



PRIOR-AUTHORIZATION SERVICES

North Dakota Department of Human Services

May 2021



Agenda

1. Who is Kepro
2. Registration Process for New Users
3. Registering for Multifactor Authentication
4. Signing on using Multi-Factor Authentication
5. Submitting a Request for an Authorization
6. Checking on case status
7. Next Steps
8. Contact information

About Kepro

Since 1985, Kepro has helped members lead healthier lives through clinical expertise, integrity and compassion. Kepro was founded by physicians and clinical expertise is at the core of our organization.

- Currently servicing 250 state, federal and employer clients
- URAC accredited in UM, CM, DM, & IRO
- Over 3,000 credentialed physicians and 500 clinicians on our Advisory and Review panel
- Currently partnered with NDDHS to provide both prior-authorization and retrospective review services



426M
In Savings through
Care Management



35 YEARS
Serving Government
Sponsored Healthcare
Programs



1.8M
UM Reviews a year



PART TWO

Registration Process

Note: Providers may skip this step if they have already registered

Provider Registration

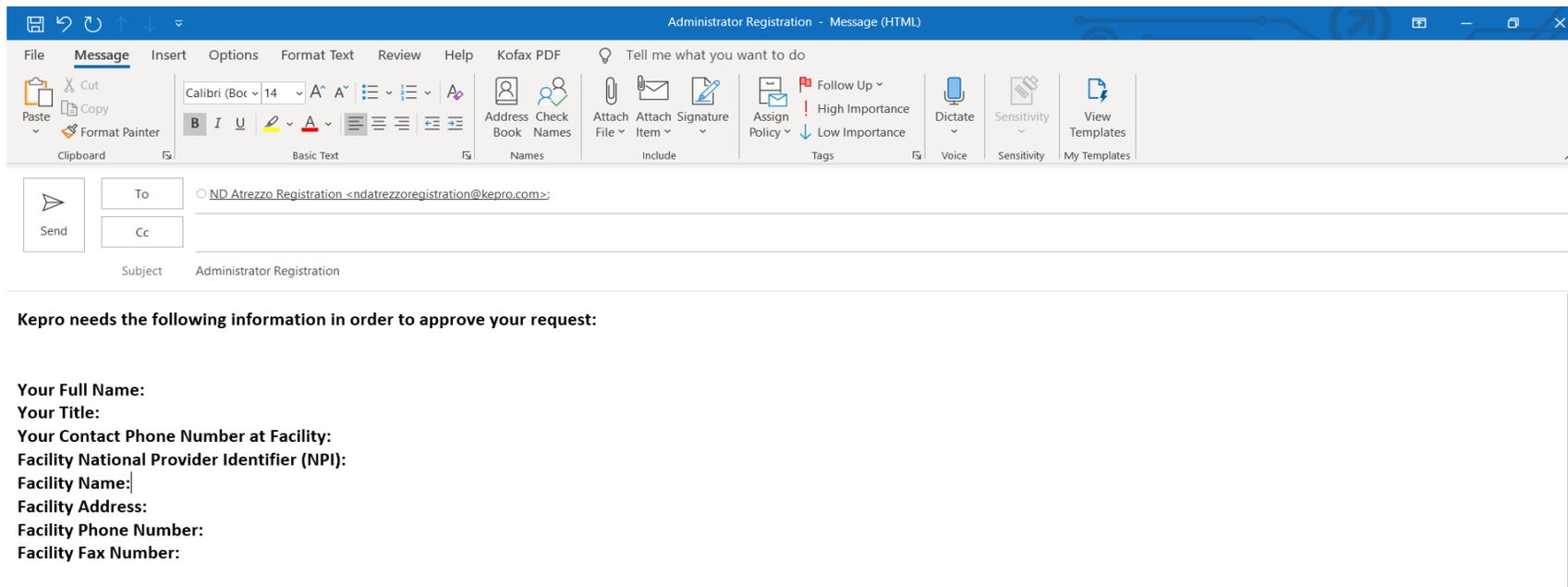
Access & Registration

- All providers will designate a Provider Group Administrator for their facility. This person will need to add and manage all other users of the Provider Portal.
- The Provider Administrator will register the Provider Group Account using the NPI and Medicaid ID for the facility or clinic.
- Upon initial login, the Provider Administrator should follow the steps on the subsequent slides to complete registration.

Provider Registration: Initiating A Request for Access

To register as the account administrator of your facility, clinic, or doctor's office, please click [here](https://ndatrezzoregistrationkepro.com) (ndatrezzoregistrationkepro.com) to send us an email. Complete all of the requested information within the email before sending. You will be contacted by Kepro and provided with a registration code to access Kepro's ANG Provider Portal at <https://portal.kepro.com>

Email Example:



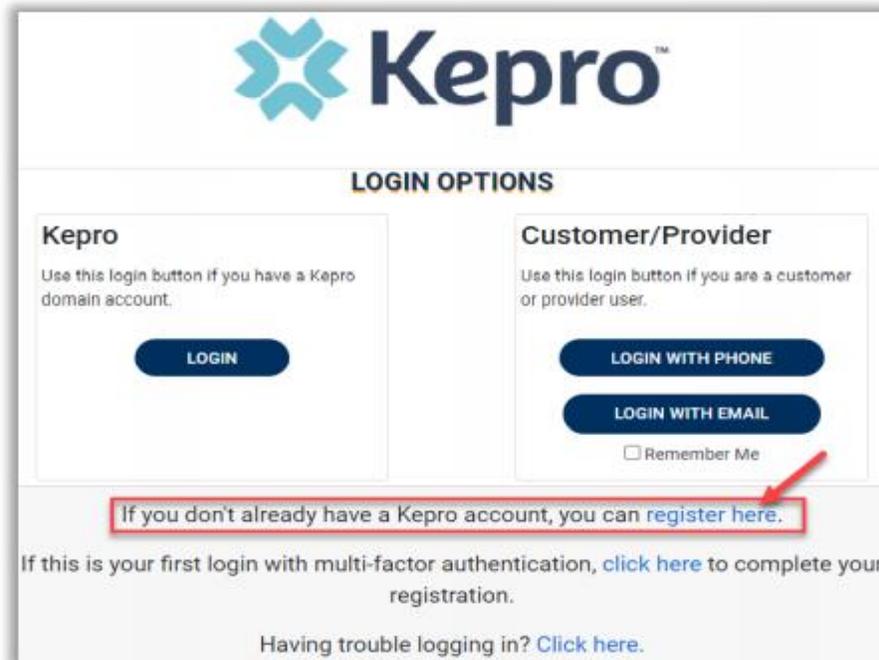
Once complete, an access code will be emailed to you within 2 business days

Provider Registration Cont.

SECTION 2 – New Provider Registration & MFA Registration

Use these instructions if you are a new provider and need to register for a Kepro account. The below instructions will guide you through registering for the Atrezzo Provider Portal and completing the Multi-Factor Authentication (MFA) Registration. Both registration and MFA registration are a one-time process.

