



**TO:** All Hillsborough County Enrolled Providers Who Submit Prior Authorization Requests to KePRO, HCHCP Utilization Management Service Authorization Contractor

**DATE:** October 15, 2012

**SUBJECT:** Notification of the Implementation of KePRO's New Provider Portal System (Atrezzo) & Web-Ex Training Sessions — *Effective Monday, November 12, 2012*

The purpose of this memorandum is to notify providers who submit prior authorization requests to KePRO, HCHCP's Utilization Management Contractor, that the iEXCHANGE<sup>TM</sup> system will no longer be available to providers, effective **5:00 p.m., Friday November 9, 2012. Providers must begin utilizing KePRO's new Provider Portal, Atrezzo Connect, effective Monday, November 12, 2012 at 8:00 a.m.**

Providers will be able to submit Prior Authorization requests via the current iEXCHANGE<sup>TM</sup> system through **5:00 p.m. on Friday November 9, 2012.** KePRO's fax system and phone messaging will remain active for providers to submit Prior Authorization requests during the transition.

The new Provider Portal, Atrezzo Connect, will be operational on Monday, November 12, 2012 at 8:00 a.m. KePRO is making this transition to their own Provider Portal so that changes may be made to their system more easily when HCHCP program changes occur. Since KePRO owns the system, their internal IT staff can make these necessary changes that will facilitate easier submission by providers. There will be more specific prompts and edits related to specific programs in the new system. HCHCP-related information from the iEXCHANGE<sup>TM</sup> system will be transferred into KePRO's new Provider Portal prior to November 12, 2012.

**Registration Process:**

The registration process for providers is vastly simpler and quicker than with iEXCHANGE<sup>TM</sup> and happens immediately on-line. **You may start to register for your new Atrezzo Connect Logon Monday, October 15<sup>th</sup>.**

Provider registration is required to use Atrezzo Connect. From <http://hchcp.kepro.com>, providers may click on "First Time Registration" to be prompted through the registration process. Previous iEXCHANGE Administrators should be the individuals who register their office/provider. **Newly registering providers will need their 10-digit National Provider Identification (NPI) number and their 9 digit TPA Provider ID number that can be obtained by contacting your MSO for specialists and for all others on their remits.**



The Atrezzo Connect User Guide is available at <http://hchcp.kepro.com>: Click on the *Training* tab, then the *General* tab.

### Who Should Attend KePRO WebEX Training

If you are currently submitting requests to KePRO for services by any method (fax or iEXCHANGE), then you should attend the training. Training dates are in the chart below. The training sessions will be performed through Web-Ex presentations.

### To attend a scheduled web based training:

Go to the KePRO website, <http://hchcp.kepro.com>, click on the *Training* tab and you will see the *Scheduled Training Live and Recorded* link. This will take you to the live and recorded sessions.

WebEx Session	Date	Time
WebEx - 1	Monday, October 15, 2012	9:30 a.m. — 11:30 a.m.
WebEx - 2	Tuesday, October 16, 2012	1:00 p.m. — 3:00 p.m.
WebEx - 3	Wednesday, October 17, 2012	9:30 a.m. — 11:30 a.m.
WebEx - 4	Tuesday, October 23, 2012	9:30 a.m. — 11:30 a.m.
WebEx - 5	Wednesday, October 24, 2012	1:00 p.m. — 3:00 p.m.
WebEx - 6	Monday, October 29, 2012	9:30 a.m. — 11:30 a.m.
WebEx - 7	Tuesday, October 30, 2012	1:00 p.m. — 3:00 p.m.
WebEx - 8	Wednesday, October 31, 2012	9:30 a.m. — 11:30 a.m.

Registration is not required to attend KePRO's live web presentations, but space is limited to 100 attendees. All recorded trainings will be available to view at your convenience at any time.

### KePRO Customer Service Assistance:

All inquires related to the transition from iEXCHANGE™ to KePRO's new Provider Portal must be directed to KePRO.

Providers may call **Toll Free** (1-866-495-8388)

<http://hchcp.kepro.com>