



# COMPLETING A SAVED REQUEST

Atrezzo Submission Guide

Presented by:  
Brianna Walton  
Operations Manager for Kepro Maine

6/29/2022 

Hello and Welcome to the Kepro training on how to complete a saved request. This video has been created to provide a general overview and provide a basic understanding on how to submit a saved request in Atrezzo.

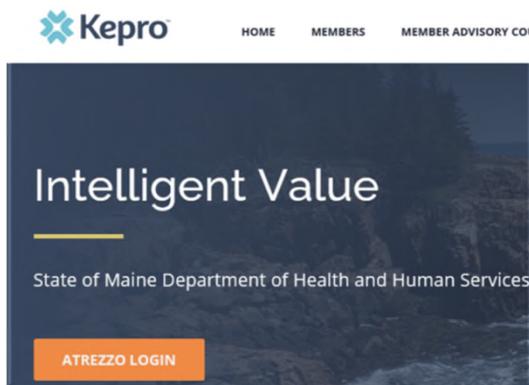
## What is a Saved Request?

---

A saved request is a case that was started but has not yet been submitted to Kepro. Unsubmitted cases will display on your home page of Atrezzo. These cases can be accessed for completion or can be cancelled if the request is no longer needed.



# Accessing Atrezzo



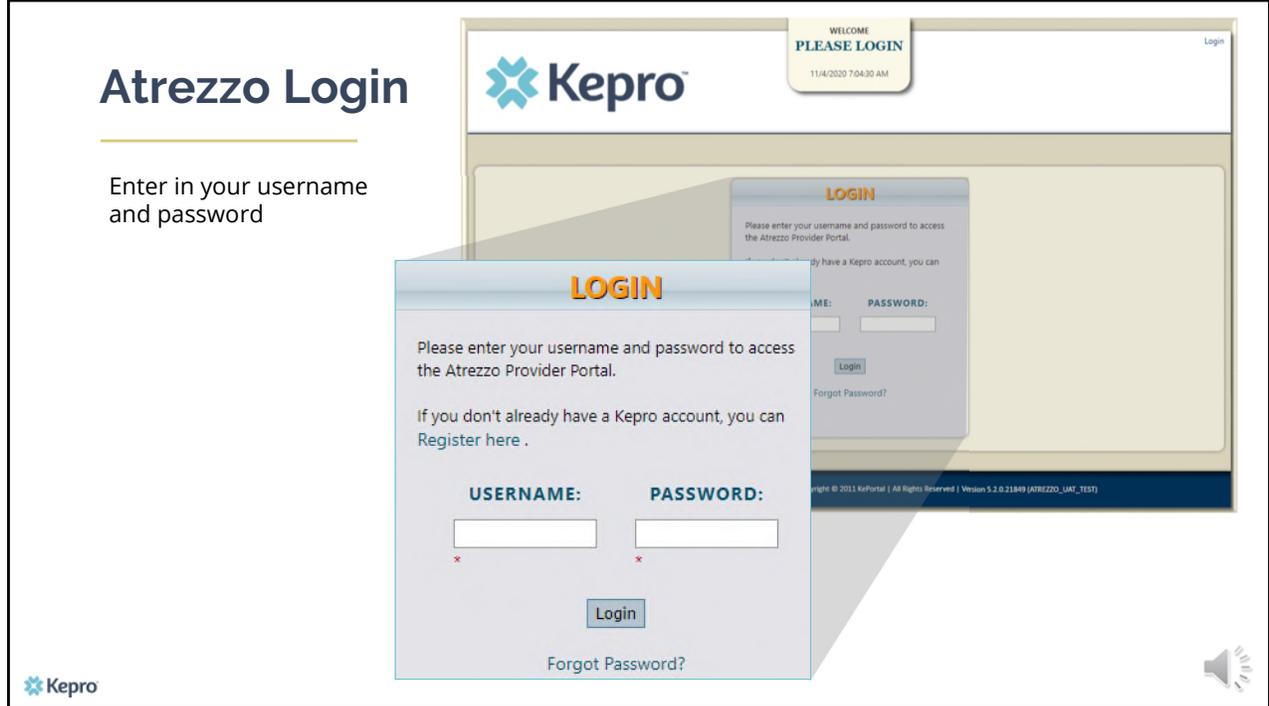
Visit [www.qualitycareforme.com](http://www.qualitycareforme.com) to access the Atrezzo portal



To access the Atrezzo portal, go to our informational website; [www.qualitycareforme.com](http://www.qualitycareforme.com) and click on the Atrezzo login button

## Atrezzo Login

Enter in your username  
and password



Once you click on the Atrezzo login button, you will be brought to the actual login page. Here you will enter in your username and password. If you have forgotten your password, click on the “forgot password” link. This will ask you to provide your username and the answer to your security question. Once you have answered your security question, you will be able to reset your own password.

# Home Screen

Once you have successfully logged in, you will be brought to the home screen of Atrezzo. Any requests that have been started but not yet submitted will be displayed.

The screenshot displays the Atrezzo Home Screen. At the top left is the Kepro logo. To its right is a '[Change Context]' button showing 'Contract: Maine DHHS'. Further right is an '[Update Counts]' button with a summary: 'Total (work-in-progress) Requests: 4', 'Total Saved (not submitted): 156', and 'Total Submitted: 122'. A 'Logout' link is in the top right corner. Below the header is a navigation menu with tabs: HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area shows 'MESSAGES' with 'You have 0 unread messages - Go to Message Center'. Below this is a section titled 'REQUESTS SAVED BUT NOT SUBMITTED' containing a table with 9 columns: Contract, Type, Member ID, Member Name, DOB, Last Modified, Start Date, End Date, and Action. A blue arrow points to the first row of the table. A speaker icon is in the bottom right corner.