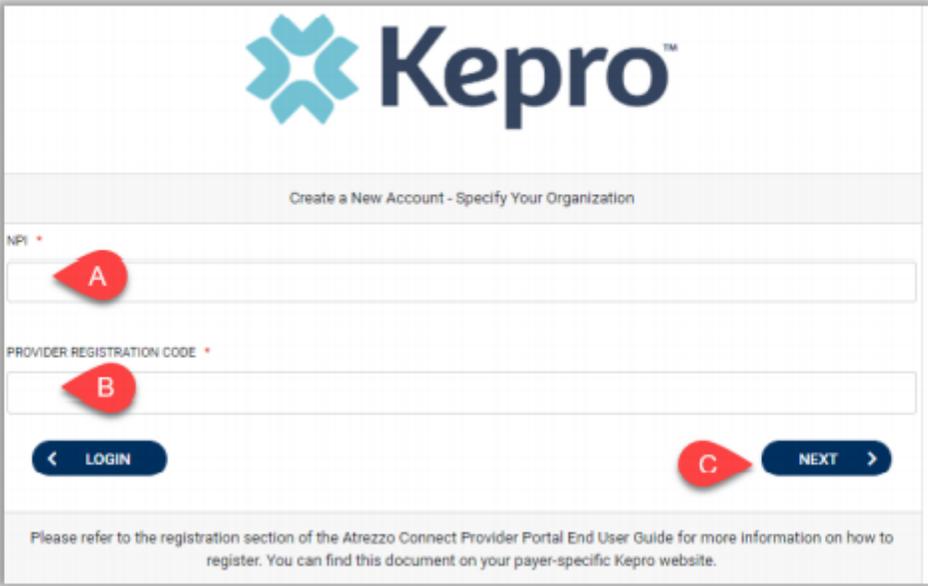
From the login screen, click the link to register for a Kepro Account.



Provider Registration Cont.

Use the code sent from step #1

Enter NPI and Registration Code, then click Next.



The screenshot shows the Kepro registration interface. At the top is the Kepro logo. Below it is a header bar that reads "Create a New Account - Specify Your Organization". The form contains two input fields: "NPI" and "PROVIDER REGISTRATION CODE". A red callout bubble labeled "A" points to the NPI field, "B" points to the registration code field, and "C" points to the "NEXT" button. At the bottom of the form, there is a "LOGIN" button with a left arrow and a "NEXT" button with a right arrow. A footer note at the bottom of the form reads: "Please refer to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information on how to register. You can find this document on your payer-specific Kepro website."

Provider Registration Cont.

Create Username, and enter all required fields under Contact Information, then click Next.

Create a New Account - Enter User Information

Organizational Information

Please enter the required (*) fields

Account Information

USERNAME *

Contact Information

FIRST NAME *

LAST NAME *

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

CITY

STATE

Select State

ZIP CODE

EMAIL *

CONFIRM EMAIL *

PHONE

Providers in receipt of Faxed Determination Letters: Official communication of service authorization will be sent to the fax number entered below.

FAX *

[← LOGIN](#) [NEXT →](#)

Provider Registration Complete



REGISTRATION

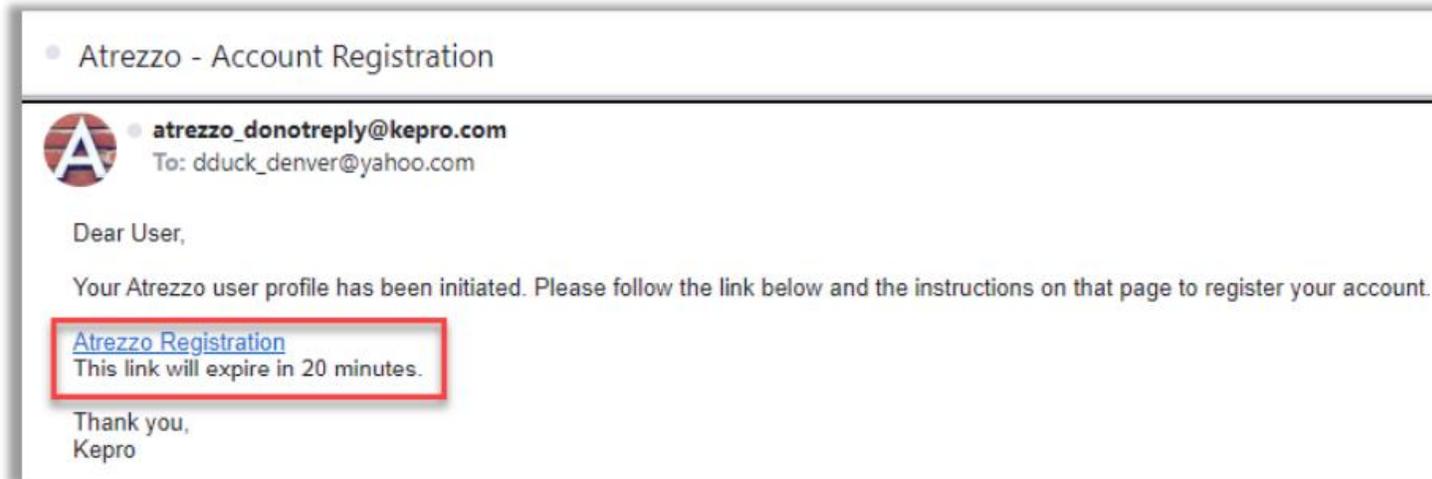
Registration successful. Please check your registered email to complete registration process within 20 minutes.

[LOGIN](#)

Provider Registration Complete

- An email will be sent to your account

A message will display confirming the Registration is complete. To complete the Multi-Factor Authentication registration, you must click the link in your email within 20 minutes.



Select the best multi-factor authentication method for you. A phone registration will require a direct line with 10-digits; extensions are not supported.



PART THREE

Multi-factor Authentication

Single-Factor authentication (username/password) is not sufficiently secure when handling sensitive Personal Health Information or Personally Identifiable Information. Multi-Factor authentication is required to properly secure access to sensitive information.

What is MFA?

Multi-Factor authentication (MFA) is an authentication method that requires users to verify identity using multiple independent methods. Instead of just asking for a username and password, MFA implements additional credentials like a pin sent via email or text, or a verification call made to a preregistered phone number.

How it Works:

The goal of MFA is to provide a multi-layered defense system. This helps ensure that the users who access your system are who they say they are. Even if one factor is compromised, there are still more barriers to breach.

For example, to log in to a secure program, a user would need to type a password and enter another number from a text, phone call or email. Only the correct password combined with the correct number from the additional authentication factor would give a user access

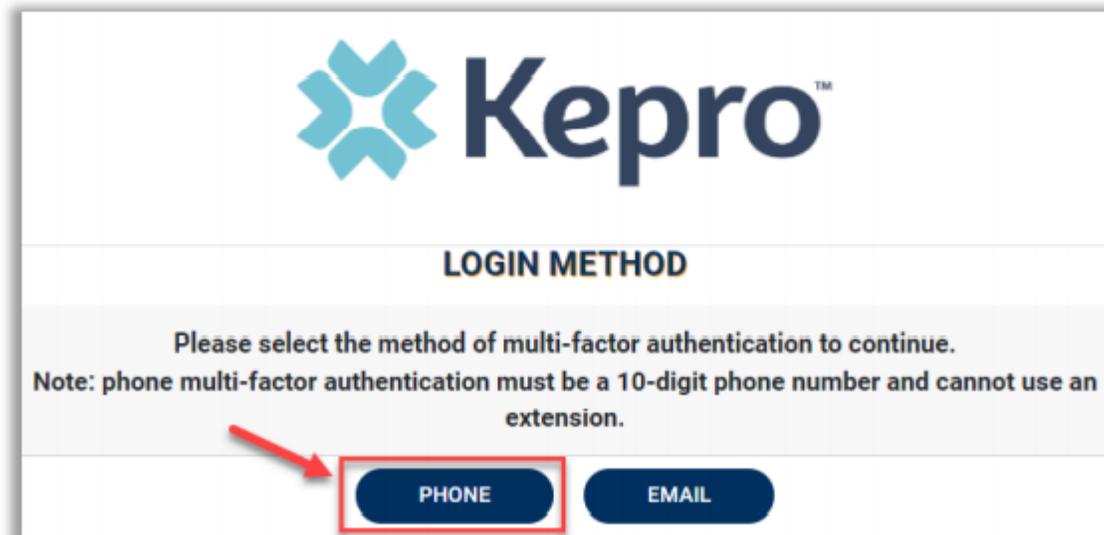
Register for MFA

Setting up secure access

NOTE: When choosing an authentication method, you will be required to enter an email address for both options. Only choose the Email option if you do not have access to a direct phone line (landline or mobile).

