientation:

Portrait

Print Cancel

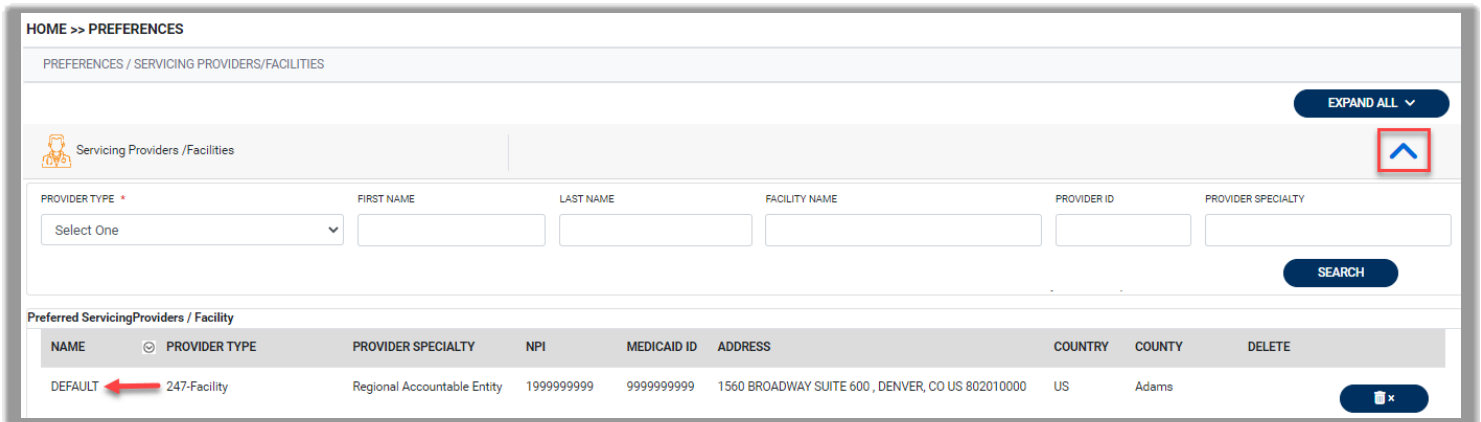
Preferences

This section will only be visible to the Provider Group Administrator and Provider Administrator user roles. Setting preferences will provide quick easy access to information used most often when submitting requests.



Servicing Providers/Facilities

Click on the caret next to the Servicing Providers/Facilities ribbon to expand. All previously added preferred servicing providers or facilities will be listed.



To add a new provider or facility, select **Provider Type**, enter at least one search field, and click **Search**. Select the boxes next to the appropriate entry to add it to the preferred list below.

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

Servicing Providers /Facilities

PROVIDER TYPE * Facility FACILITY NAME hospital PROVIDER ID PROVIDER SPECIALTY

SEARCH

Items already selected in preferred will be shown in selected. Unselect the same to remove from the Preferred list.

SELECT	FACILITY NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY
<input type="checkbox"/>	HOSPITAL AUTHORITY OF THE CITY	247-Facility	General Practice ,Mammography				US	
<input checked="" type="checkbox"/>	HOSPITAL AUTHORITY OF THE CITY	247-Facility	Neonatology, Pediatrics ,Mammography				US	
<input checked="" type="checkbox"/>	HOSPITAL AUTHORITY OF THE CITY	247-Facility	Neonatology, Pediatrics ,Mammography				US	

Displaying records 1 to 10 of 50 records

Preferred ServicingProviders / Facility

NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY	DELETE
HOSPITAL AUTHORITY OF THE CITY	247-Facility	Neonatology, Pediatrics ,Mammography				US		
HOSPITAL AUTHORITY OF THE CITY	247-Facility	Neonatology, Pediatrics ,Mammography				US		

Displaying records 1 to 2 of 2 records

To remove a preferred entry, click the trashcan icon next to the entry and confirm deletion.

HOME >> PREFERENCES

PREFERENCES / SERVICING PROVIDERS/FACILITIES

EXPAND ALL

Servicing Providers /Facilities

PROVIDER TYPE * Select One FIRST NAME LAST NAME FACILITY NAME PROVIDER ID PROVIDER SPECIALTY

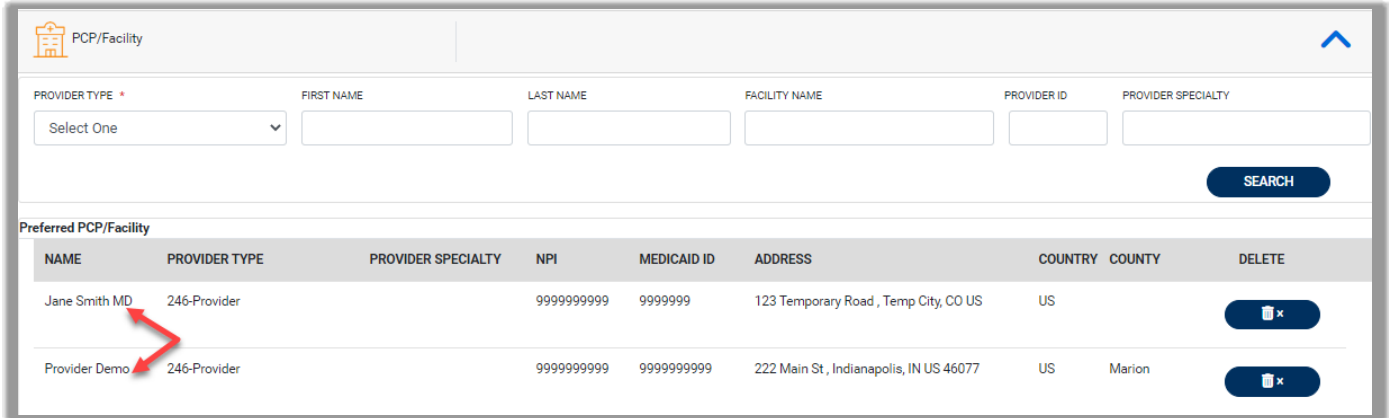
SEARCH

Preferred ServicingProviders / Facility

NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY	DELETE
DEFAULT	247-Facility	Regional Accountable Entity	1999999999	9999999999	1560 BROADWAY SUITE 600 , DENVER, CO US 802010000	US	Adams	

PCP/Facility

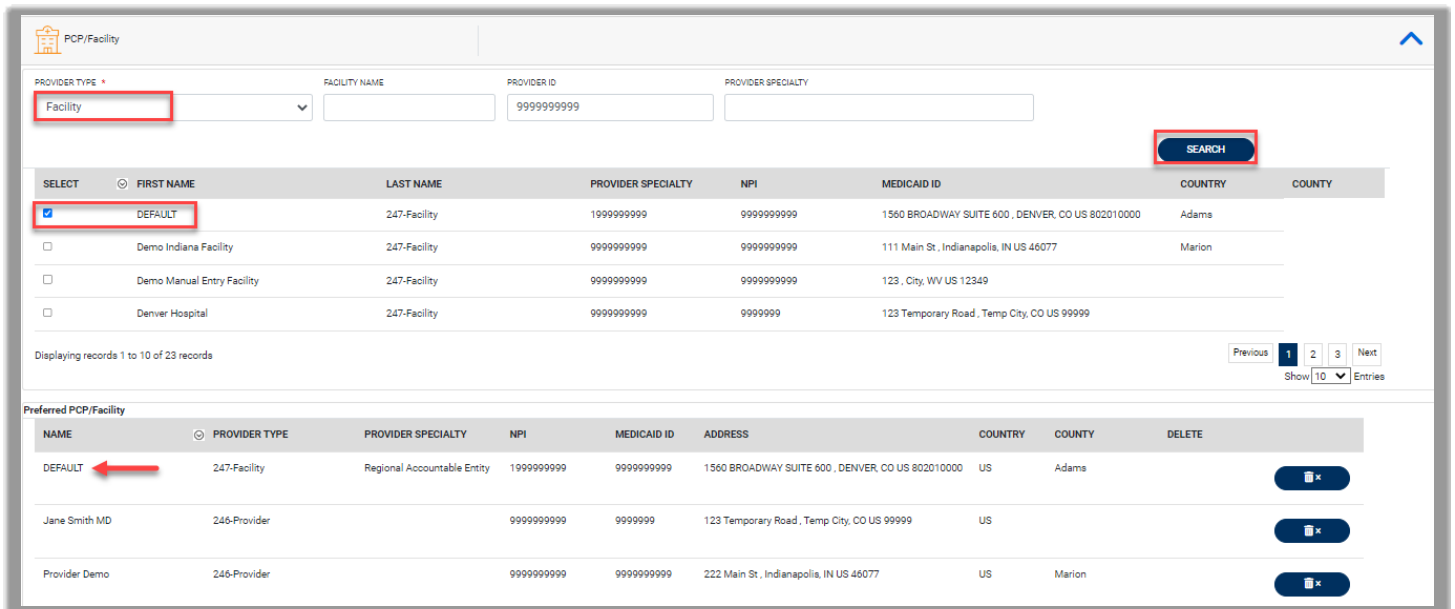
Click on the caret next to the PCP/Facility ribbon to expand. All previously added preferred PCPs or facilities will be listed.



The screenshot shows the PCP/Facility search interface. At the top, there is a search form with fields for PROVIDER TYPE (a dropdown menu), FIRST NAME, LAST NAME, FACILITY NAME, PROVIDER ID, and PROVIDER SPECIALTY. A blue SEARCH button is located to the right of the search fields. Below the search form, there is a table titled "Preferred PCP/Facility" with the following columns: NAME, PROVIDER TYPE, PROVIDER SPECIALTY, NPI, MEDICAID ID, ADDRESS, COUNTRY, COUNTY, and DELETE. Two entries are listed in the table:

NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY	DELETE
Jane Smith MD	246-Provider		999999999	999999	123 Temporary Road , Temp City, CO US	US		
Provider Demo	246-Provider		999999999	999999999	222 Main St , Indianapolis, IN US 46077	US	Marion	

To add a new PCP or facility, select **Provider Type**, enter at least one search field, and click **Search**. Select the boxes next to the appropriate entry to add it to the preferred list below.






The screenshot shows the PCP/Facility search interface with search results. The search form at the top has "Facility" selected in the PROVIDER TYPE dropdown, and "999999999" entered in the PROVIDER ID field. The SEARCH button is highlighted with a red box. Below the search form, there is a table with the following columns: SELECT, FIRST NAME, LAST NAME, PROVIDER SPECIALTY, NPI, MEDICAID ID, COUNTRY, and COUNTY. The first row is selected, and the SELECT checkbox is checked. Below the table, there is a pagination control showing "Displaying records 1 to 10 of 23 records" and "Show 10 Entries". At the bottom, there is a table titled "Preferred PCP/Facility" with the following columns: NAME, PROVIDER TYPE, PROVIDER SPECIALTY, NPI, MEDICAID ID, ADDRESS, COUNTRY, COUNTY, and DELETE. The first row is selected, and the SELECT checkbox is checked. A red arrow points to the SELECT checkbox in the Preferred PCP/Facility table.

SELECT	FIRST NAME	LAST NAME	PROVIDER SPECIALTY	NPI	MEDICAID ID	COUNTRY	COUNTY
<input checked="" type="checkbox"/>	DEFAULT	247-Facility	199999999	999999999	1560 BROADWAY SUITE 600 , DENVER, CO US 802010000	US	Adams
<input type="checkbox"/>	Demo Indiana Facility	247-Facility	999999999	999999999	111 Main St , Indianapolis, IN US 46077	US	Marion
<input type="checkbox"/>	Demo Manual Entry Facility	247-Facility	999999999	999999999	123 , City, WV US 12349	US	
<input type="checkbox"/>	Denver Hospital	247-Facility	999999999	999999	123 Temporary Road , Temp City, CO US 99999	US	



NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY	DELETE
DEFAULT	247-Facility	Regional Accountable Entity	199999999	999999999	1560 BROADWAY SUITE 600 , DENVER, CO US 802010000	US	Adams	
Jane Smith MD	246-Provider		999999999	999999	123 Temporary Road , Temp City, CO US 99999	US		
Provider Demo	246-Provider		999999999	999999999	222 Main St , Indianapolis, IN US 46077	US	Marion	

To remove a preferred entry, click the trashcan icon next to the entry and confirm deletion.

Preferred PCP/Facility								
NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	COUNTY	DELETE
DEFAULT	247-Facility	Regional Accountable Entity	1999999999	9999999999	1560 BROADWAY SUITE 600 , DENVER CO US 802010000	US	Adams	
Jane Smith MD	246-Provider		9999999999	9999999	123 Temporary Road , Temp City, CO US 99999	US		
Provider Demo	246-Provider		9999999999	9999999999	222 Main St , Indianapolis, IN US 46077	US	Merion	

Attending Physician

Click on the caret next to the Attending Physician ribbon to expand. All previously added preferred physicians will be listed.

 Attending Physician



PROVIDER ID



FIRST NAME

LAST NAME

PROVIDER SPECIALTY

[SEARCH](#)

Preferred Attending Physician


NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	DELETE
Jane Smith MD 	246-Provider		9999999999	9999999	123 Temporary Road , Temp City, CO US 99999	

To add a new physician, enter at least one search field and click **Search**. Select the boxes next to the appropriate entry to add it to the preferred list below.

Attending Physician
↑

PROVIDER ID

FIRST NAME

LAST NAME

PROVIDER SPECIALTY

SELECT	FIRST NAME	LAST NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY
<input checked="" type="checkbox"/>	Jane	Smith MD	246-Provider		999999999	999999	123 Temporary Road , Temp City, CO US 99999	US
<input type="checkbox"/>	Provider	Demo	246-Provider		999999999	999999999	222 Main St , Indianapolis, IN US 46077	US
<input type="checkbox"/>	Temp	National Elevator	246-Provider		999999999	12345	19 Campus Blvd. Suite 200, Newtown Square, PA US	US
<input type="checkbox"/>	Temp	Provider	246-Provider		999999999	99999990	123 Temporary Road , Biloxi, MS US 99999	US

Displaying records 1 to 10 of 25 records

Previous 1 2 3 Next
 Show 10 Entries

Preferred Attending Physician

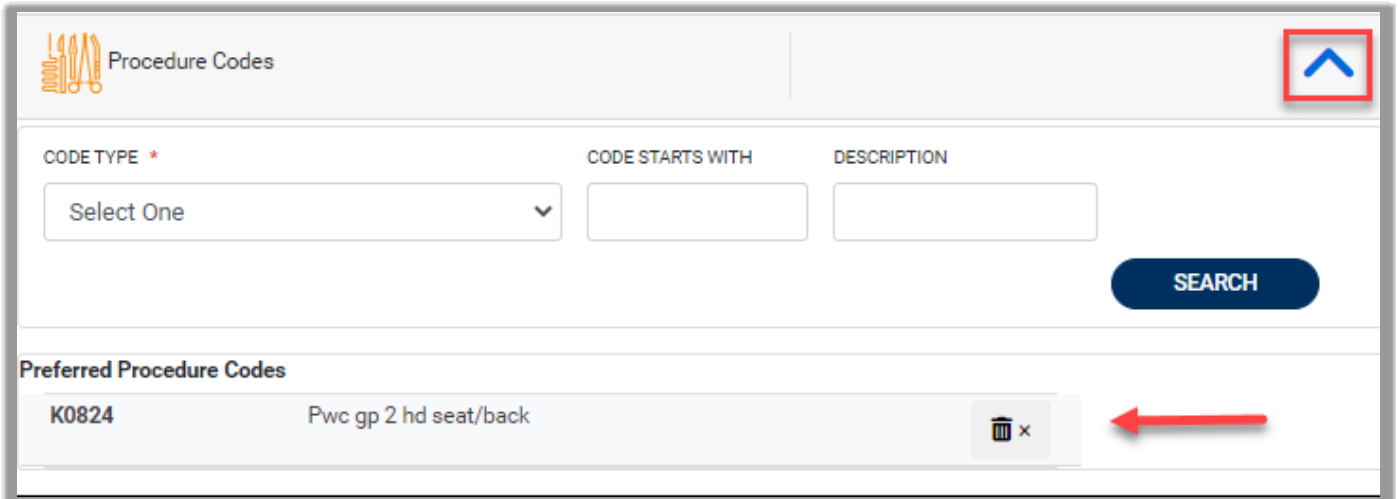
NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	DELETE
Jane Smith MD	246-Provider		999999999	9999999	123 Temporary Road , Temp City, CO US 99999	US	<input type="button" value="x"/>

To remove a preferred entry, click the trashcan icon next to the entry and confirm deletion.

