



# CRITICAL INCIDENT TRAINING

Atrezzo Submission Guide

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April 2022



Hello and Welcome to the Kepro Critical Incident Training.

This video has been created to provide a general overview on how to submit a critical incident request in Atrezzo. The guidance presented in this training is meant to give providers a basic understanding and overview of the critical incident process, and the submission process in Atrezzo.



PART ONE

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# General Overview



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We will start with a general overview of the critical incident process.

## Overview

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Kepro in collaboration with the Office of Behavioral Health (OBH) are streamlining the critical incident process for OBH contracted providers.

Effective April 12, 2021, all critical incidents must be entered through Kepro's Atrezzo platform and will have a "critical incident" questionnaire attached to the request.



## Critical Incident Levels

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- **Level 1:** Are those that result in death or serious injury and/or significantly jeopardize clients, public safety or program integrity. Such incidents involving clients must be reported to OBH regardless of the location of the incident. A client's death is always reported as a Level I, regardless of whether the death was attended or not and regardless of the cause of death.
- **Level 2:** Are those that include significant errors or undesirable events that compromise quality of care or client safety.



There are two types of critical incidents; level 1 and level 2.

# Examples of Level 1 Critical Incidents

## Level 1 Incident Examples

Suicide, Homicide, or other causes of death

Clinical or medication error resulting in emergency medical care for client

Lost, missing client, or client that left the facility against medical advice (AMA) in a residential/CSU placement which would rise to the level of Silver Alert and/or who are under guardianship, in the Care and Custody of the Commissioner, and/or in violation of conditions of release/court order

Alleged abuse: physical/sexual, emotional abuse, neglect, and financial exploitation of client by a staff

Alleged serious crime (e.g., arson, assault, hostage) by client with extreme risk of harm to client, staff, or public

Other serious events (e.g., fire, flood, motor vehicle accident in company vehicle with clients that requires medical attention for staff and/or client(s))

Natural disaster, building becomes uninhabitable, incidents that require client evacuation from the building

Medical Outbreak



Level I incidents include the following:

## Examples of Level 2 Critical Incidents

### Level 2 Incident Examples

Alleged Abuse: Physical/sexual, emotional abuse, neglect and financial exploitation of client by someone other than a provider staff.

Suicide attempts that requires medical intervention

Self-harm that requires medical intervention

Lost of missing client or client that left the facility against medical advice (AMA) in a facility (PNMI Residential or CSU placement client) for greater than twenty-four (24) hours

Medication/Drug diversion

Neglect – is a pattern of conduct, engaged without the patient's informed consent, resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health. (e.g., Malnutrition, Dehydration, Pressure sores, Unsafe, dangerous, or unsanitary living conditions, untreated medical problems



Level 2 incidents include the following:

# Critical Incident Reports Matrix

| Critical Incident Reports Matrix  |                                |   |
|---|--------------------------------|---|
| Critical Incident Report (CIR) Type (only submit CIRs that fit into the below categories. If an incident does not fit into a category, a CIR should <b>not</b> be submitted)  | Critical Incident Report (CIR) | Mandated Adult Protective Services (APS) Report or Division of Licensing and Certification (DLC) Report |
|   | Report to OBH via Kepro        | Report to Adult Protective Services (APS)   |
| <b>Level I (MUST be reported within four (4) hours of the incident becoming known to the agency staff by calling Kepro at 866-521-0027, Option 6 and then followed with the submitted CIR electronically within twenty-four (24) hours via Kepro.</b> |                                |   |
| Death of a client for any reason (suicide, homicide, attended, unattended, etc.)  | X                              | DLC for PNMI Only   |
| Death of a client due to suspected abuse or neglect   | X                              | X   |
| Clinical or medication error resulting in emergency care for the client   | X                              | X   |
| Lost or missing residential/CSU placement client (Silver Alert, client in the Care and Custody of the Commissioner, violation of conditions of release/court order)   | PNMI and CSU Only              |   |
| Serious Crime (arson, assault, hostage) by client with extreme risk to harm to client, staff, or public.  | X                              |   |
| Other Serious Event (fire, flood, motor vehicle accident in company vehicle with client(s), natural disaster, building become uninhabitable, incidents that require client evacuation from the building, medical outbreak)                            | X                              | DLC for PNMI and SUD Residential Only   |

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The Office of Behavioral Health has provided a Critical Incident Report matrix to help providers identify when they may also need to make a report to Adult Protective Services and/or Division of Licensing and Certification.

A Critical incident report should only be submitted if they fit within one of the categories listed in this table or in the continued table on the following slide. If an incident does not fit into a category, it should not be submitted.