Phone Verification

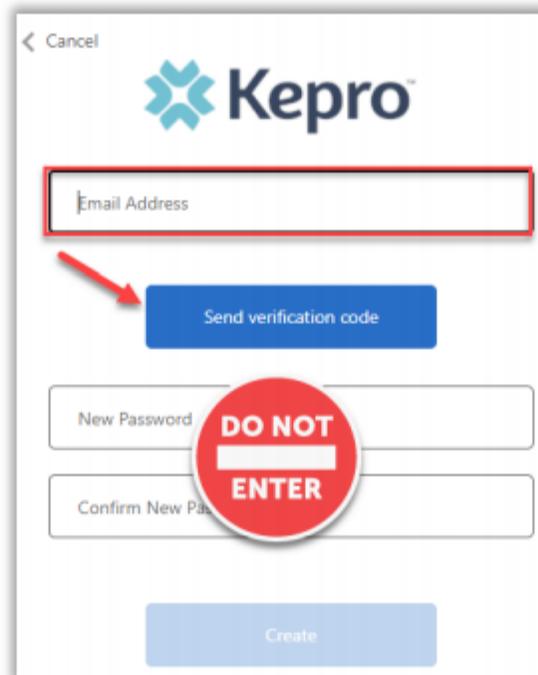
Click the PHONE button



The image shows a screenshot of the Kepro login interface. At the top is the Kepro logo, which consists of a blue stylized flower icon followed by the word "Kepro" in a dark blue sans-serif font. Below the logo is a white header bar with the text "LOGIN METHOD" in a bold, dark blue font. Underneath the header is a light gray instruction box containing the text: "Please select the method of multi-factor authentication to continue." followed by a note: "Note: phone multi-factor authentication must be a 10-digit phone number and cannot use an extension." At the bottom of the screen are two dark blue buttons with white text: "PHONE" and "EMAIL". A red arrow points to the "PHONE" button, which is also enclosed in a red rectangular box.

Register for MFA Cont.

Enter your work email address, then click Send Verification Code. A code will be sent to your email.



A screenshot of the Kepro registration form. At the top left is a back arrow and the word "Cancel". The Kepro logo is centered at the top. Below it is a text input field labeled "Email Address" with a red border. A red arrow points from the bottom left of this field to a blue button labeled "Send verification code". Below the button are two more text input fields: "New Password" and "Confirm New Pa...". A red circular stamp with a white horizontal bar is overlaid on the "New Password" field, containing the text "DO NOT ENTER". At the bottom of the form is a light blue button labeled "Create".

Register for MFA Cont.

IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).
Enter the verification code sent to the email address entered; then click Verify Code.

Cancel

Verification code has been sent. Please copy it to the input box below.

.com

Verification Code

Verify code Send new code

New Password

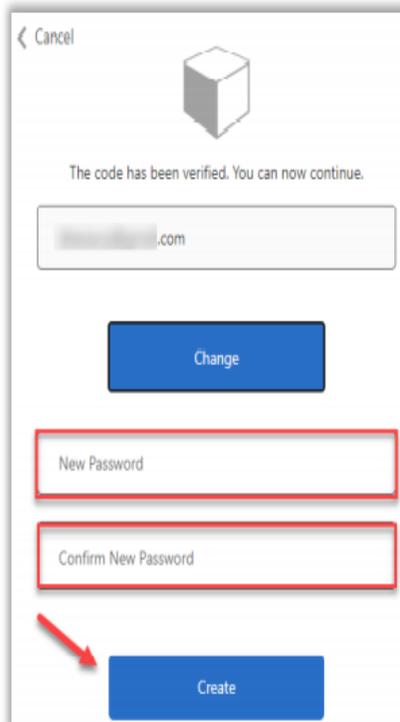
Confirm New Password

Create

IMPORTANT: Do NOT enter anything in the Password section (this is not needed at this step).

Register for MFA Cont.

After email verification is complete, enter a new password, confirm the password, and click Create. This is creating a password for the Multi-Factor Authentication Registration.

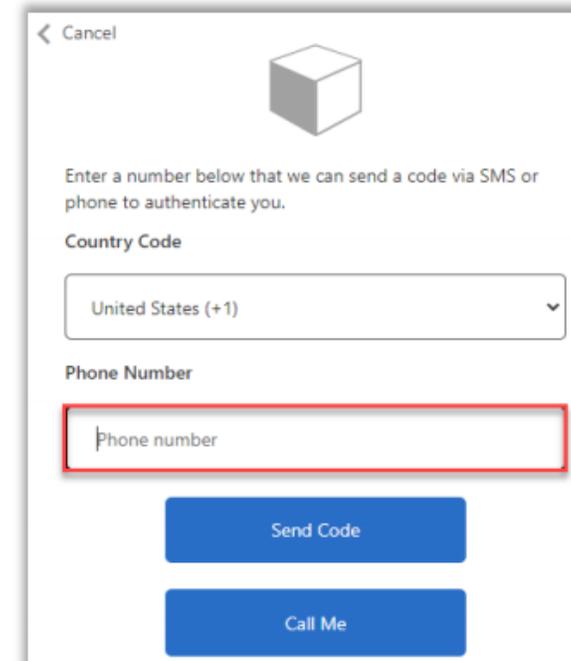


A screenshot of a mobile application interface for MFA registration. At the top left is a back arrow and the word "Cancel". Below it is a 3D cube icon. The text reads "The code has been verified. You can now continue." Below this is a text input field containing a blurred email address followed by ".com". A blue "Change" button is positioned below the email field. Further down are two text input fields: "New Password" and "Confirm New Password", both outlined in red. At the bottom is a blue "Create" button, also outlined in red, with a red arrow pointing to it from the left.

Helpful Hints

- * Password are 8-16 characters
- * 1 upper case/ 1 lower case
- * 1 number
- * 1 special character

Enter your phone number and select Send Code or Call Me.

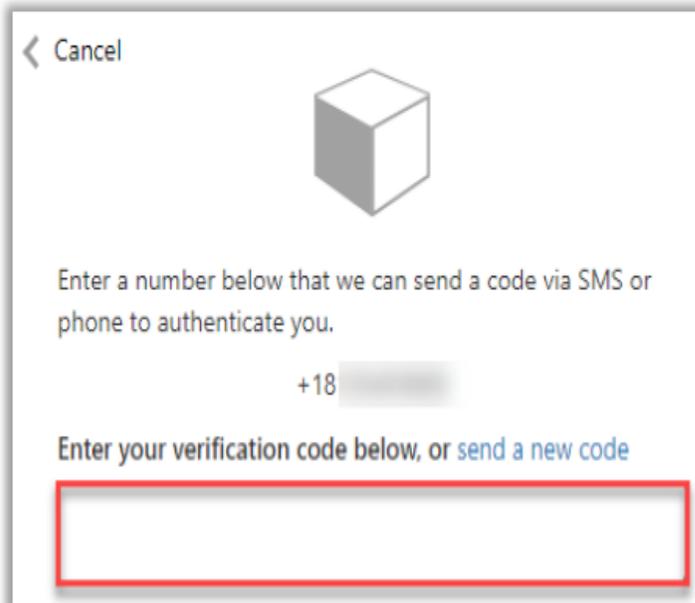


A screenshot of a mobile application interface for MFA registration. At the top left is a back arrow and the word "Cancel". Below it is a 3D cube icon. The text reads "Enter a number below that we can send a code via SMS or phone to authenticate you." Below this is a "Country Code" dropdown menu showing "United States (+1)". Underneath is a "Phone Number" text input field, outlined in red, with a cursor at the end. At the bottom are two blue buttons: "Send Code" and "Call Me".

