

## **SERVICE AUTHORIZATION CONTRACTOR**

The Department of Medical Assistance Services (DMAS) currently utilizes KEPRO, an innovative healthcare management solution company, as the Medicaid Service Authorization (Serv Auth) Contractor. KEPRO conducts Serv Auth for Medicaid, Family Access to Medical Insurance Security (FAMIS), and FAMIS Plus clients in the fee-for-service programs.

KEPRO offers the following benefits to the Serv Auth process:

- An internet accessible, web-based interactive Serv Auth request and response function (Atrezzo Connect™);
- A primarily paperless process for faster service and reduced provider administrative burden; and
- Utilization of InterQual, a nationally recognized criteria set, where applicable.

Additional information regarding Serv Auth is available on the Department of Medical Assistance Service's website at: [www.dmas.virginia.gov](http://www.dmas.virginia.gov) and the KEPRO website at <http://dmas.kepro.com/>. Please be sure to check these websites on a regular basis for any new program information, changes, or updates.

Should you have any questions regarding service authorizations, please send your inquiries via e-mail to [providerissues@kepro.com](mailto:providerissues@kepro.com)/ or [PAUR06@dmas.virginia.gov](mailto:PAUR06@dmas.virginia.gov).

## **KEPRO WEB BASED APPLICATION ATREZZO CONNECT**

KEPRO utilizes a web based application called Atrezzo Connect to facilitate the submission of Serv Auth requests. This is a user friendly system that will enable Medicaid enrolled providers to submit requests 24 hours a day, seven days a week via a secure internet connection. All information submitted to KEPRO for new cases, changes to existing cases, extensions and additional information may be submitted via Atrezzo Connect™. Serv Auth requests, updates and case viewing are available at any time, from virtually anywhere high speed internet access is available. Once a Serv Auth number has been generated, it is available for viewing in Atrezzo Connect™.

**Registration is required to access and use ATREZZO CONNECT™.**  
You must have a registered account before submitting information through Atrezzo Connect™.

To register for Atrezzo Connect, please go to <https://dmas.kepro.com/>. Simply click on the “**First time registration for Atrezzo Connect**” button and you will be prompted through the registration process. Once registered, you gain immediate access to Atrezzo Connect™.

To register for an Atrezzo Connect™ account, please have the following information ready to enter on the registration site:

- 1) Remittance Advice (RA) payment address (“Pay To” address); **and either**
- 2) 1099 total amount (current year to date total); **or**
- 3) Last Remittance date (last payment date).

It may be necessary to contact your agency’s business office or billing department for this information.

KEPRO has developed new tools for each service requiring Serv Auth through KEPRO to assist providers in submitting appropriate clinical information for successful processing. These guides termed “*Required PA Information*” checklists for Serv Auth requests are available on the KEPRO website at <https://dmas.kepro.com/>.

Using these sheets and referring to them during the submission process will decrease the number of cases pending by KEPRO for missing or additional information, and speed up the processing time.

KEPRO offers frequent live trainings regarding ATREZZO CONNECT™ account set-up and information on how to submit requests via ATREZZO CONNECT™. Please visit KEPRO’s website at <https://dmas.kepro.com/> for specific training information/schedules and a directory of available recorded trainings that can be viewed at your convenience. Click on the “*Training*” tab where you will see a link to “*Scheduled Training Live and Recorded*”.

Registration is not required to attend KEPRO’s live web presentations, but space is limited to 100 attendees per training session. All recorded training will be available to view at any time.