NAME	PROVIDER TYPE	PROVIDER SPECIALTY	NPI	MEDICAID ID	ADDRESS	COUNTRY	DELETE
Jane Smith MD	246-Provider		999999999	9999999	123 Temporary Road , Temp City, CO US 99999	US	<input type="button" value="x"/>

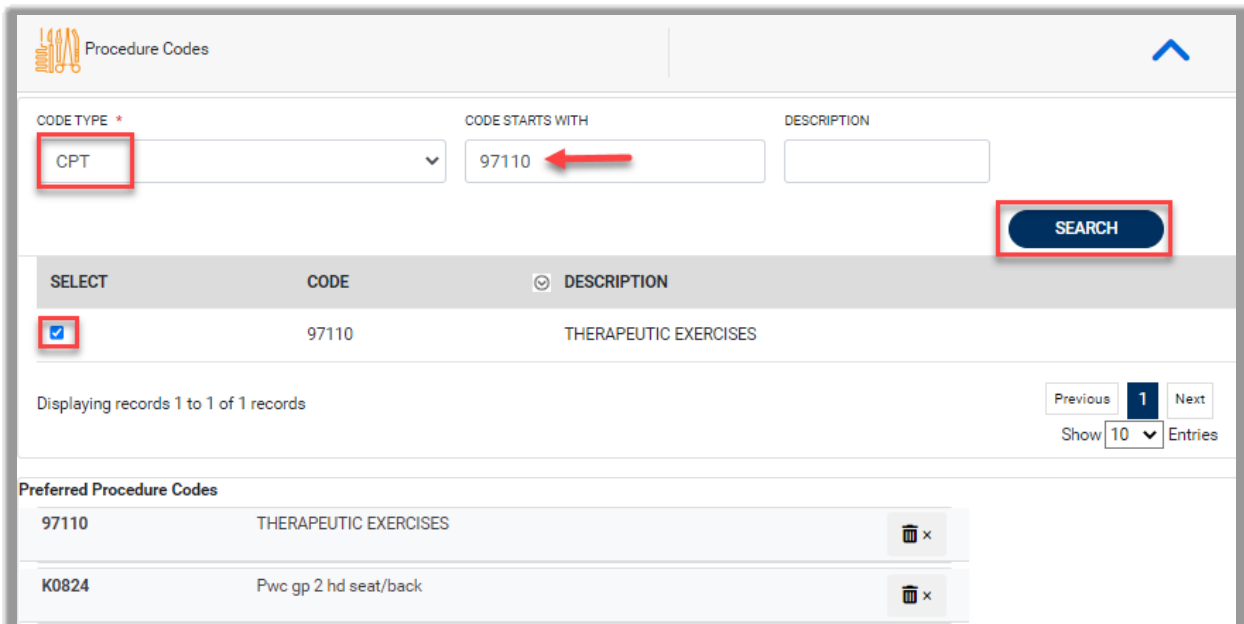
Procedure Codes

Click on the caret next to the Procedure Codes ribbon to expand. All previously added preferred procedure codes will be listed.





The screenshot shows the 'Procedure Codes' interface. At the top, there is a ribbon with a blue caret icon. Below the ribbon are three search filters: 'CODE TYPE *' with a dropdown menu showing 'Select One', 'CODE STARTS WITH' with an empty text box, and 'DESCRIPTION' with an empty text box. A blue 'SEARCH' button is located to the right of the filters. Below the filters is a section titled 'Preferred Procedure Codes' containing a table with one entry: 'K0824' with the description 'Pwc gp 2 hd seat/back'. A trashcan icon with an 'x' is next to the entry, and a red arrow points to it. A red box highlights the blue caret icon in the top right corner.

To add a new procedure code, select your **Code Type**, enter at least one search field, and click **Search**. Select the boxes next to the appropriate entry to add it to the preferred list below.





The screenshot shows the 'Procedure Codes' interface with search results. The search filters are: 'CODE TYPE *' with a dropdown menu showing 'CPT', 'CODE STARTS WITH' with the text '97110', and 'DESCRIPTION' with an empty text box. A blue 'SEARCH' button is located to the right of the filters. Below the filters is a table with one entry: '97110' with the description 'THERAPEUTIC EXERCISES'. A checkbox is checked next to the entry. Below the table is a pagination section with 'Previous', '1', and 'Next' buttons, and a 'Show 10 Entries' dropdown. Below the pagination is a section titled 'Preferred Procedure Codes' containing a table with two entries: '97110' with the description 'THERAPEUTIC EXERCISES' and 'K0824' with the description 'Pwc gp 2 hd seat/back'. A trashcan icon with an 'x' is next to each entry. A red box highlights the 'CPT' dropdown menu, a red arrow points to the '97110' text box, and a red box highlights the 'SEARCH' button.

To remove a preferred entry, click the trashcan icon next to the entry and confirm deletion.

Preferred Procedure Codes		
97110	THERAPEUTIC EXERCISES	 x
K0824	Pwc gp 2 hd seat/back	 x

Diagnosis Codes



Click on the caret next to the Procedure Codes ribbon to expand. All previously added preferred diagnosis codes will be listed.

 **Diagnosis Codes** 

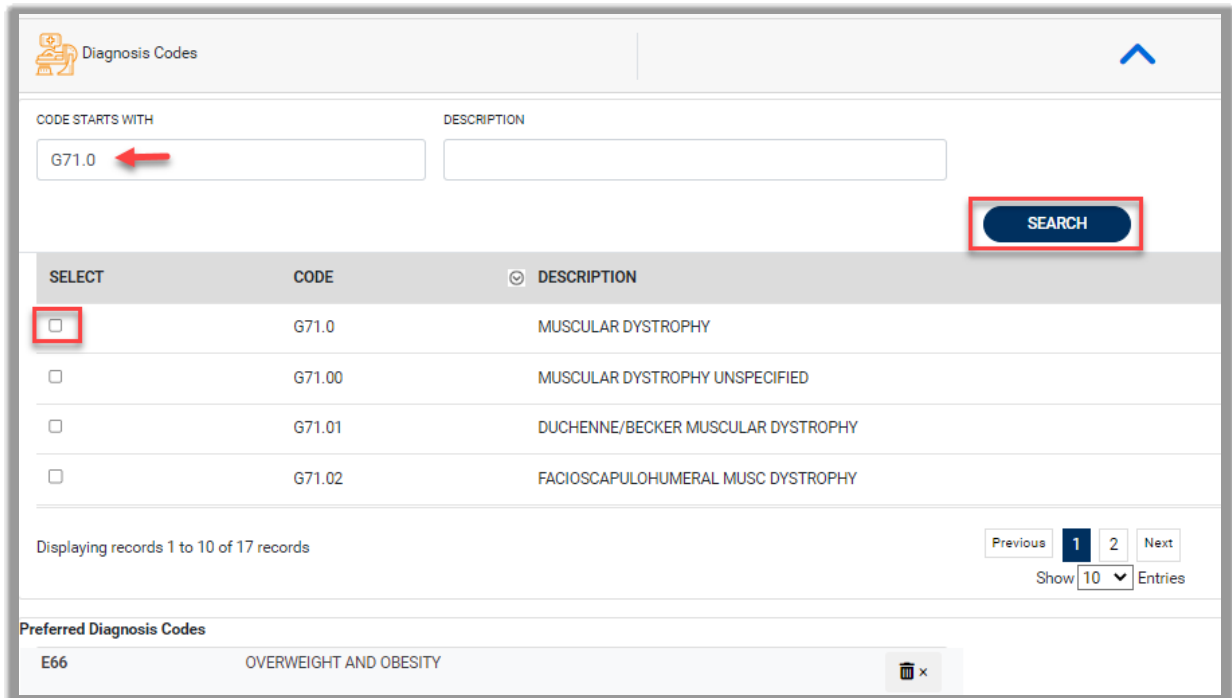
CODE STARTS WITH	DESCRIPTION
<input type="text"/>	<input type="text"/>

SEARCH

Preferred Diagnosis Codes

E66	OVERWEIGHT AND OBESITY	 x	
-----	------------------------	---	---

To add a new diagnosis code, enter at least one search field and click **Search**. Select the boxes next to the appropriate entry to add it to the preferred list below.



SELECT	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	G71.0	MUSCULAR DYSTROPHY
<input type="checkbox"/>	G71.00	MUSCULAR DYSTROPHY UNSPECIFIED
<input type="checkbox"/>	G71.01	DUCHENNE/BECKER MUSCULAR DYSTROPHY
<input type="checkbox"/>	G71.02	FACIOSCAPULOHUMERAL MUSC DYSTROPHY

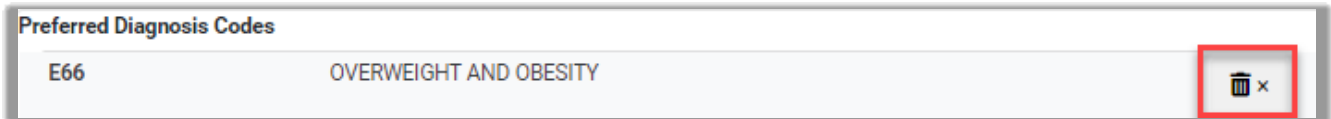
Displaying records 1 to 10 of 17 records

Previous 1 2 Next
Show 10 Entries

Preferred Diagnosis Codes

E66	OVERWEIGHT AND OBESITY	
-----	------------------------	--

To remove a preferred entry, click the trashcan icon next to the entry and confirm deletion.

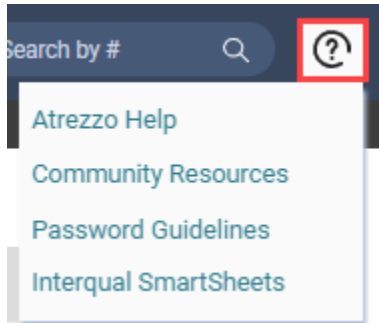


Preferred Diagnosis Codes		
E66	OVERWEIGHT AND OBESITY	

Help Guide

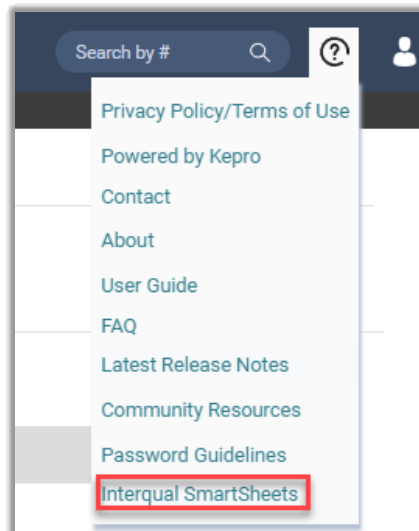
Clicking the Help icon will open a menu of options including the User Guide, FAQ, Latest Release Notes, and Password Guidelines. These items are updated regularly and may change over time.

NOTE: Not all items are visible to all users.

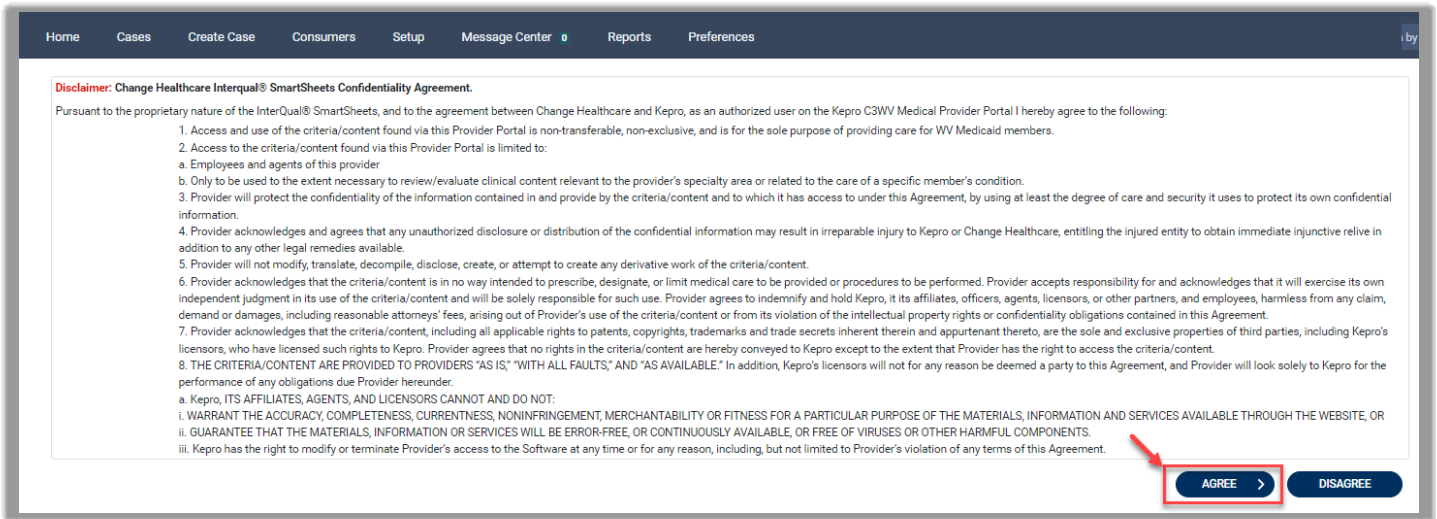


InterQual SmartSheets

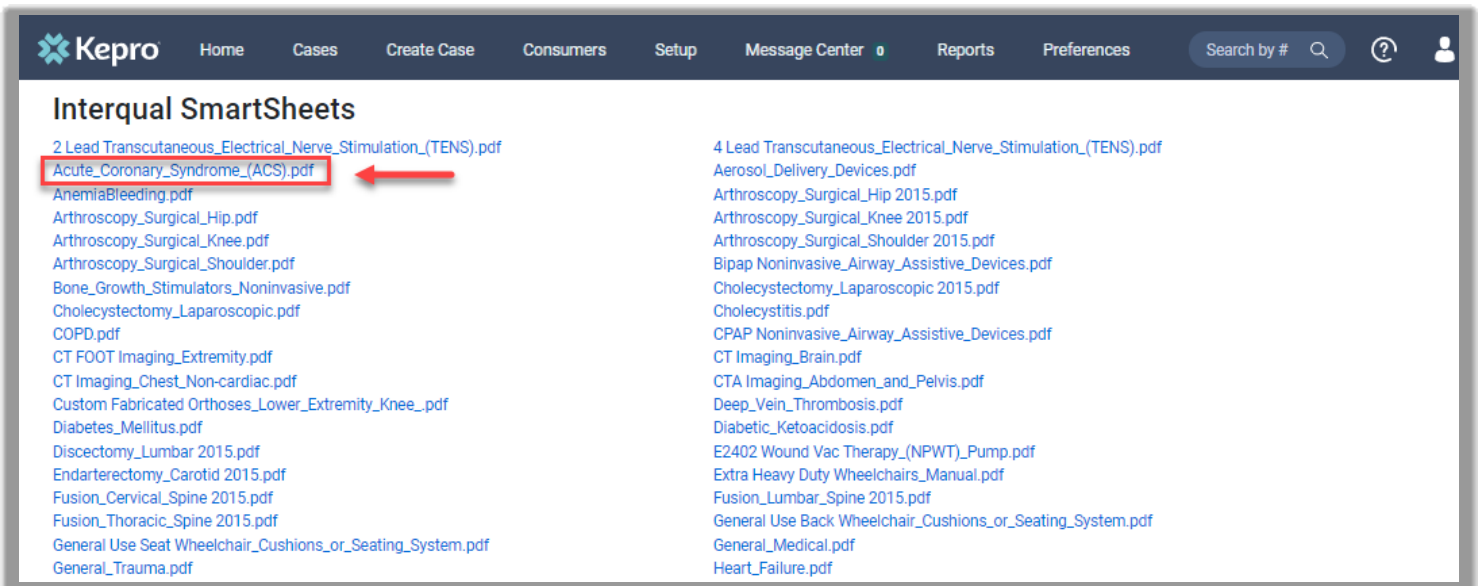
InterQual SmartSheets provides a concise format of InterQual Criteria that help facilitate communication between payers and providers. To open it, click **InterQual SmartSheets** link from the Help icon drop down menu.