Register for MFA Cont.

When phone call is selected, the user will receive a phone call on the registered phone number and will be prompted to press the # key to complete authentication.

For SMS text authentication, enter the verification code received.



< Cancel



Enter a number below that we can send a code via SMS or phone to authenticate you.

+18

Enter your verification code below, or [send a new code](#)



Kepro, Inc. 777 East Park Drive Harrisburg, PA 17111 Toll-free: 800.222.0771 Phone: 717.564.8288 Fax: 717.564.3862 www.kepro.com

I have read and agree to these terms of use.

CONTINUE >

Sign-on Complete

Login will complete and the home screen will display.

The screenshot displays the Kepro application's home screen. At the top left is the Kepro logo. To its right is a search bar with the placeholder text "Search for Case # or Program #" and a "SEARCH" button. Further right, the user's name "Daniyel Bezaury" is displayed next to a profile icon. Below this is a dark blue navigation bar with icons and labels for "HOME", "CASES", "CREATE CASE", "CONSUMERS", "SETUP", "MESSAGE CENTER", "REPORTS", and "Help".

The main content area is titled "HOME" and features a summary section with the following data:

0 NEW MESSAGES	WORK-IN-PROGRESS	NOT SUBMITTED	SUBMITTED
Go to Message Center	0	0	0

Below this is a message: "Request Saved But Not Submitted".

A table with the following columns is shown:

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
----------	-----------	-------------	---------------	---------------	---------------

At the bottom of the table area, it states "No records found."

Adding Another User

Helpful Hints

- Provide each user at your facility with their new username and password.
- Always use Manage Providers Groups Tab

What to Know

- Click on **SETUP** on the navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the **arrow** on the far right to expand the section.
- Click on **Add New User**.
- Create a **username** and **password**, complete the contact information section, click **Create**.

HOME CASES CREATE CASE CONSUMERS **SETUP** MESSAGE CENTER REPORTS Help

SETUP REGISTER NEW PROVIDER +

Manage Provider Groups (1) Manage Users (2)

MATTHEW NPI : / Physicians / PO BOX 2010

NPI	PROVIDER TYPE	ADDRESS
	Physicians	PO BOX 2010

AVAILABLE USERS FROM YOUR GROUP

Select Any ADD ADD NEW USER

USER NAME *
PASSWORD *
CONFIRM PASSWORD *

Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must contain at least: an uppercase letter, a lowercase letter, a number and special characters like @, %, +, \, /, !, #, \$, ^, ?, ;, ., (,), {, }, [,], ~, ~, ~.

CONTACT INFORMATION

FIRST NAME *	LAST NAME *	EMAIL *	CONFIRM EMAIL *

ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE/PROVINCE
			Select One

POSTAL CODE	PHONE	FAX *

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

CREATE

Helpful Videos

Please see additional video instructions regarding these processes via the links below:

- [Provider Admin Registration Video](#)
- [Provider Admin Add & Manager Users Video](#)





PART FOUR

Log On Using Multi-factor Authentication

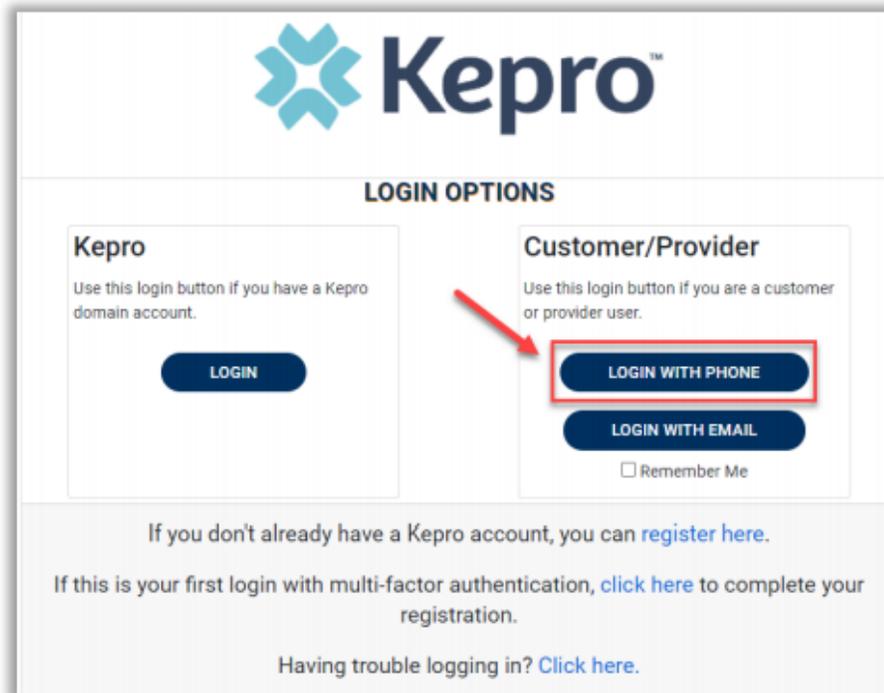
*** use this process for subsequent portal access***

Logging In via Phone

SECTION 3 – Phone Login

Use these instructions if you have already registered MFA with a direct phone number and want to login via SMS text or voice call.

From the login page, click Login With Phone



The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is the heading "LOGIN OPTIONS". There are two main login boxes. The left box is titled "Kepro" and contains a "LOGIN" button. The right box is titled "Customer/Provider" and contains three buttons: "LOGIN WITH PHONE", "LOGIN WITH EMAIL", and a "Remember Me" checkbox. A red arrow points to the "LOGIN WITH PHONE" button, which is also enclosed in a red rectangular box. Below the login options, there are three lines of text: "If you don't already have a Kepro account, you can [register here](#).", "If this is your first login with multi-factor authentication, [click here](#) to complete your registration.", and "Having trouble logging in? [Click here](#)."

Logging in using a phone number (as opposed to email) is the most secure option

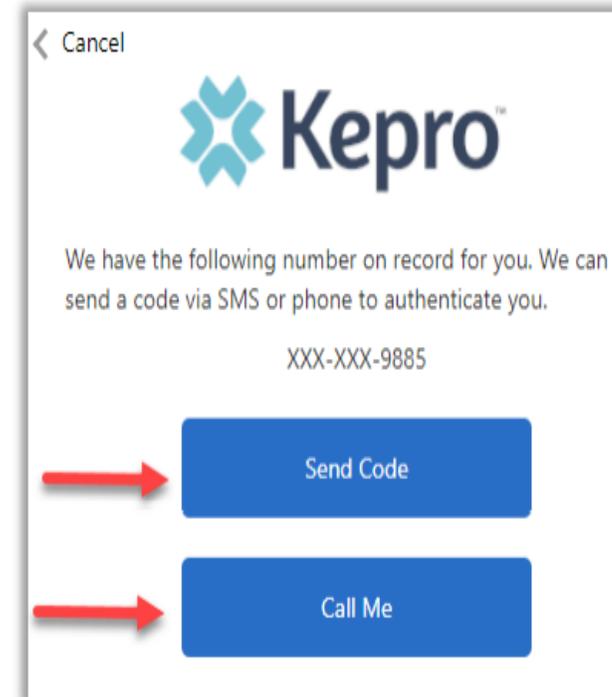
MFA Sign-On Continued

Enter the email address and password created during the registration process. Click Sign in



The image shows a mobile app sign-in screen for Kepro. At the top is the Kepro logo. Below it, the text "Sign in with your email address" is displayed. There are two input fields: the first for an email address (partially obscured by a grey box) and the second for a password (filled with dots). A link "Forgot your password?" is located below the password field. At the bottom, there is a blue "Sign in" button. A red arrow points to the "Sign in" button.