Contract	Type	Member ID	Member Name	DOB	Last Modified	Start Date	End Date	Action
Maine ASO	Outpatient		Test Member 1		6/21/2022	6/21/2022	5/19/2023	Select
Maine ASO	Outpatient		Test Member 1		6/9/2022	6/9/2022	6/9/2022	Select
Maine ASO	Outpatient		Jane Doe		6/8/2022			Select
Maine ASO	Outpatient		John Dow		6/8/2022	6/8/2022	6/11/2022	Select

Once you have successfully logged in to Atrezzo, you will be brought to the home screen of Atrezzo. Any requests that have been started but not yet submitted will be displayed.

# Accessing the Request

Under the Action column, click select to get back into the request.

The screenshot displays the Kepro web application interface. At the top left is the Kepro logo. To its right are two buttons: "[Change Context]" and "[Update Counts]". Below the update counts button, the following statistics are shown: "Total (work-in-progress) Requests: 4", "Total Saved (not submitted): 156", and "Total Submitted: 122". A "Logout" link is located to the right of these statistics. Below the header is a navigation menu with tabs for HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area is titled "MESSAGES" and includes the text "You have 0 unread messages - Go to Message Center". Below this is a section titled "REQUESTS SAVED BUT NOT SUBMITTED" which contains a table with the following data:

Contract	Type	Member ID	Member Name	DOB	Last Modified	Start Date	End Date	Action
Maine ASO	Outpatient		Test Member 1		6/21/2022	6/21/2022	5/19/2023	Select
Maine ASO	Outpatient		Test Member 1		6/9/2022	6/9/2022	6/9/2022	Select
Maine ASO	Outpatient		Jane Doe		6/8/2022			Select
Maine ASO	Outpatient		John Dow		6/8/2022	6/8/2022	6/11/2022	Select

A callout box on the right side of the table highlights the "Action" column header and a "Select" button in the first row. The Kepro logo and a speaker icon are visible at the bottom left and bottom right of the screenshot, respectively.

Under the Action column, click select to get back into the request.

# Submitting or Cancelling the Request

Kepro

Contract Maine DHHS

total (work-in-progress) requests: 3  
Total Saved (not submitted): 156  
Total Submitted: 122

Logout

HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP

### OUTPATIENT SERVICES REQUEST

**REQUESTING PROVIDER**

**Name**  
**Provider ID**  
**Provider Type** 78 - Facility-Agency-Organization NR Provider  
**Address** WADE ME 04786  
**Phone**

Providers in receipt of Fixed determination letters: Official communication of service authorization will be sent to the fax number entered below.

**Save** **Save for later** **Cancel Request** **Submit**

Previous Next

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Kepro

Once you click select it will take you back into the request. You can finish filling out the request and then click on the submit button at the bottom of the screen to submit the request. If you no longer need the request, click on the Cancel Request button and it will remove the request from the system.

# Request Submitted

Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this critical incident request

**Case ID:**  
203090001

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc.

Kepro

[Change Contact] PINES HEALTH SERVICES ROBERT NOBLE Contract: Maine DHHS [Update Counts] Total (work-in-progress) Requests: 59 Total Saved (not submitted): 21 Total Submitted: 38 Logout

HOME REQUESTS SEARCH MANAGEMENT REPORTS MY ACCOUNT HELP

### REQUEST OVERVIEW

CASE INFORMATION PRINT CASE

<b>Case ID:</b> 203090001	<b>Case Submit Date:</b> 11/4/2020 9:17 AM	<b>SRV Auth:</b> N/A	<b>Reference ID:</b> N/A
<b>Member ID:</b> TEMP001482020110400000	<b>Member Name:</b> John Dow	<b>Gender:</b> M	<b>DOB:</b> 1/1/1959

PROCEDURES

H2015 Community Integration (CI) **Status: Approved** Reason: Approved - Meets Criteria

	Requested	Certified	Freq:
Quantity:	20	20	N/A
Start Date:	11/4/2020	11/4/2020	Mod: N/A
End Date:	12/31/2020	12/31/2020	Rate: N/A

If you are submitting the request, you will be able to tell if you've successfully submitted the case if you see the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request. Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc.

## Questions?

---



**Toll-Free Phone: (866) 521-0027**

- Option 1 – Member Services
- Option 2 – Katie Beckett
- Option 3 – Provider Relations
- Option 4 – Care Management
- Option 5 – Appeals
- Option 6 – Level I Critical Incident Reporting

Email: [ProviderRelationsME@Kepro.com](mailto:ProviderRelationsME@Kepro.com)

[www.qualitycareforme.com](http://www.qualitycareforme.com)



Thank you for joining the Kepro training on how to complete a saved request. If you have further questions or need assistance, please call use at 866-521-0027. For technical assistance please press Option 3 to reach a member of our Provider Relations Team. You can also reach them via email at [ProviderRelationsME@Kepro.com](mailto:ProviderRelationsME@Kepro.com). Our hours of operation are Monday thru Friday 8am to 6pm