It is important to remember that all Level I CIR's MUST be reported within 4 hours of the incident becoming known to the agency staff by calling Kepro at 866-521-0027, Option 6 and then followed with the submitted CIR electronically within twenty-four hours via the Kepro Atrezzo system.

## Critical Incident Reports Matrix Continued

| Critical Incident Reports Matrix Continued   |                                |   |
|--|--------------------------------|---|
| Critical Incident Report (CIR) Type (only submit CIRs that fit into the below categories. If an incident does not fit into a category, a CIR should <b>not</b> be submitted) | Critical Incident Report (CIR) | Mandated Adult Protective Services (APS) Report or Division of Licensing and Certification (DLC) Report |
|  | Report to OBH via Kepro        | Report to Adult Protective Services (APS)   |
| <b>Level II (MUST submit written report into Kepro within twenty-four (24) hours of the incident becoming known to agency staff)</b>   |                                |   |
| Alleged physical/sexual abuse of client  | X                              | Adult Protective Services & DLC if abuse by staff member  |
| Suicide attempts that requires medical intervention  | X                              |   |
| Self-harm that required medical intervention   | X                              |   |
| Lost or missing residential/CSU placement client (for greater than twenty-four (24) hours)   | PNMI and CSU Only              |   |
| Medication Diversion   | X                              |   |



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A written report for all Level II CIRs must be submitted to Kepro's Atrezzo system within twenty-four hours of the incident becoming known to the agency staff.





PART TWO

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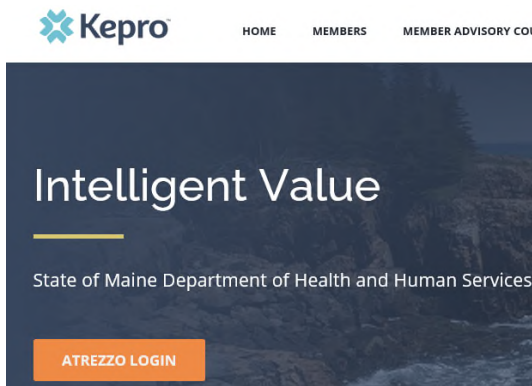
# Atrezzo Submission



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Part Two – The Atrezzo clinical submission