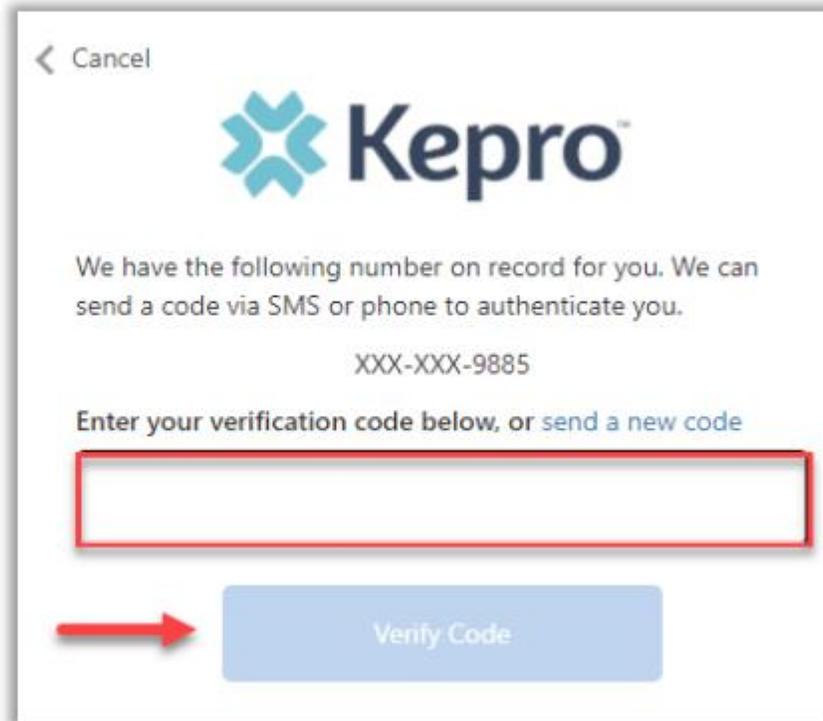
Confirm the phone number on file to receive a verification code. Select Send Code for an SMS text verification code or Call Me for a voice call prompting to press the # to complete verification.



The image shows a mobile app verification screen for Kepro. At the top left is a back arrow and the word "Cancel". The Kepro logo is at the top center. Below the logo, the text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Below this text is the phone number "XXX-XXX-9885". At the bottom, there are two blue buttons: "Send Code" and "Call Me". Red arrows point to each of these buttons.

MFA Final Step

If Send Code option is selected, enter code received via text and click Verify Code.



A screenshot of a mobile application interface for MFA verification. At the top left is a back arrow and the text "Cancel". In the center is the Kepto logo, which consists of a blue asterisk-like icon followed by the word "Kepto" in a dark blue sans-serif font. Below the logo, the text reads: "We have the following number on record for you. We can send a code via SMS or phone to authenticate you." Underneath this is the phone number "XXX-XXX-9885". Below the phone number is the instruction "Enter your verification code below, or [send a new code](#)". A red rectangular box highlights the empty text input field. At the bottom, there is a blue button labeled "Verify Code" with a red arrow pointing to it from the left.

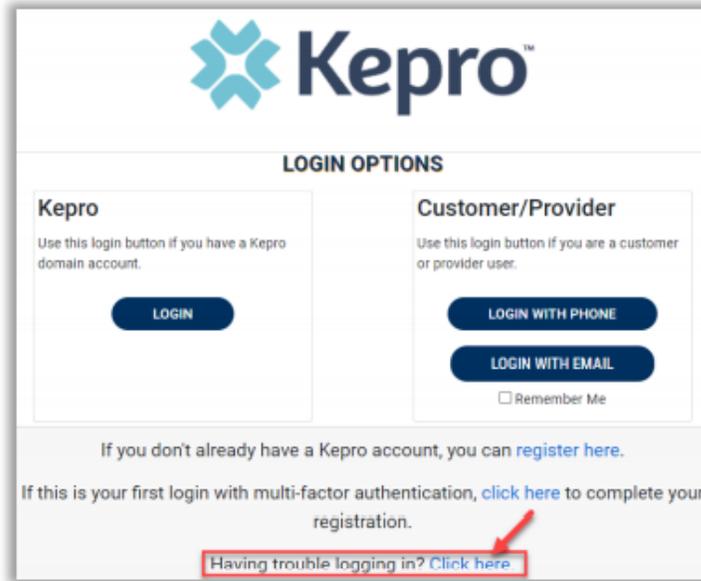
Sign-on Complete

Login will complete and the home screen will display.

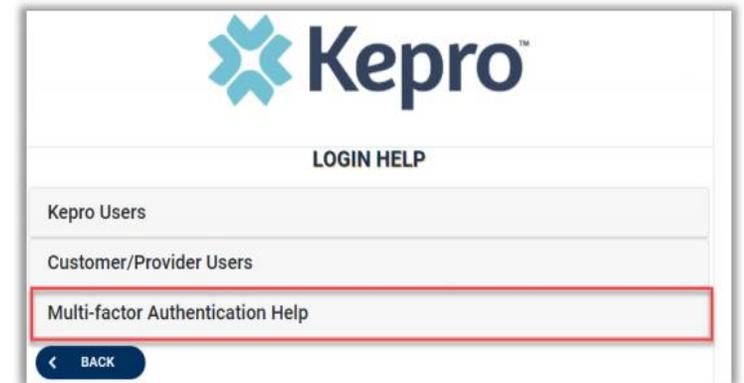
The screenshot displays the Kepro application home screen. At the top left is the Kepro logo. To its right is a search bar with the placeholder text "Search for Case # or Program #" and a "SEARCH" button. The user's name, "Daniyel Bezaury", is shown in the top right corner. Below the search bar is a dark blue navigation bar with icons and labels for "HOME", "CASES", "CREATE CASE", "CONSUMERS", "SETUP", "MESSAGE CENTER", "REPORTS", and "Help". The main content area features a "HOME" heading, a "0 NEW MESSAGES" notification with a "Go to Message Center" link, and four status columns: "WORK-IN-PROGRESS", "NOT SUBMITTED", and "SUBMITTED", each with a "0" count. A message "Request Saved But Not Submitted" is displayed above a table with the following headers: "CONTRACT", "CASE TYPE", "CONSUMER ID", "CONSUMER NAME", "DATE OF BIRTH", and "LAST MODIFIED". The table currently shows "No records found."

Trouble logging on? See our helpful hints on this slide.

Need Help?



Click Multi-Factor Authentication Help



Follow the prompts for the assistance needed.



PART FIVE

Submitting a Request for Prior-Authorization

Creating a Case

Create Case



This section will identify the steps to create a new UM case. Drop down options will vary based on contractual requirements and displays can vary by assigned user role.

Click Create Case in the navigation index. Select the appropriate case type: UM. Search for a Consumer by entering the Contract, and consumer information, then click .

The screenshot shows a web form titled "CREATE CASE / SELECT CASE TYPE". It has a section for "NEW CASE REQUEST" with an "EXPAND ALL" button. Below that is a "CASE TYPE" section with a dropdown menu set to "UM". The "Consumer Information" section is expanded, showing a "SEARCH CONSUMER" form with fields for "CONTRACT" (dropdown), "FIRST NAME", "LAST NAME", "DATE OF BIRTH" (calendar icon), and "SSN (XXX-XX-XXXX)". There are "MORE FILTERS" and "SEARCH" buttons at the bottom of the search section, and a "NEXT" button at the bottom right of the form.