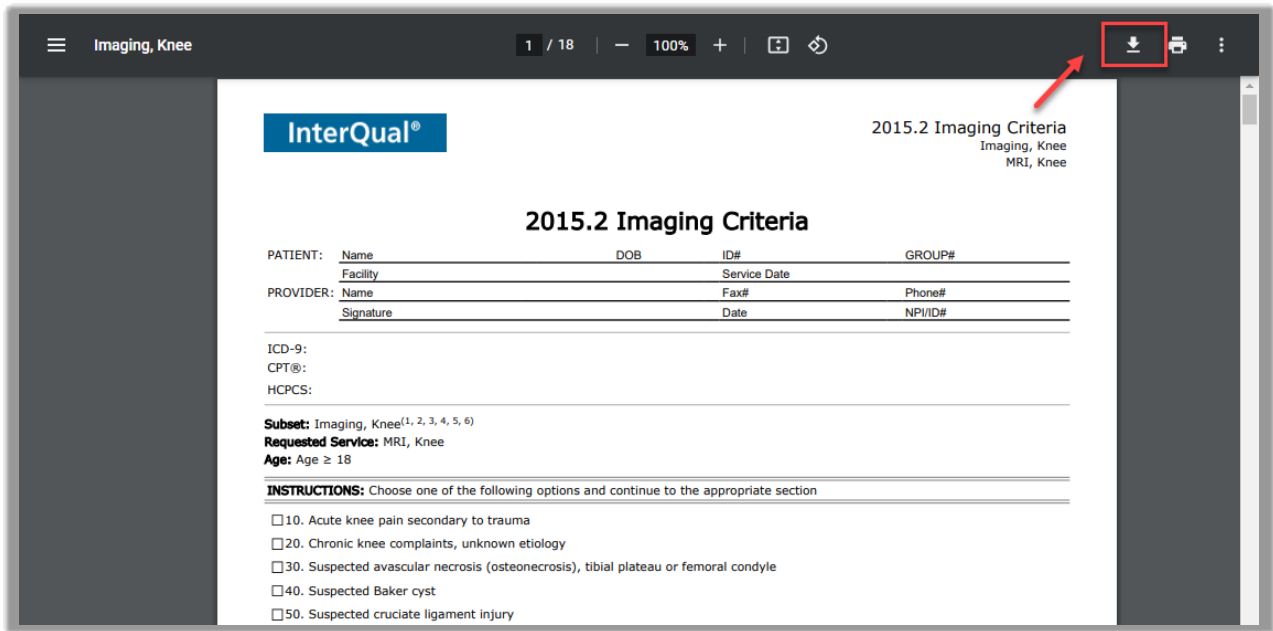
Upon opening, you will need to review and agree to the confidentiality agreement.



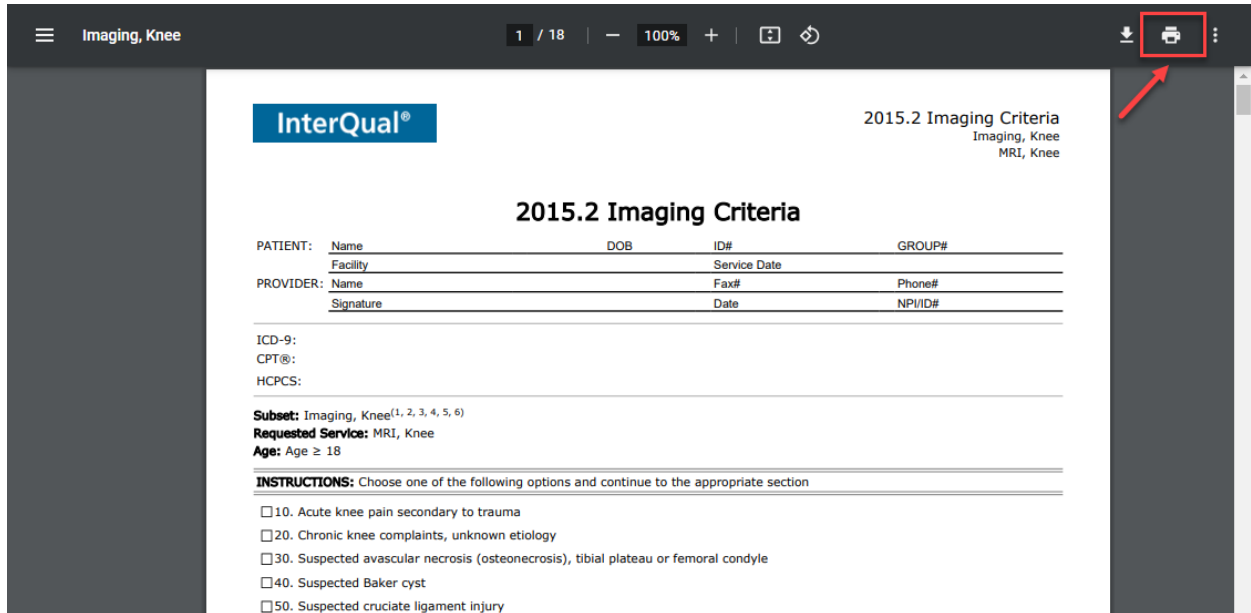
The system will populate a list of available SmartSheets. Click the title hyperlink to open a PDF in a new tab.



From there you can review the document. Click the download button to download a copy to your downloads folder.

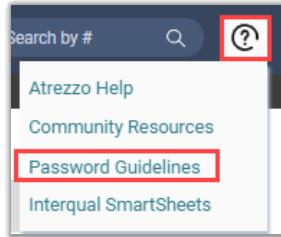


To print, click the printer icon.



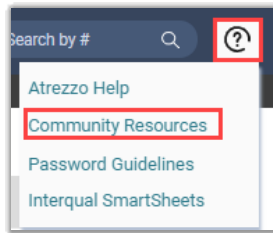
Password Guidelines

Clicking Password Guidelines will open a PDF into a new tab. Here you will see the stipulations for a password in Atrezzo. Your password must be a minimum of 14 characters and include an upper-case letter, a lower-case letter, one number and one special character.

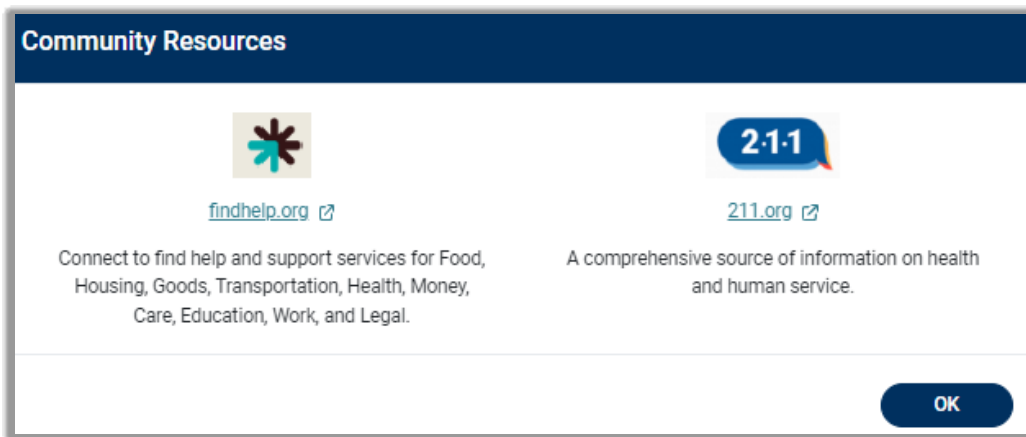


Community Resources

The Community Resources tab will guide you to outside resources for members if needed.



A pop-up window will display available resources. Click the resource hyperlink to be taken to that website outside the Atrezzo system.




How to Complete a 'Request Saved but Not Submitted'

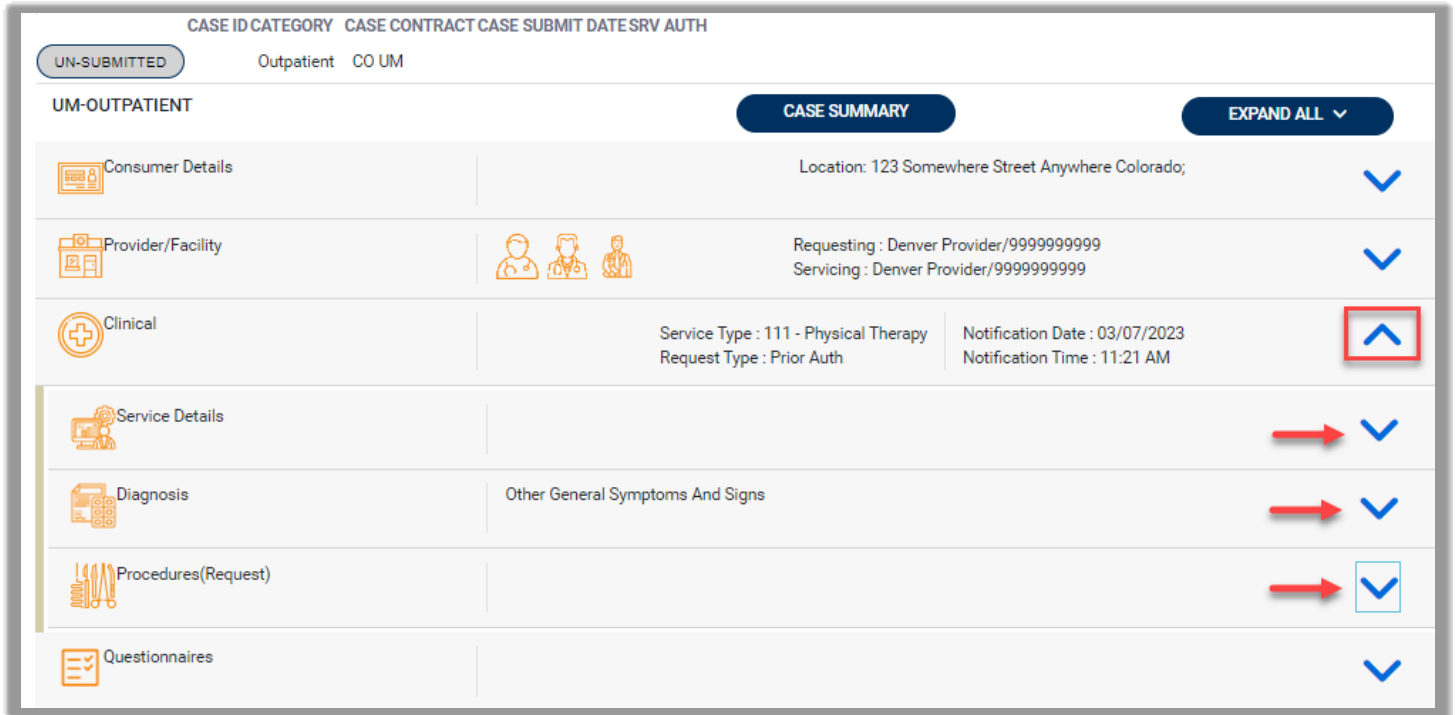
After logging in, the Home page will display any "Requests Saved but Not Submitted." These are requests that have been started but are incomplete. These are viewable to the submitting provider but have not been sent for review.

HOME	0 NEW MESSAGES Go to Message Center	WORK-IN-PROGRESS 109	NOT SUBMITTED 9	SUBMITTED 100	
Request Saved But Not Submitted					
CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
CO UM	UM-INPATIENT	TEMP001982023030700000	Test Test	12/15/1960	3/7/2023 10:30:27 AM
CO UM	UM-OUTPATIENT	TEMP001982021032300000	Amy Train	12/15/1960	3/7/2023 10:24:39 AM
CO UM	UM-INPATIENT	TEMP001982023030700000	Test Test	12/15/1960	3/7/2023 9:56:29 AM

To complete the saved request, hover over the request line and click the edit (pencil) icon.

Request Saved But Not Submitted						
CONTRACT	CASE TYPE	MEMBER ID	MEMBER NAME	DATE OF BIRTH	LAST MODIFIED	
Indiana FSSA	UM-OUTPATIENT	300093469999	ADULT CASETEST	12/12/1920	7/19/2023 5:01:21 PM	
Indiana FSSA	UM-INPATIENT	300093469999	ADULT CASETEST	12/12/1920	7/18/2023 10:32:59 AM	

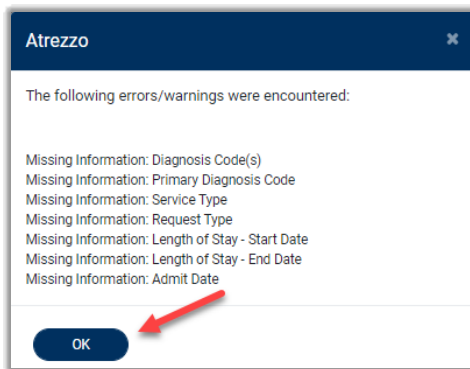
The case creation page will display instead of the Create Case Wizard. To continue adding required information, expand the **Clinical** ribbon and review Service Details, Diagnosis, and Procedure sections to identify information necessary to submit request.



The screenshot shows a case creation interface with the following sections and details:

- Case ID Category:** UN-SUBMITTED
- Case Contract:** Outpatient
- Case Submit Date:** CO UM
- Case Summary:** CASE SUMMARY
- Expand All:** EXPAND ALL (dropdown)
- Consumer Details:** Location: 123 Somewhere Street Anywhere Colorado;
- Provider/Facility:** Requesting: Denver Provider/9999999999, Servicing: Denver Provider/9999999999
- Clinical:** Service Type: 111 - Physical Therapy, Request Type: Prior Auth, Notification Date: 03/07/2023, Notification Time: 11:21 AM
- Service Details:** (indicated by a red arrow)
- Diagnosis:** Other General Symptoms And Signs (indicated by a red arrow)
- Procedures(Request):** (indicated by a red arrow)
- Questionnaires:**

If uncertain what required information is missing, clicking Submit will generate an error/information pop up which will identify what information is missing. Review the pop up and click **OK** to continue.



The error message pop-up contains the following text:








Atrezzo

The following errors/warnings were encountered:

- Missing Information: Diagnosis Code(s)
- Missing Information: Primary Diagnosis Code
- Missing Information: Service Type
- Missing Information: Request Type
- Missing Information: Length of Stay - Start Date
- Missing Information: Length of Stay - End Date
- Missing Information: Admit Date


OK


The case creation page will display a red exclamation point which will identify which sections where required information is missing. Expand each section with a red exclamation point displayed.