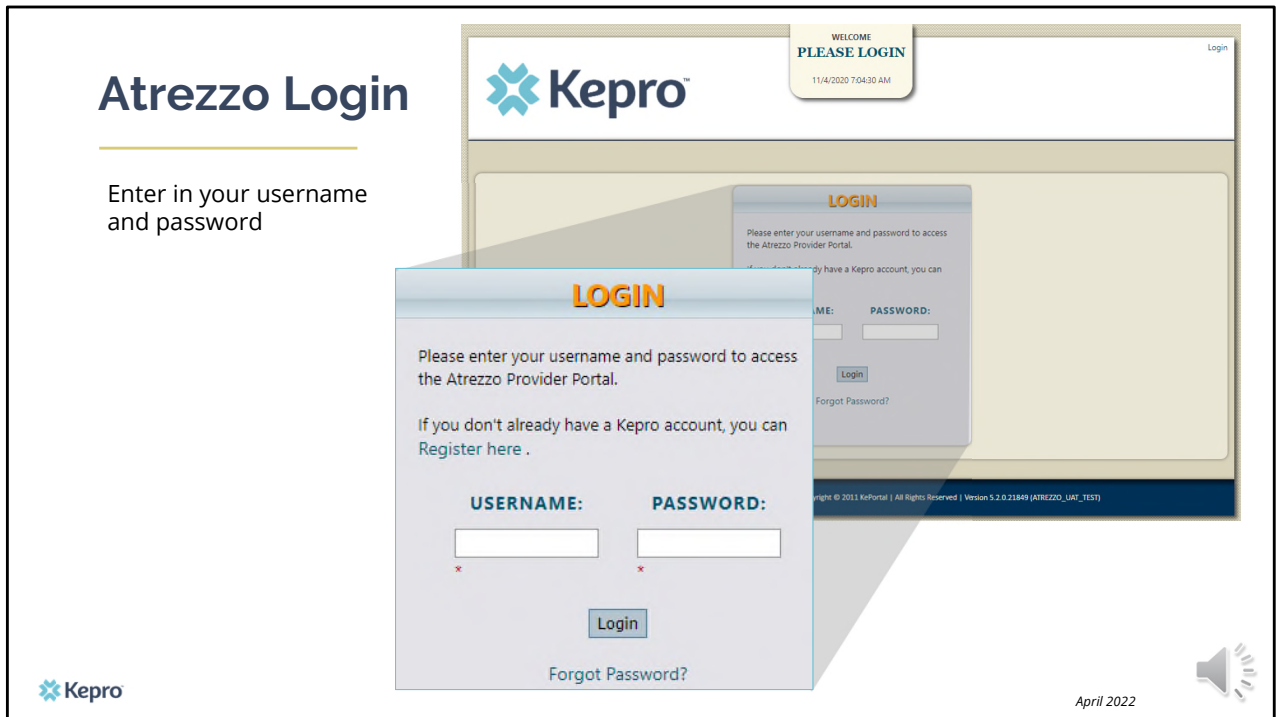
# Accessing Atrezzo



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



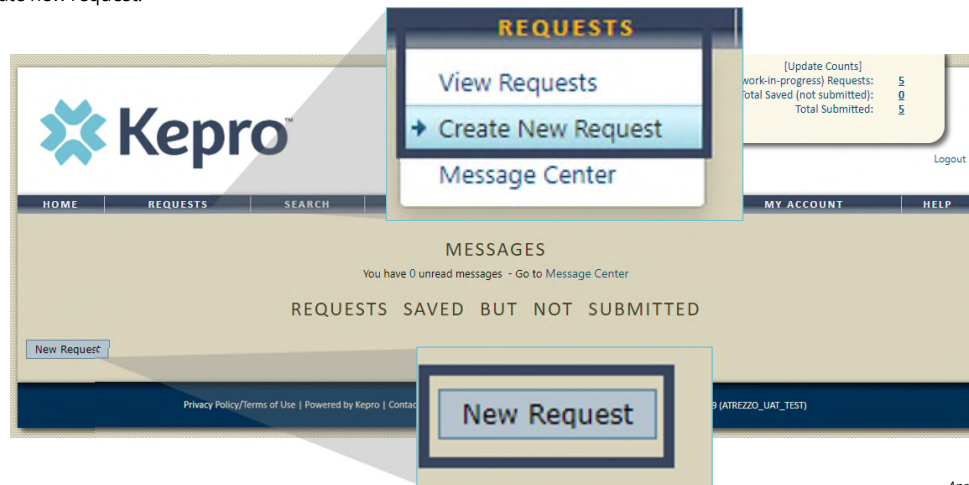
To access the Atrezzo portal, go to our informational website; [www.qualitycareforme.com](http://www.qualitycareforme.com) and click on the Atrezzo login button



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.

## Creating the Request

Once you have successfully logged in, you will be brought to the home screen of Atrezzo. There are two ways to create a new request. You can click on New Request at the bottom of the home screen, or by clicking on the requests tab and selecting create new request.



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# Creating the Request

Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth

Change Contract  
PRIME HEALTH SERVICES  
**ROBERT NOBLE**  
Contract: MaineCare

[Update Counts]  
Total (work-in-progress) Requests: 11  
Total Saved (not submitted): 19  
Total Submitted: 38

HOME REQUESTS SEARCH MANAGEMENT

MEMBER SEARCH  
Search for a member using the criteria

Member ID:   
or  
Member Last Name:   
Member Birthdate:    
(mm/dd/yyyy)

Search

Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2013 Kepro, Inc. All Rights Reserved | Version: 5.2.0.21849 (ATRC220\_14F\_TEST)

Kepro

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Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth and click search.

If the consumer does not have MaineCare, you will be prompted to Create a Temporary member. This should be used for members who do not have a MaineCare ID.

# Creating the Request

Click on select once the member appears in the member search screen.

The screenshot shows the Kepro Member Search interface. At the top left is the Kepro logo. Below it is a navigation bar with 'HOME', 'REQUESTS', and 'SEARCH' tabs. The main area is titled 'MEMBER SEARCH' and contains a table with the following data:

