Frequently Asked Questions

Q: **When will the Atrezzo Provider Portal go live?**
Ans.   November 12, 2012

Q: **When can I register for the Atrezzo Provider Portal?**
Ans.   Pre-registration began on October 15, 2012. You will be able to begin submitting requests on November 12, 2012, when the Atrezzo Provider Portal goes live.

Q: **As a provider registering in the portal, why doesn't my ME# work during the registration process?**
Ans.   In the new provider portal, you will now need to use your **NPI#** for registration

Q: **If I forgot my password and I do not know my security question, how do I reset my password?**
Ans.   Contact your Group administrator to reset your password. If a Group Admin forgets their password and must have it reset, they should contact a KePRO PSR.

Q: **What identifying ID # should be used when starting a precertification request for a member?**
Ans.   In the new provider portal, you will now need to use the member's **Subscriber ID #** on their insurance card. You will no longer be able to use their social security number

Q: **If a user 'locks' their account, what is the process to unlock it? Can the user to re-access it after a certain time period?**
Ans.   Accounts lock after 10 unsuccessful tries within 15 minutes. Contact your Group Admin to unlock a locked account. There is no 30 minute re-access.

Q: **If a case isn't finished prior to being submitted, how long will it stay in the system?**
Ans.   Indefinitely.

Q   **What is the maximum number of diagnosis and procedure codes that can be entered on a request?**
Ans.   There is no limit to the number of diagnosis or procedure codes.

Q: **What is the maximum number of documents that can be attached to a request?**
Ans.   As many as needed; there is no limit.

Q: **Is there a limit to how big any one document can be?**
Ans.   Any one document must be less than 2 MB. There is no limit to the total size of all the documents, so long as each individual document is less than 2 MB.

Q: **What is the maximum number of characters that can be put into Clinical Notes?**
Ans.   As many as needed; there is no limit.

Q: **Where will the link to the new system be located?**
Ans.   On the HCHCP KePRO.com website (http://hchcp.kepro.com).

Q: **Can information be copied and pasted into the Clinical Notes section?**
Ans.   Yes.

Q: **How should a request be submitted if Atrezzo is down?**
Ans.   Send requests by fax until the system is back up.

Q: **Can the Request Overview be printed?**
Ans.   Yes. On the Request Overview screen, right click. Select Print. Specify the printer.
Note: In the future, KePRO will be adding printer-friendly links.

Q: **How can I get to the system user manual?**
Ans.   The Provider Portal User Guide and FAQs are located on the HCHCP KePRO website under Training>General. http://hchcp.kepro.com/content/training.aspx

Q: **What information can I change once the case has been submitted?**

Ans.   To protect its integrity, once the case has been submitted, the information cannot be changed through the portal.

Q: **What should I do if ICD-9, CPT code or provider of service information needs to be changed in a previously submitted request?**

Ans.   Send a message to KePRO with the correct information and KePRO staff will make the changes to the case.
1. From the Requests menu, select View Requests.
2. Click View on the case you need to correct. The Request Overview screen displays.
3. Scroll to the Messages section of the Request Overview screen. This section provides places to send messages, attach documents, and enter clinical information.
4. Click Send New Message.
5. Complete the information and click OK.

Q: **How do I process a reconsideration?**

Ans.   Locate the denied case and click "extend." Change the service detail from "Prior Auth" to "Reconsideration". Please see the provider training manual for further information at http://hchcp.kepro.com/content/training.aspx

Q: **How do I look up an IExchange case in the new system?**

Ans.   You will need to remove the dash (-) and add 8,000 to the end of the IExchange case ID and you will get the migrated case number in Atrezzo.

For example:
IExchange case # 11326-0340 now is Atrezzo Provider Portal # 113268340

IExchange case: 113260340
                +   8000
Atrezzo Portal case: 113268340

Q: **Will the system timeout?**

Ans.   Yes, Atrezzo will time out after 60 minutes of inactivity.

Q: **Will my password expire?**

Ans.   No, passwords have no time limit.

Q: **How can I get into system if I forgot my password?**

Ans.   At system registration or migration, all users set up a question and answer if the password is forgotten. Typical question might be mother's maiden name or favorite food. If you forget your password, follow these steps:
1. Click Forgot Password? The system displays the Change Password screen.
2. Enter your user name and click Next. The system displays the second Change Password screen with the question you provided during registration.
3. Enter the answer. Type the same or a different password. Type it again. Click Finish. The system displays the log-in screen.
4. Log in with your password.

Q: **Do passwords need to contain any special setup, such as upper/ lower case letters or have numbers in them?**

Ans.   The only requirement for passwords is that they be 8 or more characters (alpha and/or numeric).

Q: **Will KePRO accept Service Authorization requests through Atrezzo Connect only?**

Ans.   Although using Atrezzo Provider Portal is the most efficient way to submit a request, KePRO will accept all current methods of submission, including fax.

Q: **What browser can I use to access Atrezzo?**

Ans.   The officially supported browsers are Internet 7 and 8 and Fire Fox 3. Chrome can also be used to access Atrezzo.

Q: **What file types can be submitted?**

Ans.   Atrezzo accepts files with these extensions:

• .pdf	• .txt	• .bmp
• .tif	• .rtf	• .gif
• .doc	• .xls	• .jpg
• .docx	• .xlsx	• .jpeg

Q   **What is the difference between the Servicing and PCP/Facility tabs?**

Ans.
- Use the Servicing Provider tab to identify the Provider or Facility that will be providing the service. Examples:
  - Specialist
  - Home Health Agency
  - Imaging Center
  - DME Provider

- The PCP/Facility field is a dual purpose field.
  - When the member is being referred from the PCP to the Servicing Provider, populate the screen with the Primary Care Physician (PCP)'s name.
  - When the case is for an outpatient surgery request being done at an Outpatient Facility, populate the screen with the Facility.