 Provider/Facility		Requesting : Temporary WV SNS Provider/9999999999 Servicing : Temporary WV SNS Provider/9999999999	
 Clinical		Service Type : Misc - Miscellaneous Services Request Type :	Notification Date : 02/23/2023 Notification Time : 01:52 PM
 Questionnaires			


Once required information is added, the red exclamation indicator will disappear, and the case can be submitted.

To add a note, expand the **Communications** ribbon, then expand **Notes** and click **Add Note**. Select **Request** and add your **Note**. Then click **Save**.

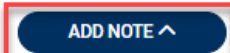
 Communications




 Notes




ADD NOTES







REQUEST *

Select One


NOTES *

Notes cannot be modified or deleted after being saved





REQUEST	DATE/TIME	NOTE TYPE
R01	03/07/2023 10:14:58 AM	ExternalNotes

NOTE: Note from Provider page

To access questionnaires in the unsubmitted case, expand the Questionnaires ribbon. Click on the hyperlink questionnaire name to open it in a new tab.

Questionnaires ↑

QUESTIONNAIRE

ASSESSMENT INFORMATION				CREATED INFORMATION		COMPLETED INFORMATION		ACTION
REQUEST	ID	NAME	TYPE	BY	ON	BY	ON	DELETE
R01	3737321	MT BRCA1 or BRCA2	Checklist	Kepro	09/12/2022 07:25:42 AM	Kepro	09/12/2022 07:26:04 AM	

Complete the questionnaire as appropriate. Use this [link](#) to see details on completing a questionnaire.

Case 210970119 | PETER AMBUUL (M) | CO UM | P041950 | Create Questionnaire / MT BRCA1 or BRCA2
 12/15/2011 (11 Yrs) | UM | Member ID

MT BRCA1 or BRCA2

✔ BRCA gene analysis testing

1 . Was the member assigned gender female at birth? *

Yes No

1.2.1 . Does the member have a personal history of male breast cancer? *

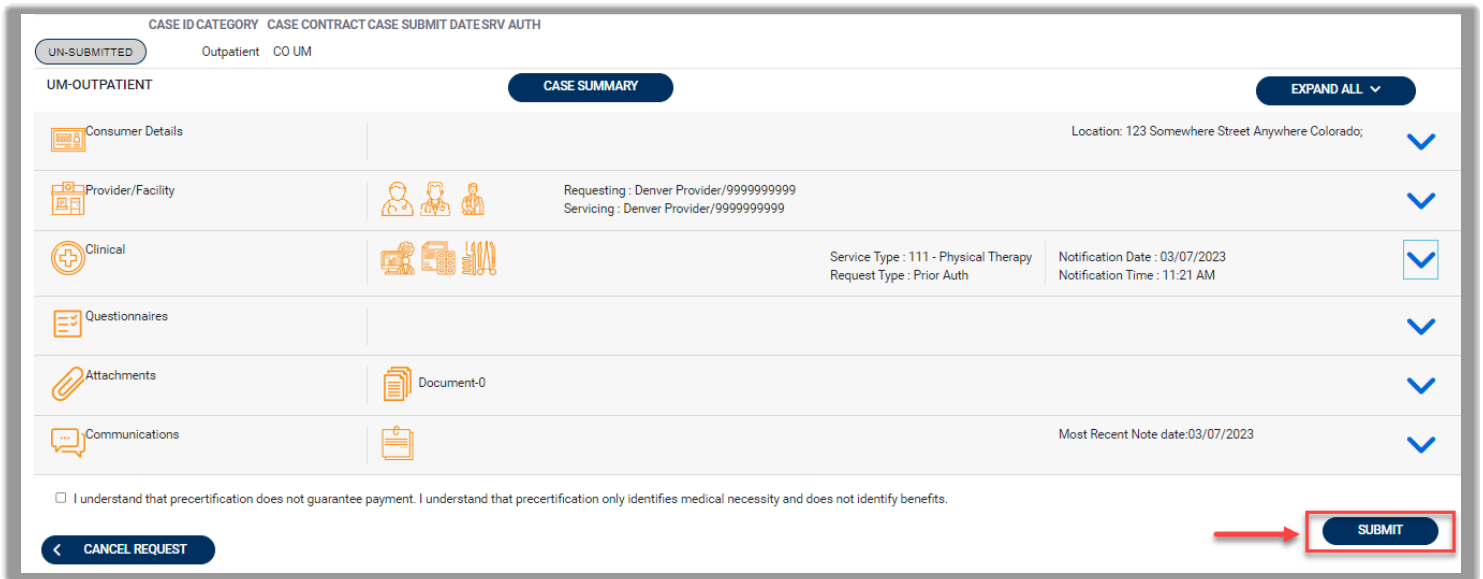
Yes No

Autosaved

[RETURN TO CASE](#)

[MARK AS COMPLETE](#)

Once the case is complete, click **Submit** at the bottom of the page. Once it has been submitted, it will no longer appear on the Home page under “Requests Saved but Not Submitted.”



The screenshot shows a web interface for a case summary. At the top, there are tabs for 'UN-SUBMITTED', 'Outpatient', and 'CO UM'. Below this, the case is identified as 'UM-OUTPATIENT'. A 'CASE SUMMARY' button is visible, along with an 'EXPAND ALL' dropdown. The main content area is divided into several sections, each with an icon and a dropdown arrow: 'Consumer Details' (Location: 123 Somewhere Street Anywhere Colorado), 'Provider/Facility' (Requesting: Denver Provider/9999999999, Servicing: Denver Provider/9999999999), 'Clinical' (Service Type: 111 - Physical Therapy, Request Type: Prior Auth, Notification Date: 03/07/2023, Notification Time: 11:21 AM), 'Questionnaires', 'Attachments' (Document-0), and 'Communications' (Most Recent Note date: 03/07/2023). At the bottom, there is a checkbox for a disclaimer and two buttons: 'CANCEL REQUEST' and 'SUBMIT'. A red arrow points to the 'SUBMIT' button.

How to View Status of a Submitted Request

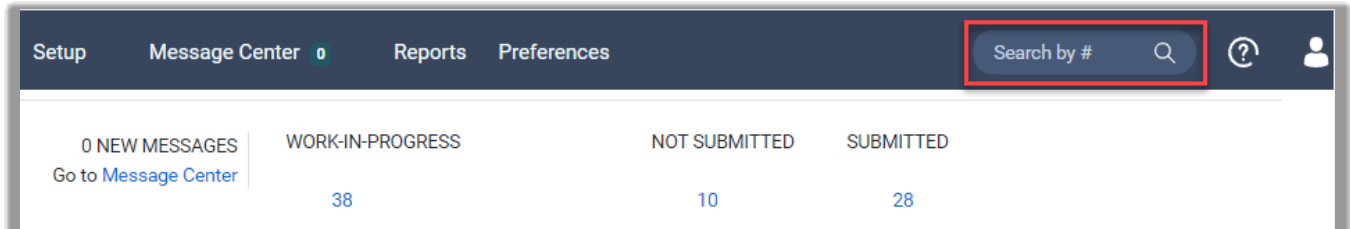
Once a request has been submitted, there are different ways the status can be reviewed. A status check can be completed with a Case ID or Consumer Name and DOB. Below you will find step by step instructions for each method.

The UM case will display the case status at the top.

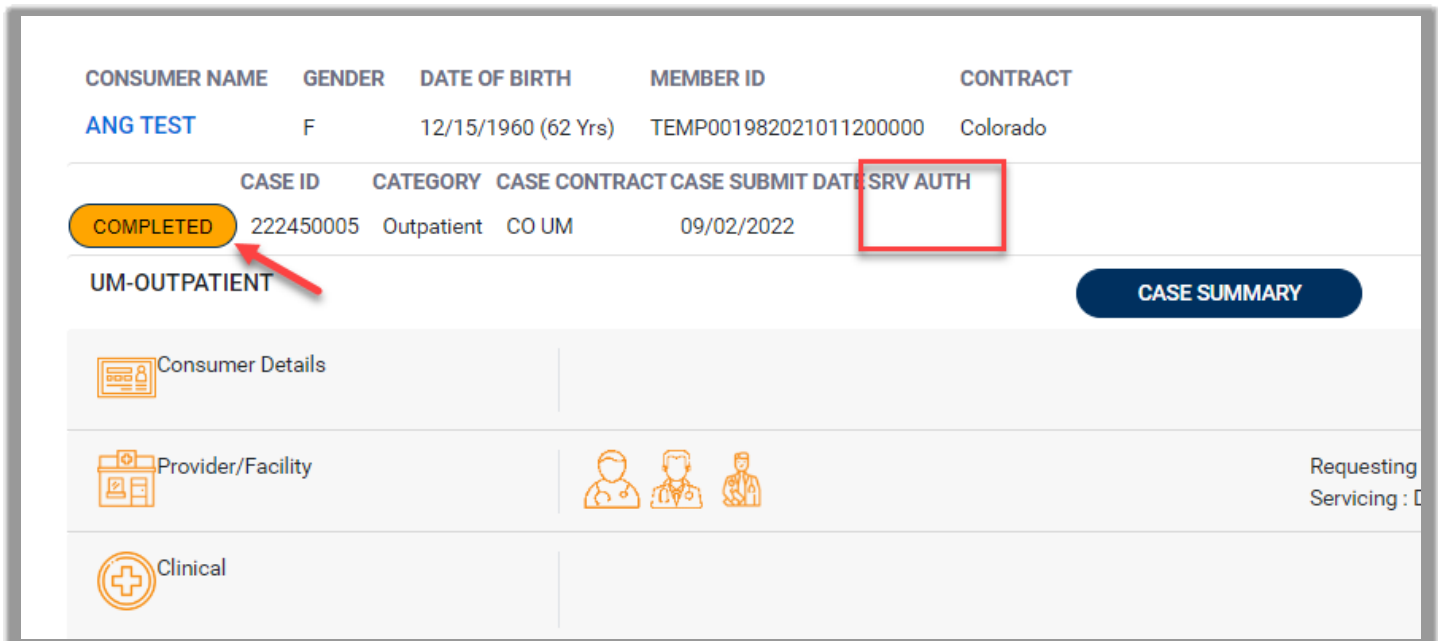
<u>Unsubmitted</u>	This identifies a case that has been started but has not been submitted. You will only see this status if you enter a case from the Request Saved but Not Submitted section of the Home page. Once all information is entered, the case will move to Submitted status pending clinical review.
<u>Submitted</u>	This identifies a case that has been submitted but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
<u>Active Review</u>	This identifies a case that is being reviewed by a clinical reviewer. Once the case is completed, you will receive an email of a status change.
<u>Completed</u>	This identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (i.e., approved, denied, partial approval, etc.). To see the details of the determination, please see How to View a Determination Letter .

View Status by Case ID

To view the status of a request using a Case ID, enter the Case ID in the search box on the top right of any page, then hit enter on your keyboard or click anywhere outside of the search box.




The status will be listed at the top along with the auth number, if available, under SRV AUTH. For cases that display as Completed, you can review the details by opening the Case Summary.



Case Summary

The Case Summary will provide an overview of the case whether in active review or completed. You will be able to view all notes, letters, and documentation within one location. Click Case Summary at the top of the case to open in a new browser tab.

GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
M	01/01/1978 (45 Yrs)	TEMP002272023012000000	Indiana Medicaid
CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE SRV AUTH
230200008	Outpatient	Indiana FSSA	01/20/2023



[CASE SUMMARY](#)

Details

The Case Summary will open in a new tab. Scroll through the document to review the details. All information pertaining to the case is located here. All documents, questionnaires, and letters are hyperlinks. You can access this information directly from the case summary.


Appeals				
Appeal#	Request Info	Status	Kepro Date Received	Results
01	Case	Completed	05/08/2023	Appeal Overturned - Other
02	Case	Completed	05/08/2023	Appeal Overturned - Other

Questionnaires					
Request	Questionnaire ID	Name Type	Status Score	Created Date/Time	Completed Date/Time

Documents				
Request	File Name	Document Type	Received On	Modified On

Letters				
Request	File Name	Fax Status Mailed Date/Time	Date Created	Modified On
R01	PA-UMApproval-230200008-01.pdf		6/6/2023 12:10:30 PM	6/6/2023 12:29:15 PM
R01	PA-UMDenial-230200008-01.pdf		6/6/2023 12:11:12 PM	6/6/2023 12:29:15 PM

The summary can be printed by clicking the printer icon in the top right corner of the page and selecting print preferences. When finished close the tab to return to the case.

Case Summary: 230200008 

Consumer Information

Name Location	DOB Gender	MemberID SubscriberID	Contract	Eligibility Program StartDate - EndDate
[REDACTED]	01/01/1978 M	TEMP002272023012000000	[REDACTED]	

Case Information

Status	Category	Case Contract	Submit Date	SRV Auth
ACTIVE REVIEW	Outpatient	Indiana FSSA	01/20/2023	

Provider Information
Requesting Provider

Name	ID NPI	Specialty	Address	Phone	Fax
Demo Indiana Facility	9999999999		111 Main St , Indianapolis, IN US 46077	(888) 888-8888	(888) 888-8888

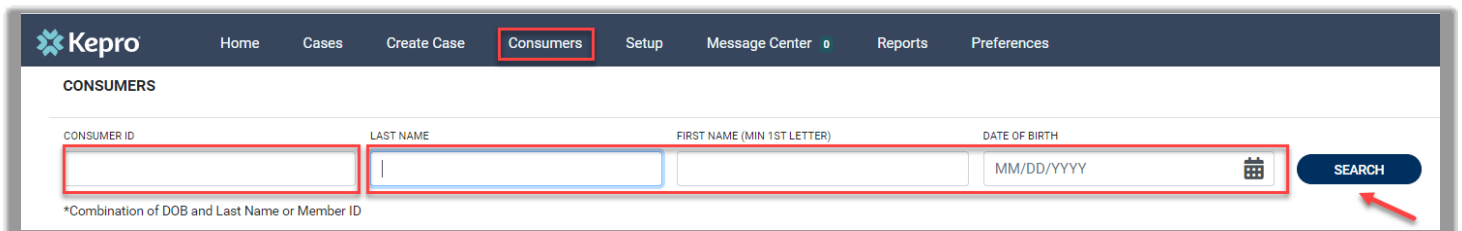
Servicing Provider

Name	ID NPI	Specialty	Address	Phone	Fax
Demo Indiana Facility	9999999999		111 Main St , Indianapolis, IN US 46077	(888) 888-8888	(888) 888-8888

View Status by Consumer

To view the status of a request by Consumer, you will search by the individual name. Click Consumers in the navigation pane and enter Consumer ID or Last Name and Date of Birth, then click **Search**.

NOTE: Some contracts may require additional fields which will be noted on the search page.




CONSUMERS

CONSUMER ID:

LAST NAME:

FIRST NAME (MIN 1ST LETTER):

DATE OF BIRTH: 

SEARCH

*Combination of DOB and Last Name or Member ID

The result will render. Click the Consumer Name hyperlink to view available requests. The case count will identify how many requests have been submitted.

CONSUMERS

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

*Combination of DOB and Last Name or Member ID

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
ANG Test	12/15/1960	1111 33rd Somewhere,JA	TEMP001982021011200000	Colorado	3

The member requests will be displayed with a status column. To view the details of the request, click the Request hyperlink to be taken to the case details page.

IM CASE (12)

Submitted Requests | Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions -
Request 02	Un-Submitted		Outpatient		117b - Imaging Studies		View Procedures	No letters available	No actions available
- Case: 211020024									
Request 01	Submitted	4/12/2021	Outpatient	N/A	113 - Speech Therapy	4/30/2021 - 4/30/2022	Approved: 3 View Procedures	1 Letter View Letters	Actions -

From the consumer case lists, click View Procedures to see all procedures and status entered in the case in a pop-up window.