Creating a Case Cont.

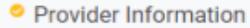
Once the appropriate Consumer is selected, enter Provider Information. Contract will default based on selected Consumer. Enter appropriate Provider Type (Facility or Provider) and available information, then click .

CASE TYPE *
UM

 Consumer Information

CONSUMER NAME	DATE OF BIRTH	SSN	CONSUMER MEMBER ID	CITY	STATE	COUNTRY	COUNTY



 Provider Information

SEARCH PROVIDER

CONTRACT * PROVIDER TYPE * FIRST NAME LAST NAME NPI COUNTRY

  Select One

MORE FILTERS SEARCH

PREVIOUS NEXT

Once the appropriate Provider is selected, enter Case Parameters (options will vary by contract), then click .

NOTE: *Until all required fields are completed, the Create Case button will remain inactive (grayed out). Once all required fields are completed, this button will activate and the case can be created.*

Creating a Case Cont.

Once the case has been created, the case page will display. The case will default to "Un-Submitted" until all required UM information is added to officially submit the request.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

UN-SUBMITTED	CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
		Outpatient	Cerner		

UM-OUTPATIENT EXPAND ALL ▾

Consumer Details		Location: [REDACTED]	▾
Provider/Facility		Request/Service: [REDACTED]	▾
Clinical		Service Type : Request Type :	Notification Date : 09/21/2020 Notification Time : 04:57 PM ▾
Questionnaires			▾
Attachments	Document-0	Letters- 0	▾
Communications	Most Recent Interaction date:	Most Recent Note date:	▾

< CANCEL REQUEST VALIDATE REQUEST SUBMIT REQUEST

Complete all required information based on contractual requirement and workflow. Some information will populate based on the case creation, including Consumer Details and provider/Facility.

Complete Required Information

Add Service Details

To add clinical details supporting the request, expand Clinical then expand Service Details. Complete the required information (indicated by red asterisk). To add a note, the user will need to identify if it is to be an internal note (indicating only internal Kepro staff can see this note) or an external note (indicating the providers, clients, and customers are able to see the note). Once a note is added, you must click Save Note. Drop downs will auto save; however, you must save all notes once documentation is complete.

The screenshot shows a web interface for adding service details. At the top, there are two expandable sections: 'Clinical' and 'Service Details', both with blue upward-pointing arrows. Below 'Service Details' is the 'SERVICE DETAILS' section. It contains several fields: 'INTAKE METHOD *' (dropdown menu with 'Select One' and callout 1), 'PLACE OF SERVICE *' (dropdown menu with 'Select One' and callout 2), 'SERVICE TYPE *' (dropdown menu with 'Select One' and callout 3), 'DISCHARGE DATE' (text input with 'MM/DD/YYYY' and a calendar icon), and 'DISCHARGE DISPOSITION' (dropdown menu with 'Select One'). Below these is a 'Notes' section with radio buttons for 'Internal Note' (selected) and 'External Note (Visible to Providers)'. A large text area for the note is marked with callout 4. At the bottom right of the note area is a dark blue 'SAVE NOTE' button marked with callout 5.

Complete Required Information Cont.

Adding Procedure (Request)

After entering the Service Details, expand Procedure (Request) and complete all required fields. Drop downs will auto save; however, note documentation will need to be indicated as internal or external and saved.

NOTE: Notification Date and Notification Time will auto populate with current date and time.

The screenshot shows a web interface for adding a procedure request. It features a sidebar with expandable sections: 'Clinical', 'Service Details', 'Procedures(Request)', and 'Request 01'. The 'Procedures(Request)' section is expanded, showing a form with the following fields and callouts:

- 1:** A dropdown menu for 'REQUEST TYPE' with 'Select One' visible.
- 2:** A date input field for 'NOTIFICATION DATE' containing '09/21/2020'.
- 3:** A time input field for 'NOTIFICATION TIME' containing '5:06 PM'.
- 4:** A text input field for 'Notes'.
- 5:** A 'SAVE NOTE' button.

Additional form elements include a 'FIPS CODE' field, radio buttons for 'Notes' (Internal Note selected, External Note (Visible to Providers) unselected), and a warning message: 'Notes cannot be modified or deleted after being saved'.

The first request will be identified as Request 01 with subsequent requests following in numerical order (Request 02, Request 03, etc.). Once Request Type is entered, a new section will be visible, expand Add Procedures.

Complete Required Information Cont.

To search by a code, enter appropriate code type (which will vary by contract), then enter the code (or beginning of code) and click **SEARCH**. After searching for a code, the result list will display. To select the appropriate procedure code, click the Select box. The selected records will render below. This process should be continued until all procedure codes are entered. Once all selected click **ADD PROCEDURES**.

Add Procedures ^

SEARCH PROCEDURES

CODE TYPE * **1** CODE STARTS WITH **2** DESCRIPTION

SEARCH **RESET**

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/> 3	CPT	97116	GAIT TRAINING THERAPY

Displaying records 1 to 1 of 1 records Previous **1** Next Show 10 Entries

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	97167	OT EVAL HIGH COMPLEX 60 MIN
<input checked="" type="checkbox"/>	CPT	97163	PT EVAL HIGH COMPLEX 45 MIN
<input checked="" type="checkbox"/>	CPT	97116	GAIT TRAINING THERAPY

Displaying records 1 to 3 of 3 records Previous **1** Next Show 10 Entries

4 **ADD PROCEDURES**

Complete Required Information Cont.

To search for a procedure code by description, enter a keyword in the description box and click **SEARCH**.
Select the appropriate procedure code from results list, then click **ADD PROCEDURES**.

Add Procedures ^

SEARCH PROCEDURES

CODE TYPE * **1** CODE STARTS WITH DESCRIPTION **2**

SEARCH **RESET**

SELECT PROCEDURES

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/> 3	CPT	S9128	Speech therapy, in the home,
<input type="checkbox"/>	CPT	S9152	Speech therapy, re-eval

Displaying records 1 to 2 of 2 records Previous **1** Next Show 10 Entries

SELECTED RECORDS

SELECT	CODE TYPE	CODE	DESCRIPTION
<input checked="" type="checkbox"/>	CPT	S9128	Speech therapy, in the home,

Displaying records 1 to 1 of 1 records Previous **1** Next Show 10 Entries

4 **ADD PROCEDURES**

Complete Required Information Cont.

After all Procedure (Request) steps are complete, expand Diagnosis and click **ADD DIAGNOSIS** to continue adding clinical details.

Adding a Diagnosis

To manually enter a diagnosis, click **ADD DIAGNOSIS**. Confirm the Code Type (defaults to ICD10). You can search by code or description if a code is not available.

DIAGNOSIS

SEARCH DIAGNOSIS

ADD DIAGNOSIS ^

CODE TYPE * CODE DESCRIPTION

ICD10

SEARCH RESET

To search by code, enter appropriate code type and click **SEARCH**. After searching for a code, the result list will display. To select the appropriate diagnosis, click the Select box. The selected records will render below. This process should be continued until all diagnosis codes are entered.

Once all selected click **ADD DIAGNOSIS**.

