



## Frequently Asked Questions-Inpatient

Q. What is the Atrezzo Provider Portal?

**A. Atrezzo Provider Portal is KEPRO's web based portal entry system that allows Providers to submit prior authorization (PA) requests for medical necessity. It enables providers to have 24/7 access to all PA requests submitted under all registered NPI# (for an individual provider), print approval/denial letters, check on case status, and respond to requests for additional information directly in the system. The Atrezzo Provider Portal allows providers to complete questionnaires in lieu of attaching clinical documentation to help streamline information needed to review PA submissions.**

Q. Are there any upcoming changes to Inpatient (service type 0400) Services?

**A. Effective September 1, 2015, Providers will only have two options for submission of prior authorizations requests for Acute Inpatient Admissions Services. Providers can contact KEPRO customer service and set up a case with demographic information ONLY. After the Provider has received the KEPRO case ID, they will then need to login to the Atrezzo Provider Portal and attach clinical for medical necessity review. Providers can also submit their entire request directly into the Atrezzo Provider Portal and attach all necessary clinical and complete the required questionnaire.**

Q. How do I complete the questionnaire in the portal if I am not clinical staff but am submitting the request?

**A. If you do not know the answers to the questions on the questionnaire, you can simply select "NO" to answer every question and attach the clinical. Even if you are a clinical person who fills out the questionnaire based on the patient's condition, you will still need to attach your clinical information in the event that questions answered on the questionnaire do not meet criteria and additional information would be needed.**

Q. Will I continue to receive "Request for additional information" and PA Approval letters via fax?

**A. Yes. After September 1, 2015 KEPRO will continue to send fax notifications to providers when additional information is being requested and to notify of PA approvals/denials. Even though providers will receive the "Request for Additional Information" via fax, providers will ONLY be able to respond to the notice via Atrezzo Provider Portal. Providers WILL NOT be able to fax responses to request for additional information.**

Q. If after September 1, 2015 the Atrezzo Provider Portal is down, may I fax my PA request to KEPRO?

**A. No. If the portal is down, providers will need to wait for the portal to become fully operational again to submit PA requests. Once the portal is back up and running,**

**Providers may submit all requests as normal and can place a note in the “Clinical Information” section of any particular case advising that the Atrezzo Provider Portal was down on a particular day; therefore, there was a delay in responding to requests for additional information or submitting a PA requests. Example: “Portal was down on 5/16/2015. Unable to submit request on that day”.**

**\*\*Please note that KEPRO keeps record of down time of the Atrezzo Provider Portal to verify for untimely submissions/responses.**

- Q. Where can I go to find help on navigating through the Atrezzo Provider Portal?
- A. **Once you have logged into the Atrezzo Provider Portal with your username and password, please click on the “User Guide” under the “HELP” tab found on the home screen in the portal. The User Guide is a 52 page document that can help you navigate through each section of the portal as well as walk you through step by step how to submit a PA request for inpatient services. KEPRO asks that all providers, refer to the User Guide BEFORE contacting KEPRO with Atrezzo Issues. If after reading through the guide, you are unable to remedy the situation, please feel free to contact KEPRO.**