Procedures

97110
Approved

03/01/2023 - 03/01/2023
1 / 1

Clicking View Letters will provide a list of letters associated with the case in a pop-up window. However, the list is not hyperlinked so you will need to go into the case to view the letter. If a determination letter is available, follow the steps on [How to View a Determination Letter](#).

Letters	
File Name	Modified Date
Member_Approval-210830010-01.pdf	04/12/2021

[Close](#)

Email Notification

When a status change has occurred on a submitted request, you will receive an email notification to the email address provided when setting up the user account. The email notification will provide the Case ID to direct you to the specified request. No PHI will be included in the email for security purposes.

Below is a sample of the email you would receive when a change is made to a submitted request.

From: [ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com) <[ATREZZO DoNotReply@kepro.com](mailto:ATREZZO_DoNotReply@kepro.com)>
Sent: Tuesday, December 29, 2020 10:48 AM
To: [REDACTED]
Subject: Atrezzo Case Status Change Alert

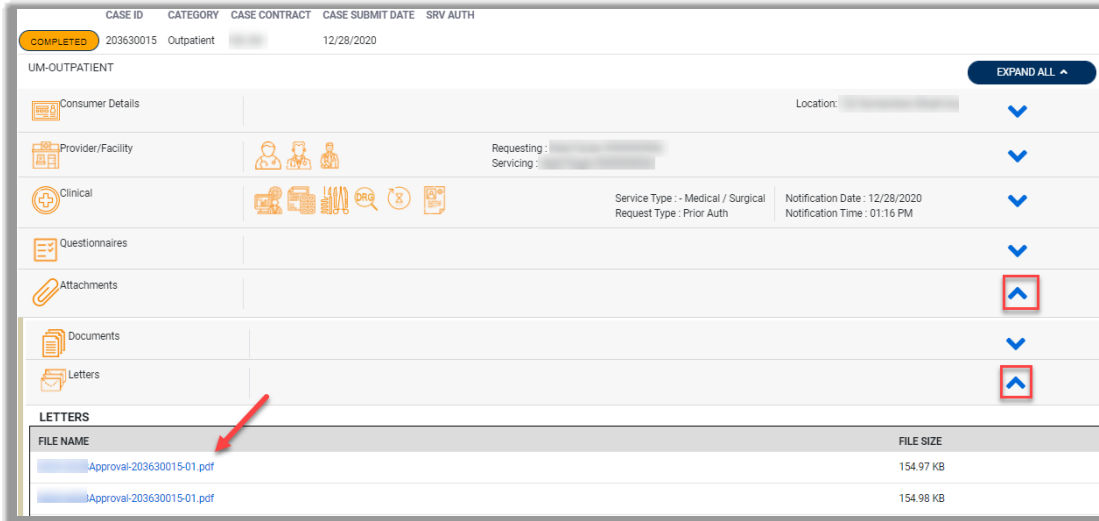
Dear Provider,

There has been a change in status or a request for more information, in a case that you submitted. The case ID is 203510030. Please log into <https://portal.kepro.com> to review the necessary information and to provide a timely response, if required.

Thank you,
Kepto

How to View a Determination Letter

This section will identify how to view a determination letter once a decision has been entered. Using the case ID or looking up the consumer, open the case detail page. Expand Attachments, then expand Letters. The available determination letters will be hyperlinks.



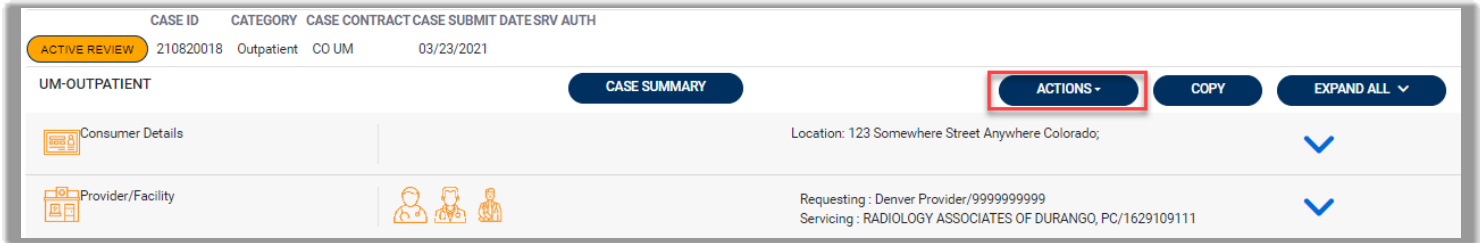
To view the determination letter, click the file name hyperlink. The file will open outside of the Provider Portal for viewing, downloading/saving, and/or printing if needed. In most instances, the file will be visible in the bottom or top banner, you will need to click the file to view the document.



Actions Button Options

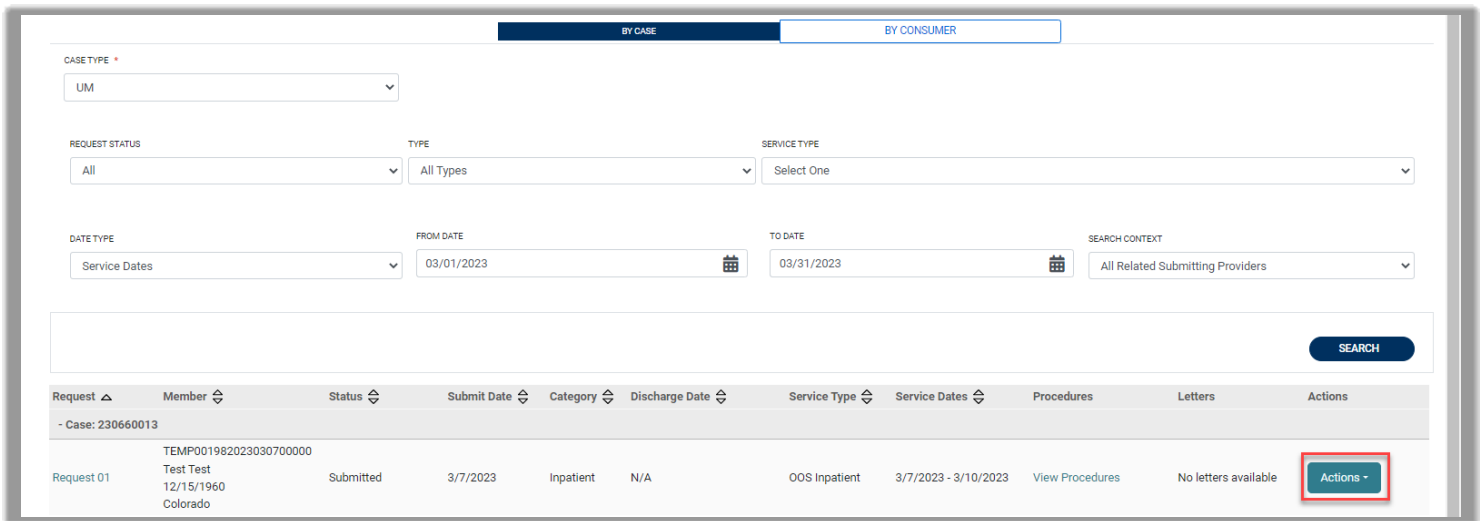
All actions carried out after a case has been submitted will be done through the Actions button.

The **Actions** button can be located at the top of the page on the case details page.



The screenshot shows a case details page for 'UM-OUTPATIENT'. At the top, there is a header with 'CASE ID', 'CATEGORY', 'CASE CONTRACT', 'CASE SUBMIT DATE', and 'SRV AUTH'. Below this, there are buttons for 'CASE SUMMARY', 'ACTIONS' (highlighted with a red box), 'COPY', and 'EXPAND ALL'. The main content area includes 'Consumer Details' and 'Provider/Facility' sections, each with a dropdown arrow. The 'Provider/Facility' section shows 'Requesting : Denver Provider/9999999999' and 'Servicing : RADIOLOGY ASSOCIATES OF DURANGO, PC/1629109111'.

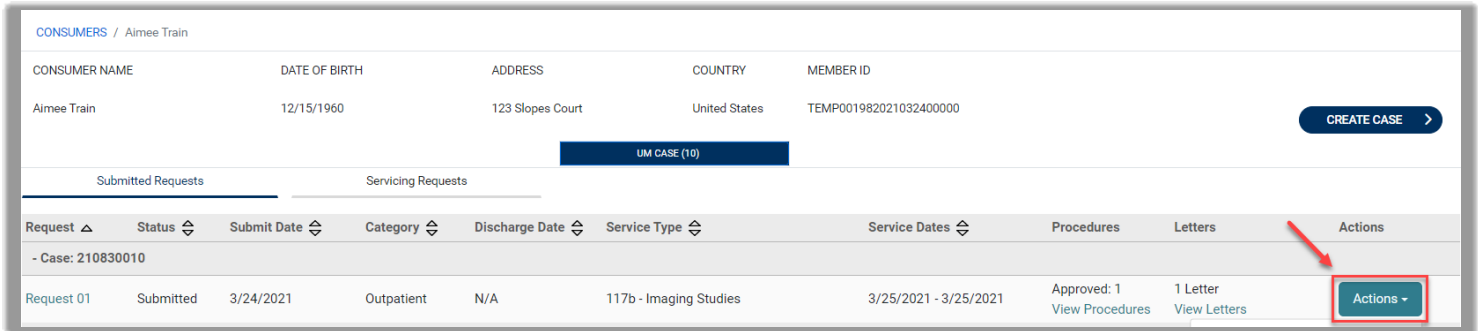
In the case search results, the **Action** button can be found to the right of the entry in the search results.



The screenshot shows a search results page with filters for 'CASE TYPE' (UM), 'REQUEST STATUS' (All), 'TYPE' (All Types), 'SERVICE TYPE' (Select One), 'DATE TYPE' (Service Dates), 'FROM DATE' (03/01/2023), 'TO DATE' (03/31/2023), and 'SEARCH CONTEXT' (All Related Submitting Providers). A 'SEARCH' button is located at the bottom right of the filter section. Below the filters is a table of search results. The table has columns for 'Request', 'Member', 'Status', 'Submit Date', 'Category', 'Discharge Date', 'Service Type', 'Service Dates', 'Procedures', 'Letters', and 'Actions'. The first row of results shows a request for 'Test Test' with an 'Actions' button highlighted by a red box.

Request	Member	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 230660013										
Request 01	TEMP001982023030700000 Test Test 12/15/1960 Colorado	Submitted	3/7/2023	Inpatient	N/A	OOS Inpatient	3/7/2023 - 3/10/2023	View Procedures	No letters available	Actions -

Similarly, the Action button can be found to the right of the request in the consumer search results.



CONSUMERS / Aimee Train

CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000

Submitted Requests

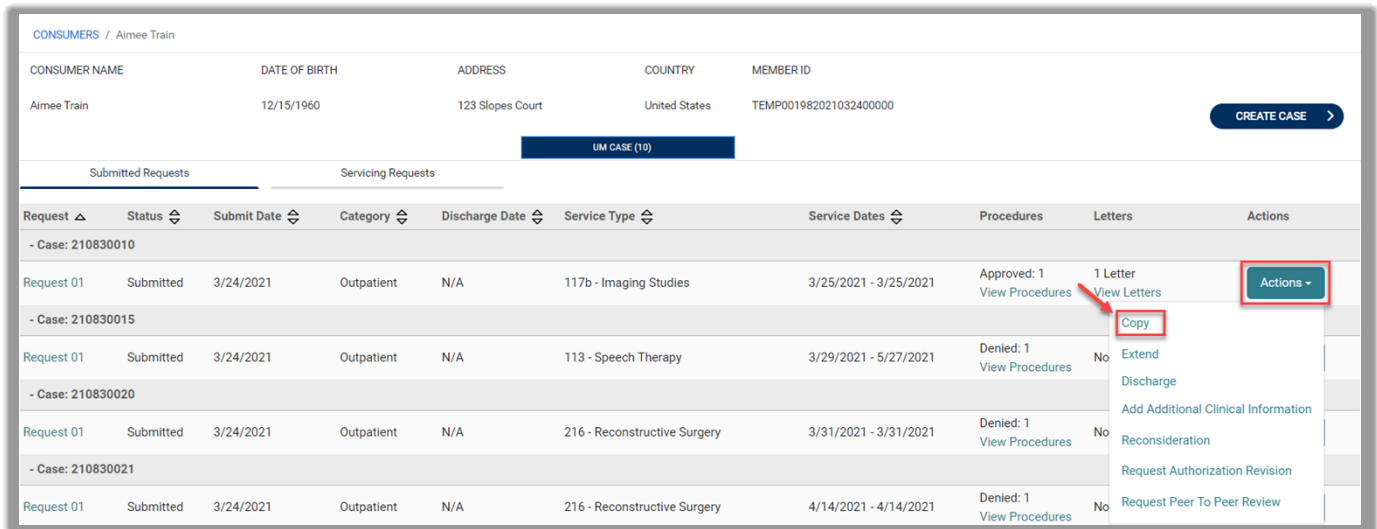
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions

Regardless of where you find the Action button, when you click it, you can [Copy](#), [Extend](#), [Discharge](#), [Add Additional Clinical Documentation](#), [Reconsideration](#), [Request Authorization Revision](#), or [Request Peer to Peer Review](#). Click the links above to go directly to that section.

Note: Available options will vary by contract and user role permissions.

Copy Request

In cases where the same diagnosis and procedures are necessary for the same consumer, you can copy a request. Locate your request and click **Actions** (Click [here](#) for details on finding the action button). Then click **Copy**.



CONSUMERS / Aimee Train

CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000

Submitted Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No	Extend Discharge Add Additional Clinical Information
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No	Reconsideration Request Authorization Revision
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Request Peer To Peer Review

The system will confirm that you wish to copy this case. Click **Yes** to copy.

Information

Do you want to copy this record?

The system will create an un-submitted case for you to update. The Service Details, Diagnosis, Procedures will auto populate based on the previous case but can be updated as necessary. You will need to expand the **Procedure** ribbon and enter **Requested Start Date**, **Requested End Date**, **Requested Duration**, and **Requested Quantity**.