DIAGNOSIS ADD DIAGNOSIS ^

SEARCH DIAGNOSIS

CODE TYPE * CODE DESCRIPTION

ICD10 1 R06.02 2

SEARCH RESET

SELECT	CODE TYPE	CODE	DESCRIPTION	DIAGNOSIS DATE
<input checked="" type="checkbox"/> 3	ICD10	R06.02	SHORTNESS OF BREATH	MM/DD/YYYY

Displaying records 1 to 1 of 1 records

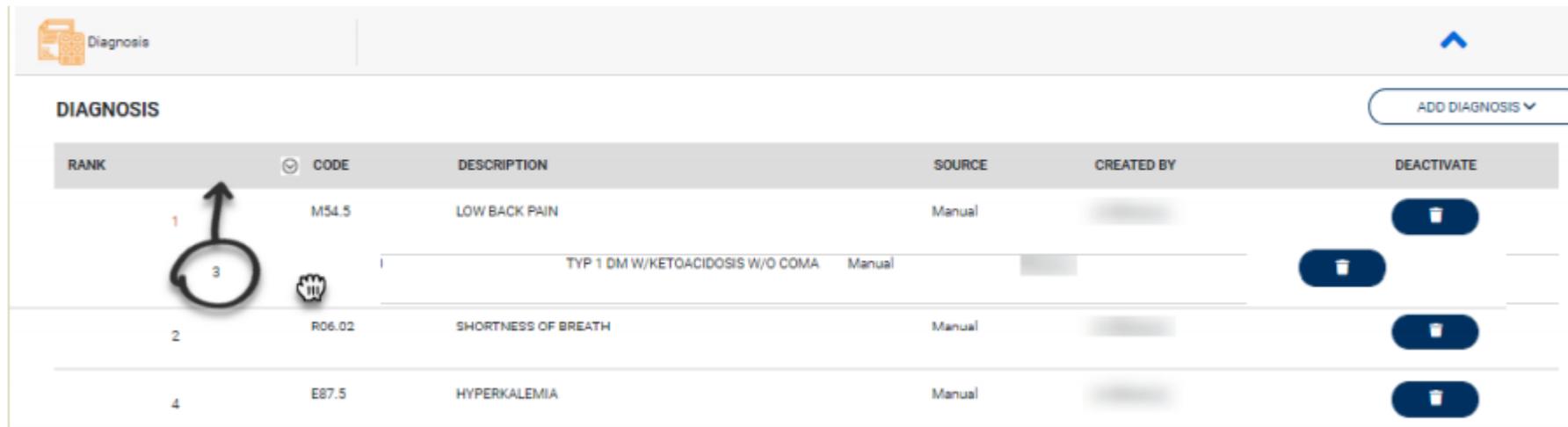
Previous 1 Next Show 10 Entries

SELECTED RECORDS

Complete Required Information Cont.

Once the diagnoses are added, to select the primary diagnosis, click the number (Rank) in the diagnosis list, or drag and drop the primary diagnosis to the top of the list.

The below image demonstrates moving the 3rd item to the top to be the primary diagnosis.



The screenshot shows a 'Diagnosis' list interface. At the top left is a 'Diagnosis' header with a calendar icon. To the right is an 'ADD DIAGNOSIS' button with a dropdown arrow. Below the header is a table with the following columns: RANK, CODE, DESCRIPTION, SOURCE, CREATED BY, and DEACTIVATE. The table contains four rows of data. The third row is highlighted, and a hand icon is shown dragging the rank '3' to the top position. A circular arrow indicates the movement of the item.

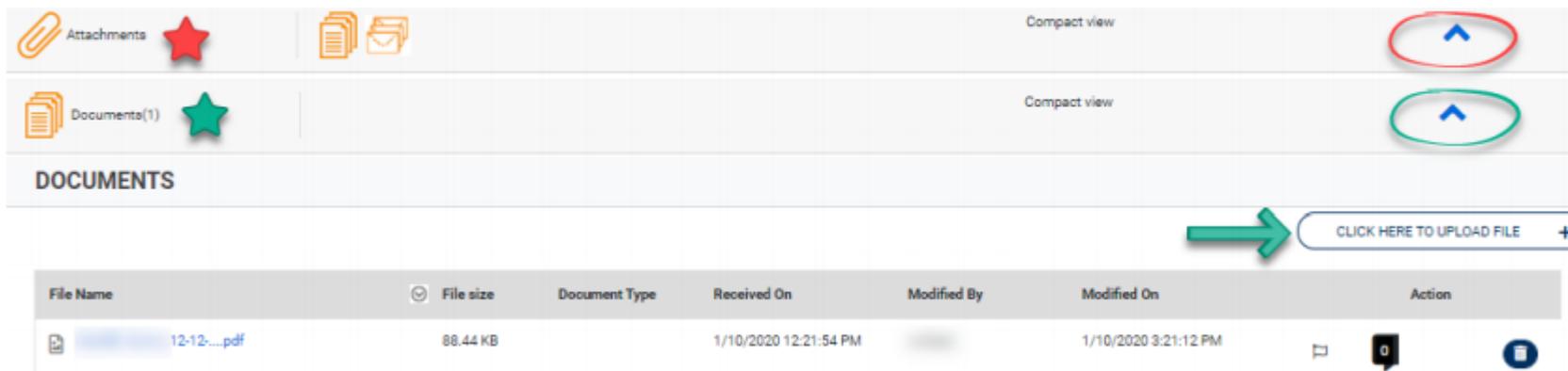
RANK	CODE	DESCRIPTION	SOURCE	CREATED BY	DEACTIVATE
1	M54.5	LOW BACK PAIN	Manual		
3		TYP 1 DM W/KETOACIDOSIS W/O COMA	Manual		
2	R06.02	SHORTNESS OF BREATH	Manual		
4	E87.5	HYPERKALEMIA	Manual		

Upload Clinical Information

Uploading Documents

This section will identify the steps to upload a document to a specified case or consumer specific page. The process to upload a document will be the same regardless of location within the system.

Expand Attachments, then expand Documents.



The screenshot shows a user interface with two main sections: 'Attachments' and 'Documents'. The 'Attachments' section is expanded, showing a red star icon and a document icon. The 'Documents' section is also expanded, showing a green star icon and a document icon. Below the 'Documents' section, there is a table with columns: File Name, File size, Document Type, Received On, Modified By, Modified On, and Action. A green arrow points to a button labeled 'CLICK HERE TO UPLOAD FILE' with a plus sign, located below the table.

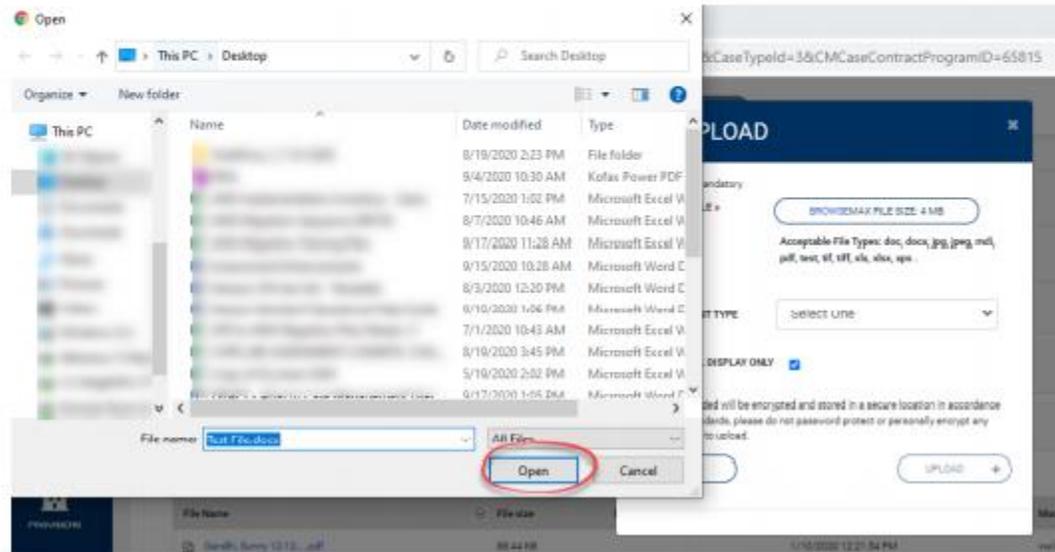
File Name	File size	Document Type	Received On	Modified By	Modified On	Action
12-12-...pdf	88.44 KB		1/10/2020 12:21:54 PM		1/10/2020 3:21:12 PM	

Select [CLICK HERE TO UPLOAD FILE](#) +. A pop up will open. Click Browse to search for document to upload. Choose the appropriate Document Type from the drop down menu.

