Department of Medical Assistance Services
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https://dmas.virginia.gov

MEDICAID BULLETIN

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Kepro's Atrezzo Upgrading to Atrezzo Next Generation

Kepro, the service authorization contractor, will be upgrading their Atrezzo system to Atrezzo Next Generation (ANG) effective June 26, 2023. The upgrade provides users with a new look and feel that is highly intuitive and user-friendly. Kepro will be providing live virtual trainings for all providers outlined on Kepro's website here.

ANG's update includes enhanced security features and will now require providers to log in with multi-factor authentication (MFA). The goal of MFA is to provide a multi-layered security defense system.

What is Multi-Factor Authentication

Multi-factor authentication is an authentication method that requires users to verify identity using multiple independent methods. MFA implements additional credentials such as a PIN sent via email or text, or a verification call made to a pre-registered phone number.

Kepro will provide several trainings to providers on what is required in order to log in and submit cases successfully. The training schedule is included at the end of this bulletin.

Medical Providers - Current Existing Users – Actions Needed Now

On June 26, 2023 Kepro will launch ANG for the current medical providers. After logging in with your current credentials, current users will only need to complete MFA registration for the new portal. You will utilize your existing username and password. This will be a one-time registration process for MFA.

Kepro Training Schedule for Current Existing Medical Provider Portal Users

Training for current medical providers begins June 5th, 2023, and registration is now open. The ANG Training Schedule is at the end of this bulletin. The live recorded sessions will be posted on Kepro's website.

ANG Provider Portal Administrator and System Training will be recorded and posted to the Kepro website after the trainings have completed.

Training in Early October Will Be Conducted for Providers Who Will Use ANG starting November 1, 2023

Detailed instructions will come in September 2023, with training opportunities in early October.

With the Magellan BHSA close out, all Behavioral Health providers must be fully registered in Gainwell's PRSS prior to registering in Kepro's ANG. It is very important to assure accurate EFT information is on your provider file prior to November 1, 2023, in order to continue receiving payments. For additional information related to EFT, please see the Medicaid Bulletin dated May 18, 2023.

BH and other medical providers will register in Kepro's ANG system starting in October. BH providers should not attempt to register at this time.

Kepro ANG Provider Portal Training for Current Medical Providers

Module 1 – Provider Portal Administrator Training

30-minute session; 7 sessions; all times below are EST

This training will be for provider administrators who will be responsible for registering in the provider portal, adding and managing users for local management, and adding additional facilities/locations for all assigned users.

Date	Time	Register	Curriculum
Monday, June 5	**10:00 am**	**Register Here**	**Provider Portal Login Provider Multi-Factor Registration Provider Administrator Role - How to add and manage users - Reset accounts - Registering multiple provider locations**
Thursday, June 8	**9:00 am**	**Register Here**	
Wednesday, June 14	**12:00 pm**	**Register Here**	
Tuesday, June 20	**11:00 am**	**Register Here**	
Thursday, June 22	**4:00 pm**	**Register Here**	
Friday, June 23	**9:30 am**	**Register Here**	
Monday, June 26	**9:00 am**	**Register Here**	

Module 2 – Provider Portal System Training
60-minute session; 13 sessions; all times below are EST

This training will be for all users to learn how to submit a request, how to manage a request

once submitted, and all system functionalities.

Date	Time	Register	Module
Monday, June 12	**2:00 pm**	**Register Here**	**Provider Portal Login Submitting New Requests Completing Saved Requests Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Revisions Sending/Receiving Messages Requesting Peer to Peer Understanding Admin Set Preferences Changing Provider Context Forgot/Reset Password**
Wednesday, June 14	**4:00 pm**	**Register Here**	
Friday, June 16	**12:00 pm**	**Register Here**	
Tuesday, June 20	**2:00 pm**	**Register Here**	
Wednesday, June 21	**8:00 am**	**Register Here**	
Wednesday, June 21	**3:00 pm**	**Register Here**	
Thursday, June 22	**10:30 am**	**Register Here**	
Thursday, June 22	**2:00 pm**	**Register Here**	
Friday, June 23	**10:30 am**	**Register Here**	
Friday, June 23	**2:00 pm**	**Register Here**	
Monday, June 26	**11:00 am**	**Register Here**	
Tuesday, June 27	**2:00 pm**	**Register Here**	
Wednesday, June 28	**1:00 pm**	**Register Here**	

For questions regarding system training, please contact training@kepro.com

For ANG Technical assistance only, please contact (do not include PHI): VAproviderissues@kepro.com and do not include Protected Health Information (PHI).

PROVIDER CONTACT INFORMATION & RESOURCES	
Virginia Medicaid Web Portal Automated Response System (ARS) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	https://vamedicaid.dmas.virginia.gov/
Medicall (Audio Response System) Member eligibility, claims status, payment status, service limits, service authorization status, and remittance advice.	1-800-884-9730 or 1-800-772-9996
KEPRO Service authorization information for fee-for-service members.	https://dmas.kepro.com/
Provider Appeals DMAS launched an appeals portal in 2021. You can use this portal to file appeals and track the status of your appeals. Visit the website listed for appeal resources and to register for the portal.	https://www.dmas.virginia.gov/appeals/
Managed Care Programs Medallion 4.0, Commonwealth Coordinated Care Plus (CCC Plus), and Program of All-Inclusive Care for the Elderly (PACE). In order to be reimbursed for services provided to a managed care enrolled individual, providers must follow their respective contract with the managed care plan/PACE provider. The managed care plan may utilize different guidelines than those described for Medicaid fee-for-service individuals.	
Medallion 4.0	http://www.dmas.virginia.gov/#/med4
CCC Plus	http://www.dmas.virginia.gov/#/cccplus
PACE	http://www.dmas.virginia.gov/#/longtermprograms
Magellan Behavioral Health Behavioral Health Services Administrator, check eligibility, claim status, service limits, and service authorizations for fee-for-service members.	www.MagellanHealth.com/Provider For credentialing behavioral health service information, visit: www.magellanofvirginia.com, email: VAProviderQuestions@MagellanHealth.com,or Call: 1-800-424-4046
Provider Enrollment	In-State: 804-270-5105 Out of State Toll Free: 888-829-5373 Email: VAMedicaidProviderEnrollment@gainwelltechnologies.com

Provider HELPLINE Monday–Friday 8:00 a.m.-5:00 p.m. For provider use only, have Medicaid Provider ID Number available.	1-804-786-6273 1-800-552-8627
Aetna Better Health of Virginia	www.aetnabetterhealth.com/Virginia 1-855-270-2365 1-866-386-7882 (CCC+)
Anthem HealthKeepers Plus	www.anthem.com/vamedicaid 1-833-207-3120 1-833-235-2027 (CCC+)
Molina Complete Care	1-800-424-4524 (CCC+) 1-800-424-4518 (M4)
Optima Family Care	1-800-643-2273 1-844-374-9159 (CCC+) www.optimahealth.com/medicaid
United Healthcare	www.Uhccommunityplan.com/VA www.myuhc.com/communityplan 1-844-284-0149 1-855-873-3493 (CCC+)
Virginia Premier	1-800-727-7536 (TTY: 711), www.virginiapremier.com
Dental Provider DentaQuest	1-888-912-3456