Procedures(Request)

Request 01

REQUEST TYPE * FIPS CODE NOTIFICATION DATE * NOTIFICATION TIME *

Prior Auth [] 03/08/2023 11:13 AM

70549 MR ANGIOGRAPH NECK W/O&W/DYE

MODIFIER UNIT QUALIFIER

Select One Select One Select One Select One Select One

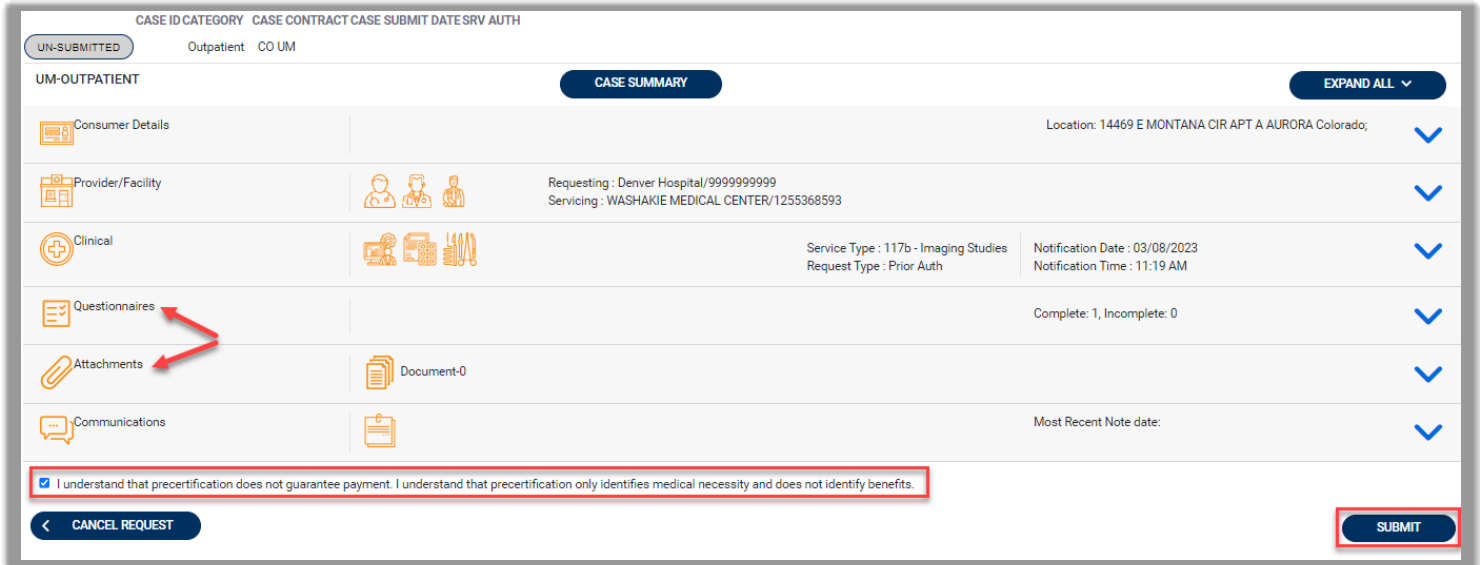
REQUESTED START DATE * REQUESTED END DATE * REQUESTED DURATION * REQUESTED QUANTITY * REQUESTED RATE

MM/DD/YYYY [] MM/DD/YYYY [] [] [] \$ []

REQUESTED FREQUENCY





Select One

Be sure to also fill out any questionnaires if they are present and attach any necessary documentation before scrolling down to the bottom of the request and clicking the precertification verification and clicking **Submit**.



CASE ID CATEGORY CASE CONTRACT CASE SUBMIT DATE SRV AUTH
UN-SUBMITTED Outpatient CO UM

UM-OUTPATIENT CASE SUMMARY EXPAND ALL

Consumer Details		Location: 14469 E MONTANA CIR APT A AURORA Colorado;	▼	
Provider/Facility		Requesting : Denver Hospital/9999999999 Servicing : WASHAKIE MEDICAL CENTER/1255368593	▼	
Clinical		Service Type : 117b - Imaging Studies Request Type : Prior Auth	Notification Date : 03/08/2023 Notification Time : 11:19 AM	▼
Questionnaires		Complete: 1, Incomplete: 0	▼	
Attachments	 Document-0		▼	
Communications		Most Recent Note date:	▼	

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

CANCEL REQUEST SUBMIT

For details on submitting a case please see [How to complete a "Request Saved but Not Submitted."](#)

Extend Request

To extend a Request, locate your request and click **Actions** (Click [here](#) for details on finding the action button). Then click **Extend**.

CONSUMERS / Aimee Train

CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000

CREATE CASE >

UM CASE (10)

Submitted Requests Servicing Requests

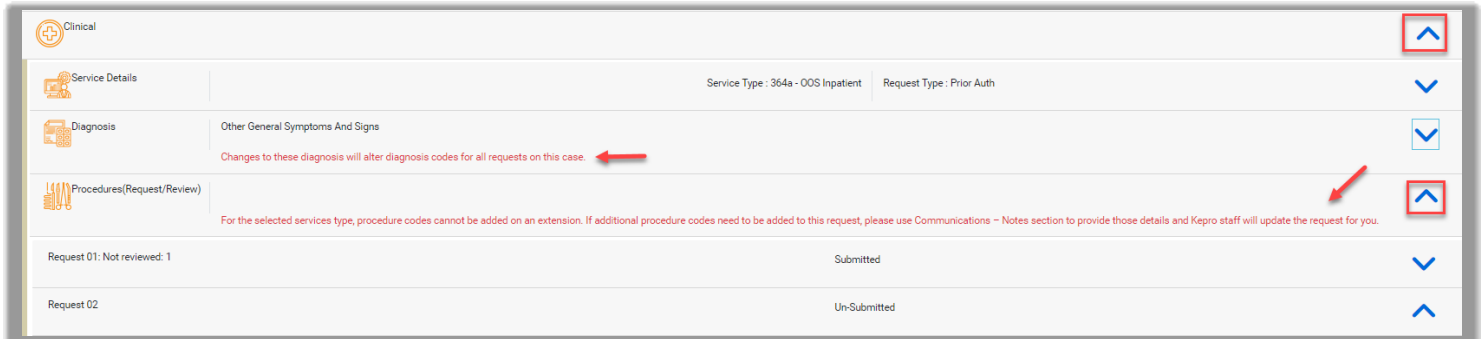
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No	Extend
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No	Discharge
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Add Additional Clinical Information
Request Peer To Peer Review									

The system will confirm that you want to extend this record. Click **Yes** to proceed.

Information

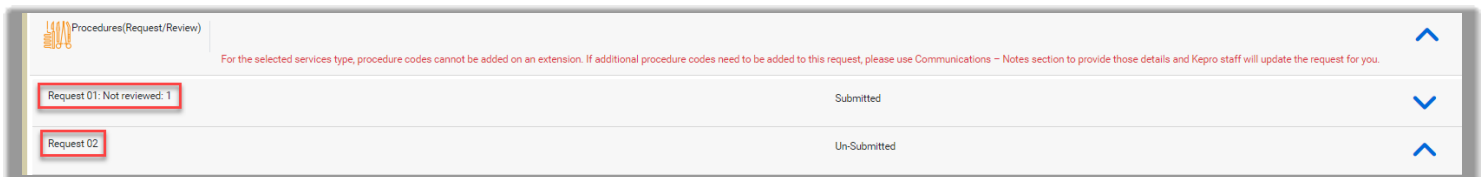
Do you want to extend this record?

The system will create an un-submitted case with some information auto populated from the previous request. Expand the **Clinical** ribbon and scroll down to the **Procedures** ribbon. Notice that there are red alerts in certain sections letting you know that changes to diagnosis, service type, and procedure codes will either not work or will change the prior request.



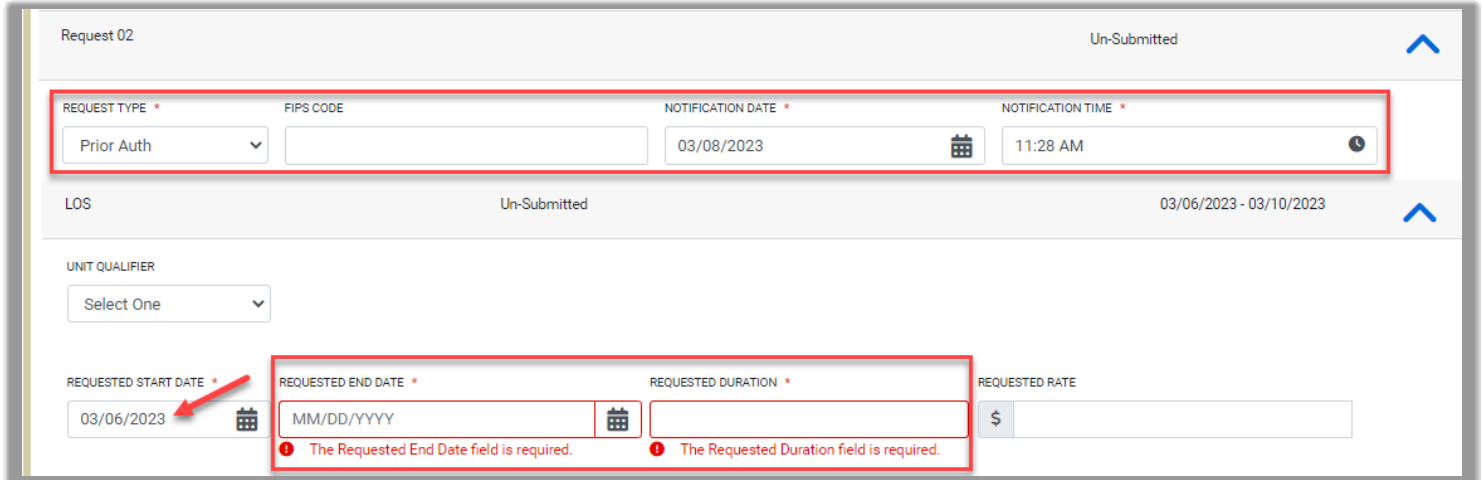
Clinical		↑
Service Details	Service Type : 364a - OOS Inpatient Request Type : Prior Auth	↓
Diagnosis	Other General Symptoms And Signs Changes to these diagnosis will alter diagnosis codes for all requests on this case. ←	↓
Procedures(Request/Review)	For the selected services type, procedure codes cannot be added on an extension. If additional procedure codes need to be added to this request, please use Communications – Notes section to provide those details and Kepro staff will update the request for you. →	↑
Request 01: Not reviewed: 1	Submitted	↓
Request 02	Un-Submitted	↑

Also notice that there are two requests listed under the **Procedures** ribbon. **Request 01** is the original request. **Request 02** is your extension, and you will need to update information in this section.

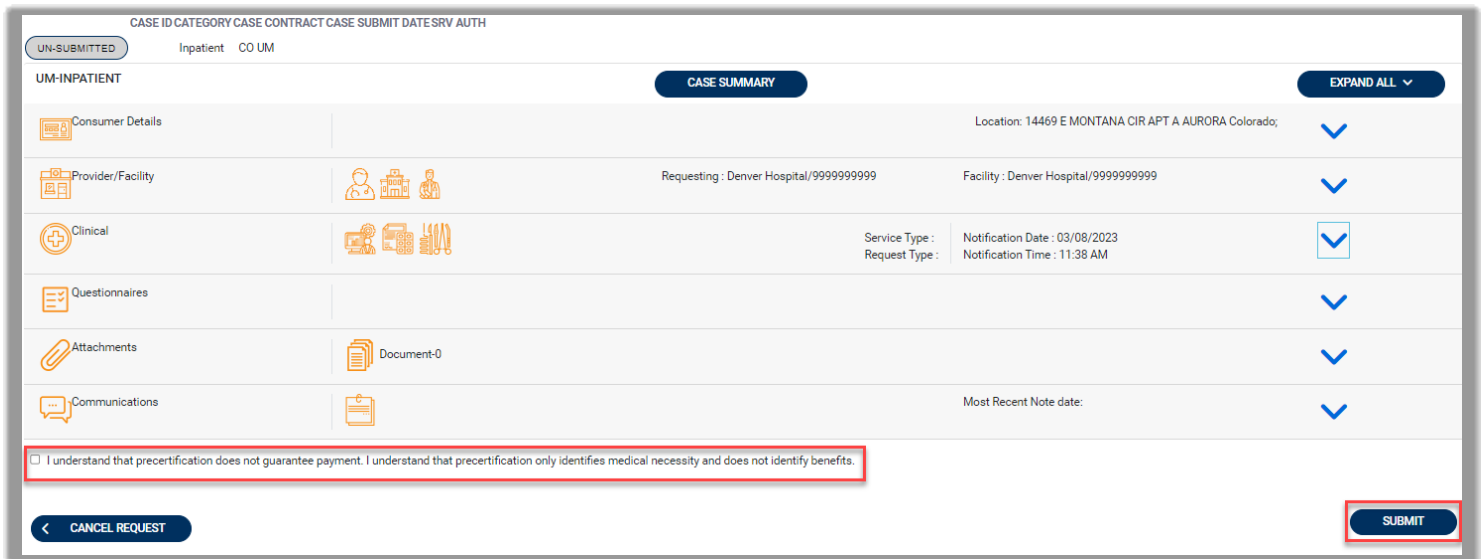


Procedures(Request/Review)		↑
For the selected services type, procedure codes cannot be added on an extension. If additional procedure codes need to be added to this request, please use Communications – Notes section to provide those details and Kepro staff will update the request for you.		
Request 01: Not reviewed: 1	Submitted	↓
Request 02	Un-Submitted	↑

Under Request 02 ensure that the **Request Type**, **Notification Date** and **Notification Time** are correct. The LOS or procedure **Requested Start Date** will default to the day after the end date of the prior request. Fill in the appropriate **Requested End Date** and **Requested Duration**.



Scroll to the bottom of the case, check the precertification verification, and click **Submit**.





When searching for this case in the future, you will see multiple requests in one case (R01, R02, R03, etc.) depending on how many extensions you have requested.

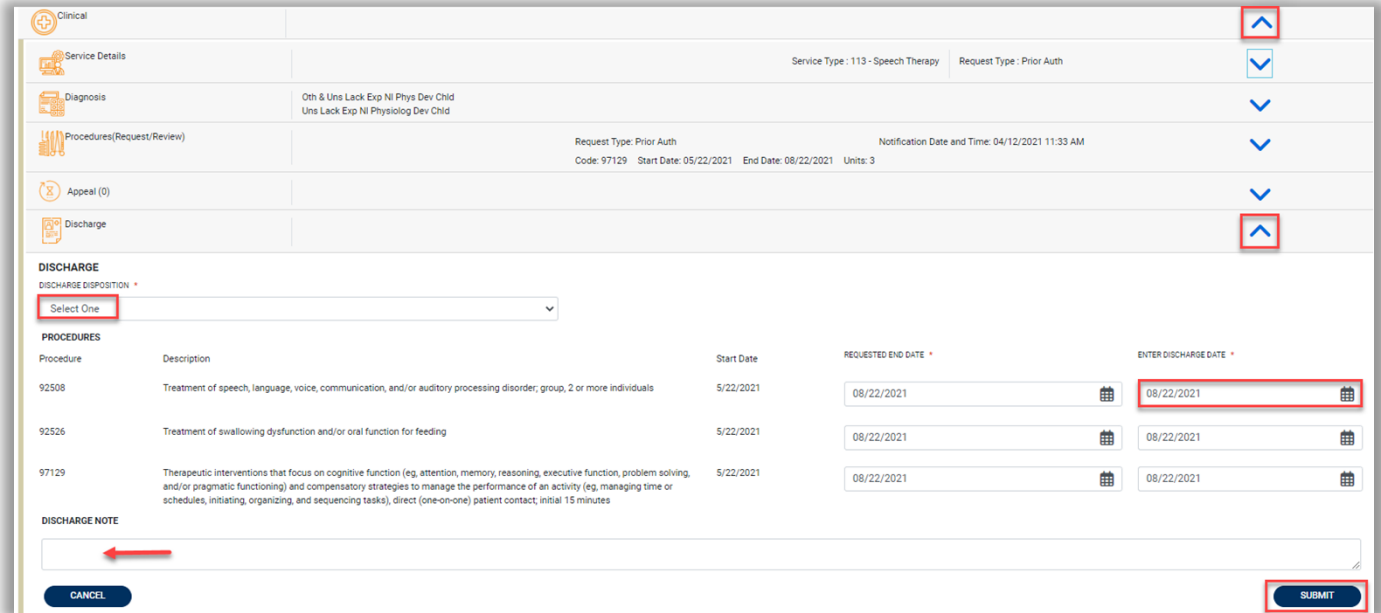
UM CASE (9)									
Submitted Requests					Servicing Requests				
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 230670003									
Request 01	Submitted	3/8/2023	Inpatient	N/A	364a - OOS Inpatient	2/28/2023 - 3/6/2023	View Procedures	No letters available	Actions
Request 02	Submitted	3/8/2023	Inpatient		364a - OOS Inpatient	3/6/2023 - 3/10/2023	View Procedures	No letters available	Actions
- Case: Pending Case ID									
Request 01	Un-Submitted		Inpatient	N/A			View Procedures	No letters available	No actions available
- Case: Pending Case ID									
Request 01	Un-Submitted		Outpatient	N/A	117b - Imaging Studies		View Procedures	No letters available	No actions available
- Case: 212730011									
Request 01	Submitted	9/30/2021	Outpatient	N/A	117b - Imaging Studies	9/30/2021 - 11/28/2021	Approved: 1 View Procedures	No letters available	Actions

Discharge Request

To add a discharge, locate your request and click **Actions** (Click [here](#) for details on finding the action button). Then click **Discharge**.