Upload Clinical Information Cont.

Select . A pop up will open. Click Browse to search for document to upload. Choose the appropriate Document Type from the drop down menu.

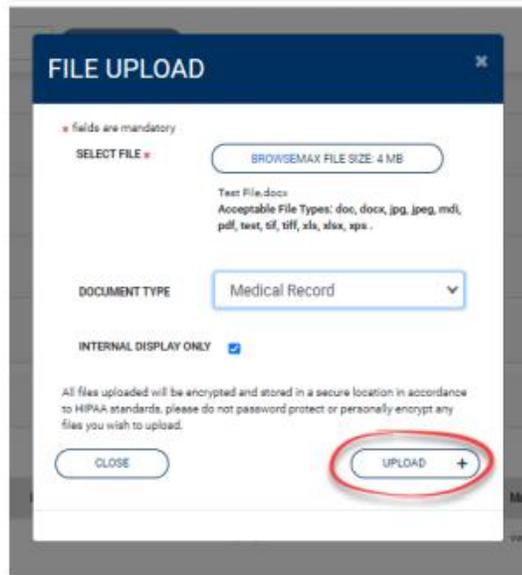
NOTE: Drop down options will vary by contract.



Upload Clinical Information Cont.

Click .

NOTE: *There is a size limit for all documents attached which can be modified based on contract requirements. If attached file is too large, split the document into smaller batches for successful upload.*



The screenshot shows a 'FILE UPLOAD' modal window. At the top, it says 'FILE UPLOAD' with a close button. Below that, a note states 'fields are mandatory'. The form includes a 'SELECT FILE' section with a 'BROWSE MAX FILE SIZE: 4 MB' button and a list of acceptable file types: doc, docx, jpg, jpeg, mdf, pdf, text, tif, tiff, xls, xlsx, zip. There is a 'DOCUMENT TYPE' dropdown menu set to 'Medical Record' and an 'INTERNAL DISPLAY ONLY' checkbox which is checked. A disclaimer at the bottom states: 'All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.' At the bottom of the form, there are two buttons: 'CLOSE' and 'UPLOAD +', with the 'UPLOAD +' button circled in red.

Uploaded documents are available as a hyperlink to view the information once uploaded. Click the file name to view. Click the Callout to add and/or view a comment.

Upload Clinical Information Cont.

Uploaded documents are available as a hyperlink to view the information once uploaded. Click the file name to view. Click the Callout to add and/or view a comment.

✔ Uploaded Successfully!

File Name	PROGRAM	Document Type	Received On	Modified By	Modified On	Reques	Action
test upload ANG.docx Internal			12/15/2020 4:13:01 PM	kputtkammer	12/15/2020 4:13:01 PM	0	  

Click the callout icon to add or change a comment

Click flag image to flag the file

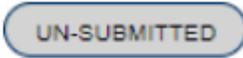
Click here to deactivate a document

ADD COMMENT +

Displaying records 1 to 1 of 1 records

Previous

Submitting the Request Cont.

Once submitted, with complete information, status will change from  to .

All new submitted cases will have a task auto created as an identifier that additional information is needed for this case. The task will have Task Name "Clinical Review" and the group will be assigned based on the type of request (standard vs urgent). Auto creation of tasks and task names will vary by contractual requirements.



PART SIX

Check Status of a Case

Once a case is submitted, you may find it using these next steps

Checking the Status of a Case

This section will identify the steps to search for cases based on selected search parameters. This section is searchable by Case or Consumer. Select the specific search on the top.

To search By Case, select Case Type UM from the drop down. Once the Case Type is specified, additional search parameters will appear. To identify specific cases and ensure efficient search results, try selecting specific information in each drop down to narrow search results.

Note: You must enter a submitted or service date span for search results to render.

The screenshot shows the 'CASES' search interface in the Kepro application. The top navigation bar includes 'HOME', 'CASES' (highlighted with a red box), 'CREATE CASE', 'CONSUMERS', 'SETUP', 'MESSAGE CENTER', 'REPORTS', and 'Help'. Below the navigation bar, the page title is 'CASE / SEARCH - BY CASE'. The main section is titled 'CASES' and features two search filters: 'BY CASE' (highlighted with a red box) and 'BY CONSUMER'. Under the 'BY CASE' filter, there is a 'CASE TYPE' dropdown menu with 'UM' selected (highlighted with a red box). Below this, there are several search parameters: 'REQUEST STATUS' (Submitted), 'TYPE' (All Types), 'SERVICE TYPE' (Select One), 'DATE TYPE' (Service Dates), 'FROM DATE' (MM/DD/YYYY), 'TO DATE' (MM/DD/YYYY), and 'SEARCH CONTEXT' (All Related Submitting Providers). A 'SEARCH' button is located at the bottom right of the form.

Checking the Status of a Case Cont.

Search results will render below. The Case ID is a hyperlink which will open the specified Case page.

CASE ID	MEMBER INFO	STATUS	REQUEST INFO	SERVICE TYPE	SERVICE DATE(S)	PROCEDURES
203460001 8015979 View Request [Extend] [Copy] [Discharge]	36324343 [REDACTED] Contract: North Dakota Medicaid	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/11/2020 Outpatient Letters: 0 Messages: 1	- Medical / Surgical	12/31/2020 12:00:00 AM	E1399
203500001 8015985 View Request [Extend] [Copy] [Discharge]	36324355 [REDACTED] Contract: North Dakota Medicaid	Submitted Approved: 0 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Inpatient Letters: 0 Messages: 0	- Medical / Surgical	12/8/2020 12:00:00 AM	LOS 43865
203500003 8015989 View Request [Extend] [Copy] [Discharge]	36324357 [REDACTED] Contract: North Dakota Medicaid	Submitted Approved: 1 Denied: 0 Pending: 0 Void: 0	Submit Date: 12/15/2020 Outpatient Letters: 1 Messages: 0	- Medical / Surgical	12/15/2020 12:00:00 AM	15780

Checking the Status of a Case Cont.

UM Case Status

The UM case will display the case status at the top. The UM program status options are color coded for quick and easy identification.

	This identifies a case that has been started, but has not been completed or officially submitted. This case will not have an associated Case ID until it is submitted. Once all information is entered, the case will move to Submitted or Insufficient Information if any required information is incomplete or missing.
	This identifies a case that has been submitted, but has not yet been reviewed. Once the case is assigned to a clinical reviewer, the status will change to Active Review.
	This identifies a case that has been submitted, but there is not enough information to begin the clinical review. Once the requested/missing information is received the case will move to Active Review.
	This identifies a case that has been submitted and is currently under review. This will include nurse and/or medical director reviews. Once the clinical review is complete and a determination is made, the case will be completed.
	This identifies a case that has been submitted, reviewed, a determination made, and is complete. A Complete case status does not identify the outcome of the clinical review (ie. Approved, denied, partial approval, etc).



PART SEVEN

Next Steps

Next Steps



- 1) Register for the Atrezzo provider portal (if not already completed)
- 2) Assign & delegate users as needed in your organization
- 3) Submit prior-authorization requests via the Atrezzo Provider Portal
- 4) Contact Kepro with any questions

Conclusion

Kepro is excited for our partnership with North Dakota Department of Humana Services and the provider community. Please feel free to reach out to our team with any questions.

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