CONSUMERS / Aimee Train									
CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID					
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000	CREATE CASE				
UM CASE (10)									
Submitted Requests					Servicing Requests				
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No Extend Discharge	
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No Add Additional Clinical Information Reconsideration	
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No Request Authorization Revision Request Peer To Peer Review	

The system will bring you into the request. Expand the **Clinical** ribbon and the **Discharge** ribbon. Enter **Discharge Disposition** and update the **Enter Discharge Date**. Add a note regarding the update and click **Submit**.



Clinical

Service Details: Service Type : 113 - Speech Therapy Request Type : Prior Auth

Diagnosis: Oth & Uns Lack Exp NI Phys Dev Chld
Uns Lack Exp NI Physiolog Dev Chld

Procedures(Request/Review): Request Type: Prior Auth Notification Date and Time: 04/12/2021 11:33 AM
Code: 97129 Start Date: 05/22/2021 End Date: 08/22/2021 Units: 3

Appeal (0)

Discharge

DISCHARGE

DISCHARGE DISPOSITION: Select One

Procedure	Description	Start Date	REQUESTED END DATE	ENTER DISCHARGE DATE
92508	Treatment of speech, language, voice, communication, and/or auditory processing disorder; group, 2 or more individuals	5/22/2021	08/22/2021	08/22/2021
92526	Treatment of swallowing dysfunction and/or oral function for feeding	5/22/2021	08/22/2021	08/22/2021
97129	Therapeutic interventions that focus on cognitive function (eg, attention, memory, reasoning, executive function, problem solving, and/or pragmatic functioning) and compensatory strategies to manage the performance of an activity (eg, managing time or schedules, initiating, organizing, and sequencing tasks), direct (one-on-one) patient contact; initial 15 minutes	5/22/2021	08/22/2021	08/22/2021

DISCHARGE NOTE

CANCEL SUBMIT

Add Additional Clinical Documentation

If additional supporting documentation needs to be uploaded after the request has been submitted, you will need to return to the specified request, click **Actions** (Click [here](#) for details on finding the action button). Then click **Add Additional Clinical Documentation**.

CONSUMERS / Aimee Train									
CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID					
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000	CREATE CASE				
UM CASE (10)									
Submitted Requests					Servicing Requests				
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No	Copy Extend Discharge
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No	Add Additional Clinical Information Reconsideration Request Authorization Revision
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Request Peer To Peer Review

In the pop-up window, add notes as needed. Select appropriate Document Type and drag and drop or browse for your files. Then click **Submit**.

Add Additional Clinical Information

Case 210830010	Aimee Train (F)	CO UM	
Request 01	12/15/1960	Outpatient	

Note

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

Document Type


Select One


Drag And Drop Or [Browse Your Files](#).

CANCEL





SUBMIT

Repeat the above steps if needed until all supporting documentation is uploaded. All uploaded documents will be visible in the Documents section for review.

 Attachments ↑

 Documents ↑

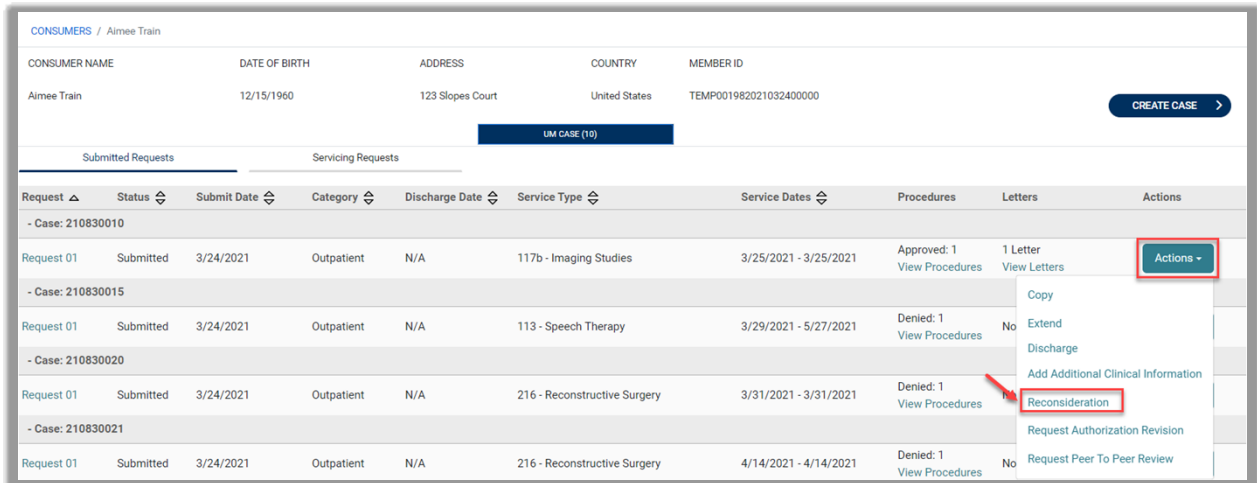
DOCUMENTS

REQUEST	 FILE NAME	DOCUMENT TYPE	RECEIVED ON
R01	 test.pdf	Physician Order	1/30/2023 12:11:11 PM
R01	 test (1).pdf	Medical Record	1/30/2023 12:07:13 PM
R01	 test.pdf	Medical Record	1/30/2023 12:07:13 PM

Request a Reconsideration

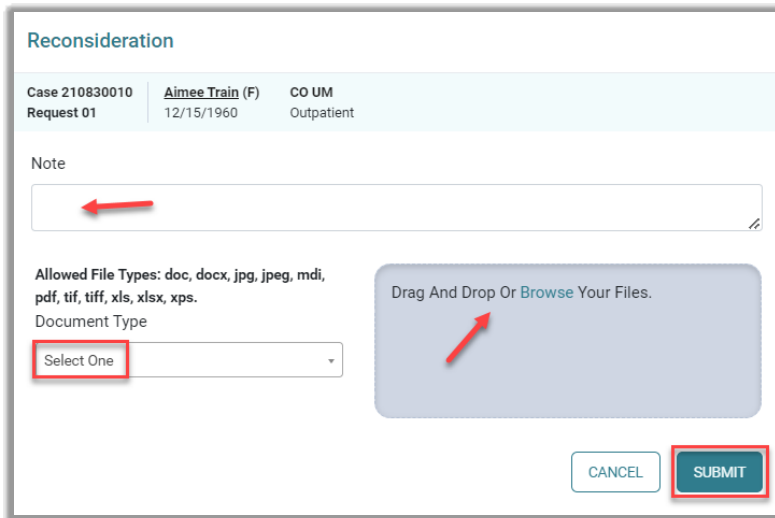
To request a reconsideration review after an adverse decision in the provider portal, locate your request and click **Actions** (Click [here](#) for details on finding the action button). Then click **Reconsideration**.

Note: This action may not be available for all contracts.



Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No Copy	Extend Discharge
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No Add Additional Clinical Information	Reconsideration
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No Request Authorization Revision	Request Peer To Peer Review

In the pop-up window, add your notes. Any supporting clinical documentation not already submitted should be uploaded at this time. Select appropriate Document Type and drag and drop or browse for your files. Then click **Submit**.



Reconsideration

Case 210830010 Aimee Train (F) CO UM
Request 01 12/15/1960 Outpatient

Note

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

Document Type

Select One

Drag And Drop Or Browse Your Files.

CANCEL SUBMIT

Request Authorization Revision

To request an authorization revision in the provider portal, locate your request and click **Actions** (Click [here](#) for details on finding the action button). Then click **Request Authorization Revision**.

Note: This action may not be available for all contracts.

CONSUMERS / Aimee Train										
CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID						
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000	CREATE CASE >					
UM CASE (10)										
Submitted Requests					Servicing Requests					
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions	
- Case: 210830010										
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions	
- Case: 210830015										
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No	Copy	
- Case: 210830020										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No	Extend	
- Case: 210830021										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Discharge	
- Case: 210830021										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Add Additional Clinical Information	
- Case: 210830021										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Reconsideration	
- Case: 210830021										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Request Authorization Revision	
- Case: 210830021										
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Request Peer To Peer Review	

In the pop-up window, add your notes. Any supporting clinical documentation not already submitted should be uploaded at this time. Select appropriate Document Type and drag and drop or browse for your files. Then click **Submit**.

Request Authorization Revision

Case 210830010	Aimee Train (F)	CO UM
Request 01	12/15/1960	Outpatient

Note

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

Document Type

Select One

Drag And Drop Or [Browse](#) Your Files.

CANCEL
SUBMIT

Request Peer to Peer Review

To request a Peer-to-Peer review in the provider portal locate your request and click **Actions** (click [here](#) for details on finding the action button). Then click **Request Peer-to-Peer Review**.

Note: This action may not be available for all contracts.

CONSUMERS / Aimee Train									
CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	MEMBER ID					
Aimee Train	12/15/1960	123 Slopes Court	United States	TEMP001982021032400000	CREATE CASE >				
UM CASE (10)									
Submitted Requests					Servicing Requests				
Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 210830010									
Request 01	Submitted	3/24/2021	Outpatient	N/A	117b - Imaging Studies	3/25/2021 - 3/25/2021	Approved: 1 View Procedures	1 Letter View Letters	Actions
- Case: 210830015									
Request 01	Submitted	3/24/2021	Outpatient	N/A	113 - Speech Therapy	3/29/2021 - 5/27/2021	Denied: 1 View Procedures	No	Copy
- Case: 210830020									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	3/31/2021 - 3/31/2021	Denied: 1 View Procedures	No	Extend
- Case: 210830021									
Request 01	Submitted	3/24/2021	Outpatient	N/A	216 - Reconstructive Surgery	4/14/2021 - 4/14/2021	Denied: 1 View Procedures	No	Discharge
<div style="display: flex; justify-content: space-between;"> Add Additional Clinical Information Request Authorization Revision </div> <div style="display: flex; justify-content: space-between;"> Reconsideration Request Peer To Peer Review </div>									

In the pop-up window, add your notes. Any supporting clinical documentation not already submitted should be uploaded at this time. Select appropriate Document Type and drag and drop or browse for your files. Then click **Submit**.

Request Peer To Peer Review

Case 210830010 **Aimee Train (F)** CO UM
Request 01 12/15/1960 Outpatient

Note

Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls,lsx, xps.

Document Type

Select One

Drag And Drop Or Browse Your Files.

CANCEL

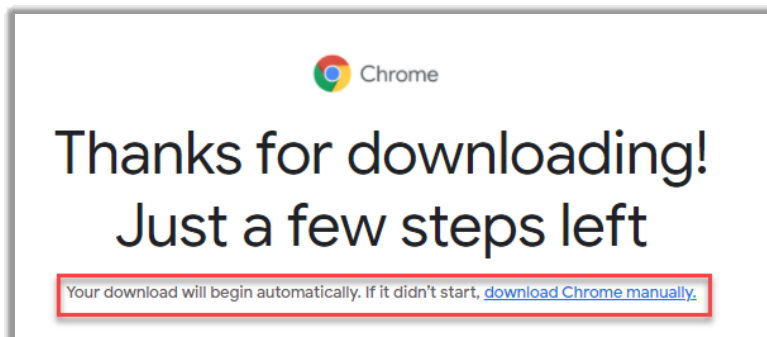
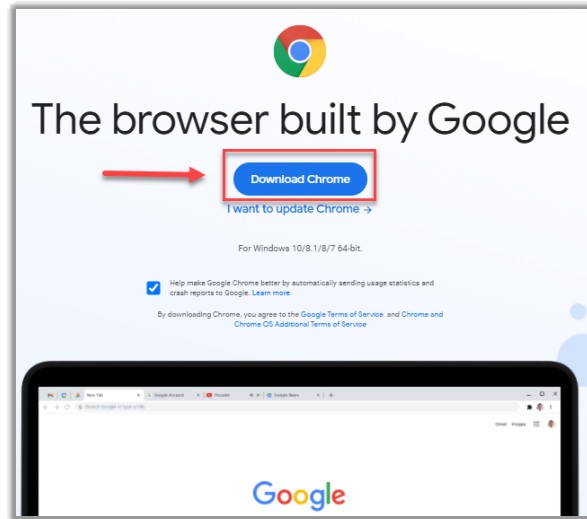
SUBMIT

Appendices

How to Add Google Chrome to Computer

Google Chrome is the preferred internet browser for Atrezzo. A user can do a search for “Google Chrome Download” or click [Download](#) to access the available link.

On the Google Chrome Download page, click Download Chrome, then follow the prompts.

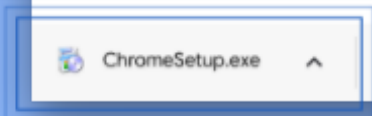


STEP 1

Open

Open the ChromeSetup.exe file from the downloads list at the bottom left corner of this window.

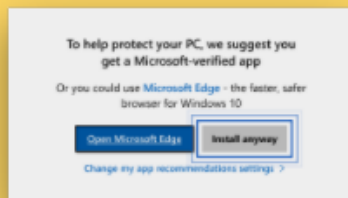
[Can't find your installer?](#)

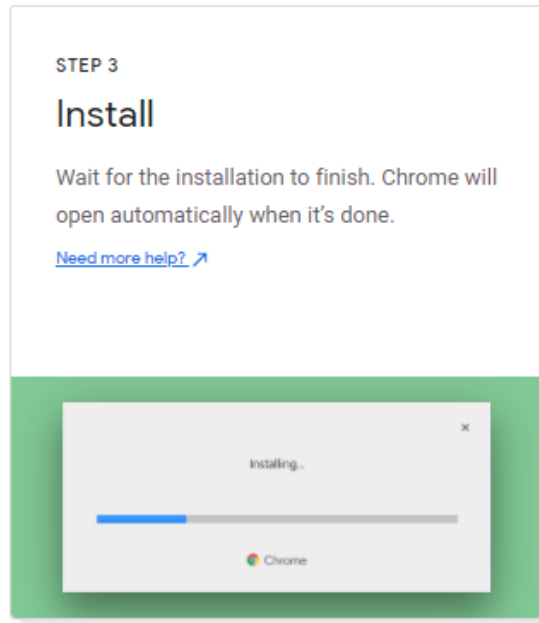


STEP 2

Allow

If prompted, click **"Install anyway"** and **"Yes"** on the system dialogs.

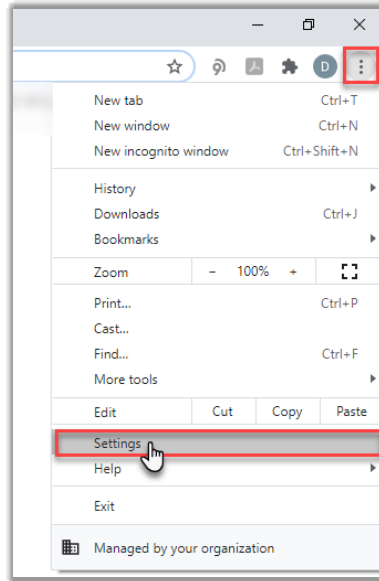




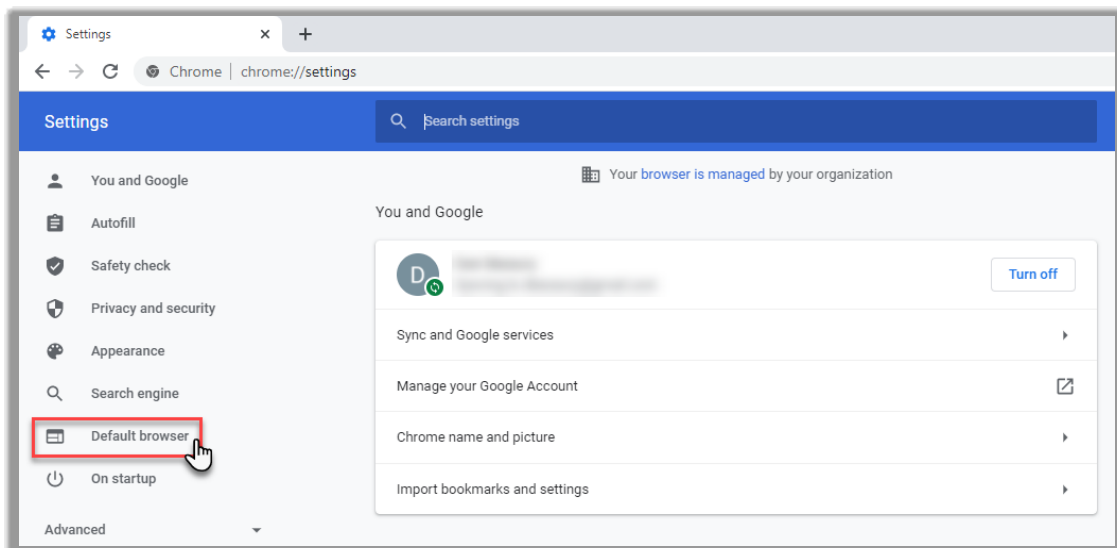
Once installed, Chrome can be set as a default browser for all applications, or you can simply create a shortcut for Atrezzo within the application.

How to set Chrome as Default Browser

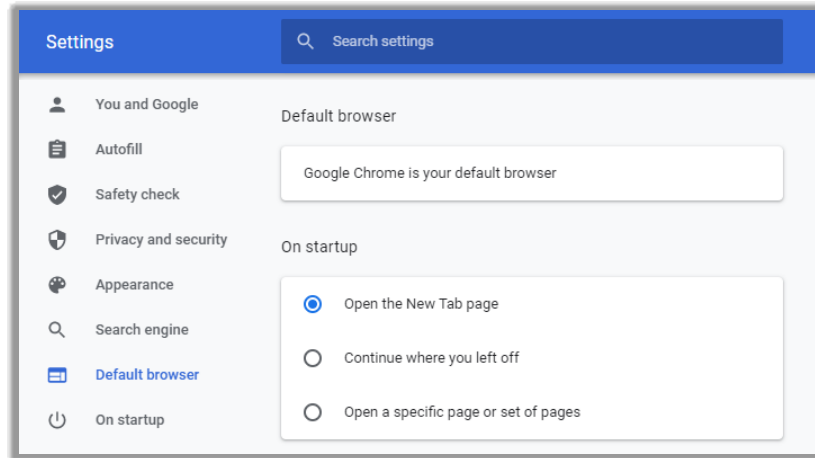
To set as the default browser, click the in the three dots in the upper right-hand corner, select Settings from the drop down.



Select Default browser from the menu options on the left side of the page.

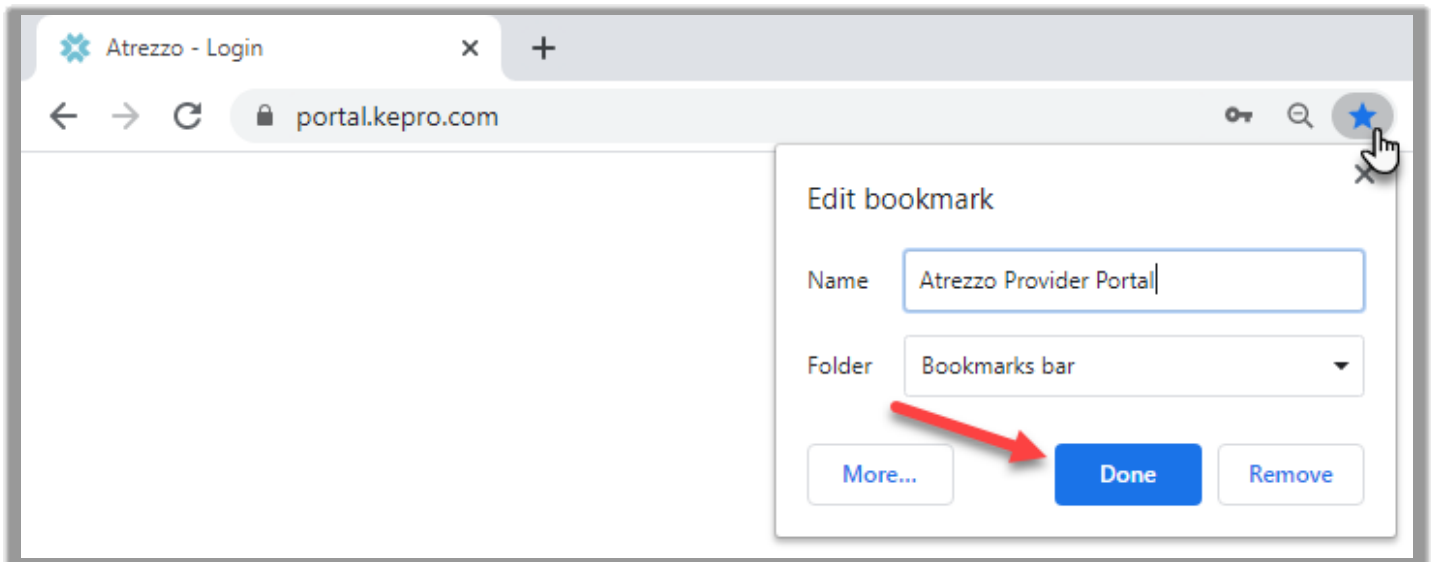


Select Make Default under Default browser.



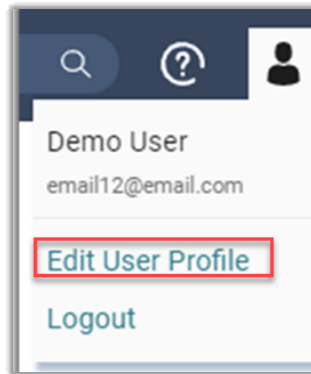
How to Set Atrezzo Bookmark in Chrome

After entering the Atrezzo portal URL <https://portal.kepro.com/> into the browser and click the star in the address bar. Enter the name of the bookmark (be sure to keep the name simple so you remember it), choose a folder or add to the bookmarks bar, and click **Done**. This will set a bookmark for easy navigation and future use.

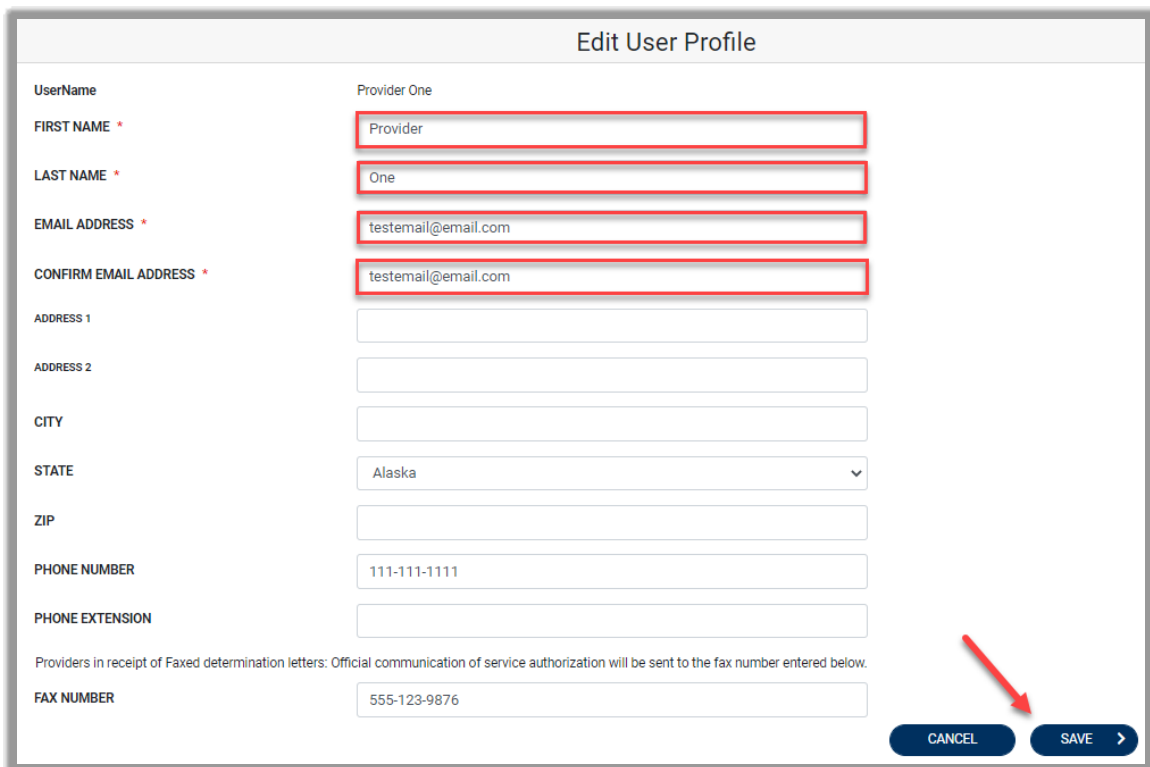


Updating User Profile

To update user profile information once an account has been created, click on the person icon in the upper right corner. Once the menu opens, click **Edit User Profile**.

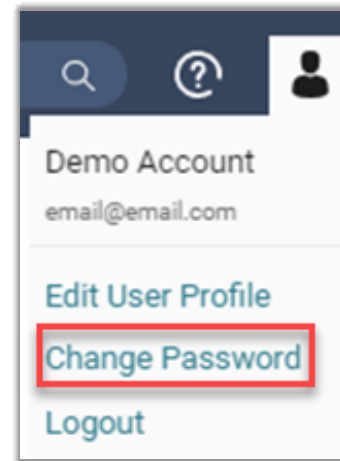


Once the profile screen displays, update information and include all required fields, then click **Save**.

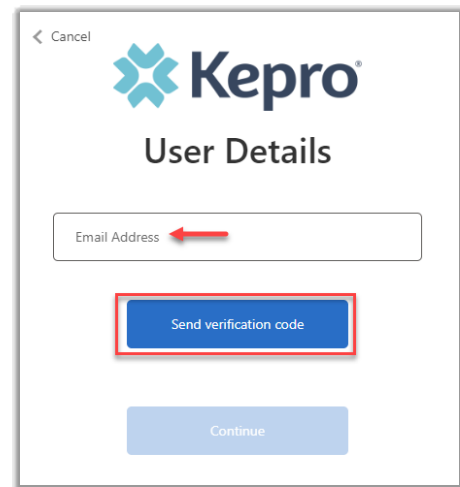
A screenshot of the "Edit User Profile" form. The form is titled "Edit User Profile" and contains several input fields. The "Provider One" section is highlighted with a red box. The fields are: "FIRST NAME *" (Provider), "LAST NAME *" (One), "EMAIL ADDRESS *" (testemail@email.com), "CONFIRM EMAIL ADDRESS *" (testemail@email.com), "ADDRESS 1", "ADDRESS 2", "CITY", "STATE" (Alaska), "ZIP", "PHONE NUMBER" (111-111-1111), "PHONE EXTENSION", and "FAX NUMBER" (555-123-9876). A red arrow points to the "SAVE" button at the bottom right.

Change Password

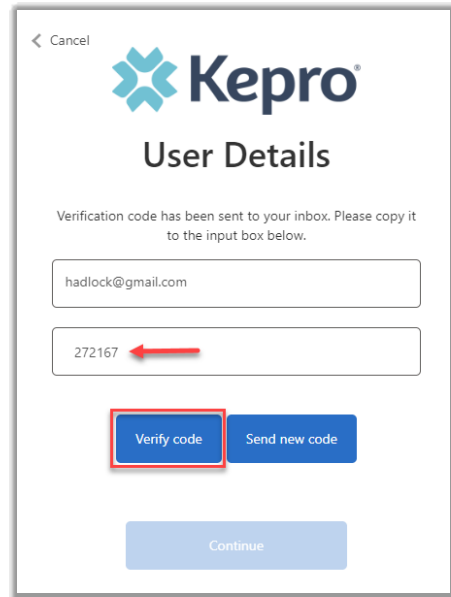
To change your password, click the person icon in the upper right corner, then select **Change Password**.



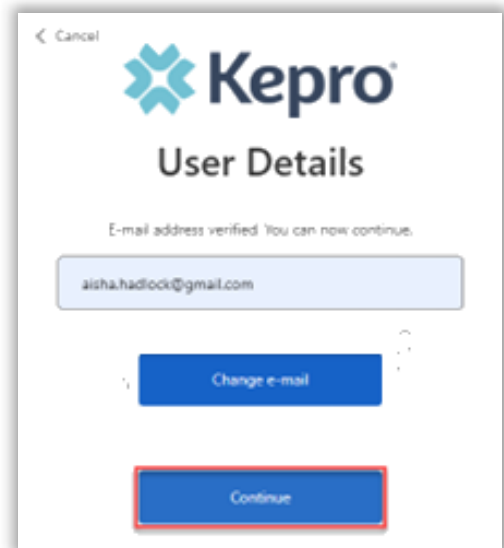
Enter the email address associated with your Atrezzo account and click **Send Verification Code**.



Enter the code from the system generated email and click **Verify Code**.

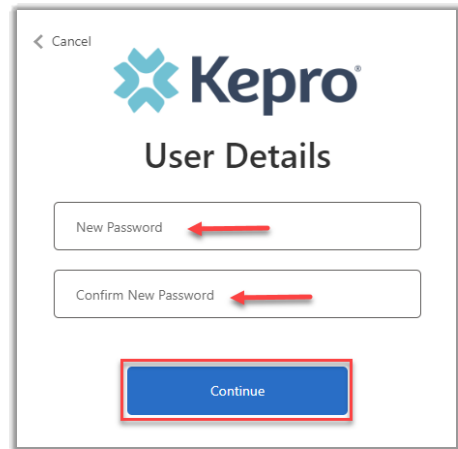


Once your email address is verified click **Continue** to change password.



Enter your new password, confirm the new password, and then click **Continue**.

The system will refresh, and you'll be taken to the home screen.



Informational Error/Warning Messages

This section will identify the different types of informational and error/warning messages that a user may see while using this platform.

Informational Message	Explanation
Servicing Provider Type Not Allowed for Service Type	This message displays when the servicing provider does not match with the requested service type. The servicing provider must be corrected to be a provider that can bill for the requested service type.
Member Ineligible	This message will display when the member does not have active coverage for the requested timeframe.
Requesting Provider Not Allowed	This message displays when the requesting provider does not match with the requested service type or is not appropriate for the service being requested.
Duplication of Services	This message will display when there is a current request for the same services within the same timeframe. You will need to return to the consumer search and locate the submitted/completed request.
Missing Information	The case cannot be submitted until all required information is submitted. Review specific fields with missing information, then click Submit.
Auth Not Required	This message will populate when one or more procedure codes do not require prior authorization.

How to Access Technical Assistance

For technical assistance, please reach out to your dedicated support team for assistance. If uncertain of the contact information, [Atrezzo Help Contact Us](#) will provide available Support Center information.