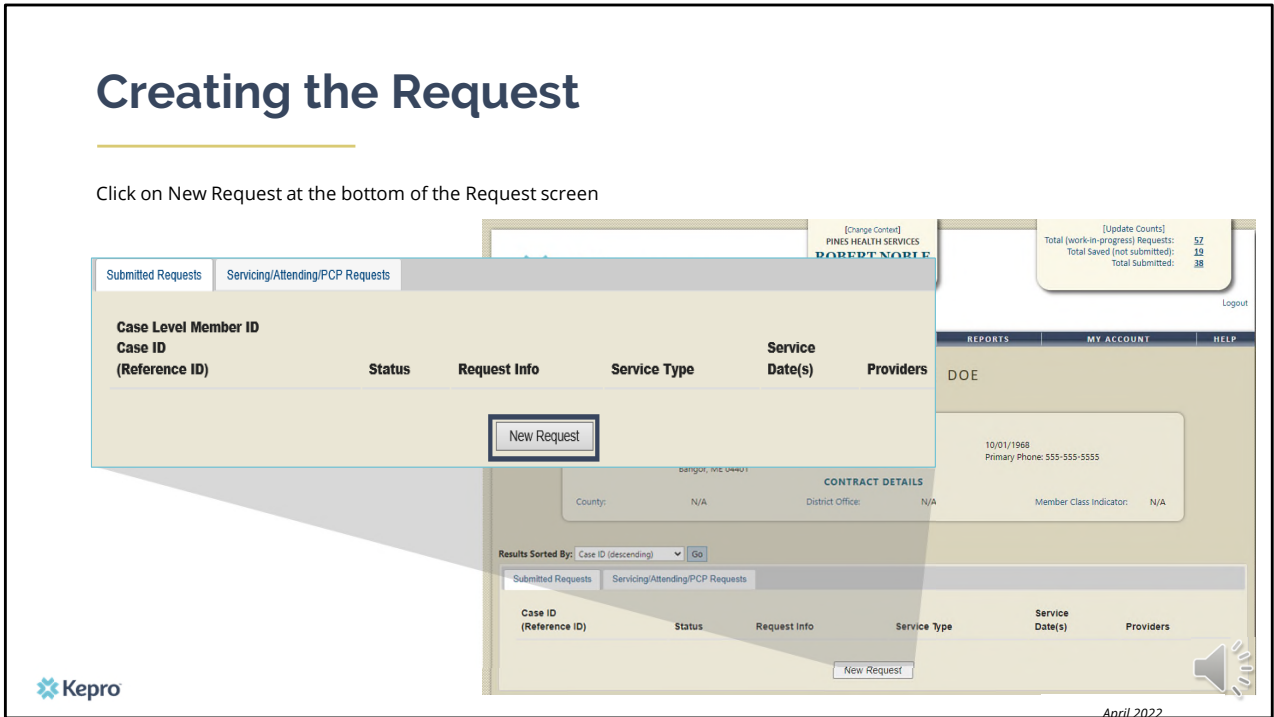
| Member ID    | Last Name | First Name | Address | DOB        | Case Count | Contract   |        |
|--------------|-----------|------------|---------|------------|------------|------------|--------|
| TEMP00000000 | Doe       | Jane       |         | 10/01/1968 | 0          | Maine DHHS | Select |

Below this table is a smaller version of the same table. At the bottom of the page, there is a footer with the text: 'Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2011 KePortal | All Rights Reserved | Version 5.2.0.21849 (ATREZZO\_UAT\_TEST)'. A speaker icon is located in the bottom right corner of the screenshot area.

Once the member appears in the member search screen, click on select to start the request

# Creating the Request

Click on New Request at the bottom of the Request screen



Click on New Request at the bottom of the Request screen

# Creating the Request

Select Outpatient as the request type

The screenshot displays the Kepro web application interface. A callout box is overlaid on the form, showing the following fields:

- Select request type: Outpatient (dropdown menu)
- Create Request (button)
- Cancel (button)
- Select sub contract: Maine ASO (dropdown menu)

The background interface includes the following elements:

- Kepro logo and user profile for ROBERT NOBLE (Contract Maine DHHS).
- Summary statistics: Total (work-in-progress) Requests: 52, Total Saved (not submitted): 19, Total Submitted: 38.
- User profile for Jane Doe: Member ID: TEMP00000000, Birth Date: 10/01/1968, Address: 123456 Main St, Bangor, ME 04401.
- CONTRACT DETAILS: County: N/A, District Office: N/A, Member Class Indicator: N/A.
- Results Sorted By: Case ID (descending) with a Go button.
- Submitted Requests and Servicing/Attending/PCP Requests tabs.
- Table with columns: Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers.
- Footer: Kepro logo and April 2022 date.

In the select request type box, choose outpatient. The select sub contract will default to Maine ASO. Click Create request to continue.



# Requesting Provider Page

Enter in your agency's fax number if not already indicated.

**REQUESTING PROVIDER**

|                      |   |
|----------------------|---|
| <b>Name</b>          | PINES HEALTH SERVICES                         |
| <b>Provider ID</b>   | 1922449834                                    |
| <b>Provider Type</b> | 78 - Facility-Agency-Organization NR Provider |
| <b>Address</b>       | 1260 MAIN ST<br>WADE ME 04786                 |
| <b>Phone</b>         | 207-498-1164                                  |

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

**Fax \***

*\* denotes required field*

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

**Fax \***

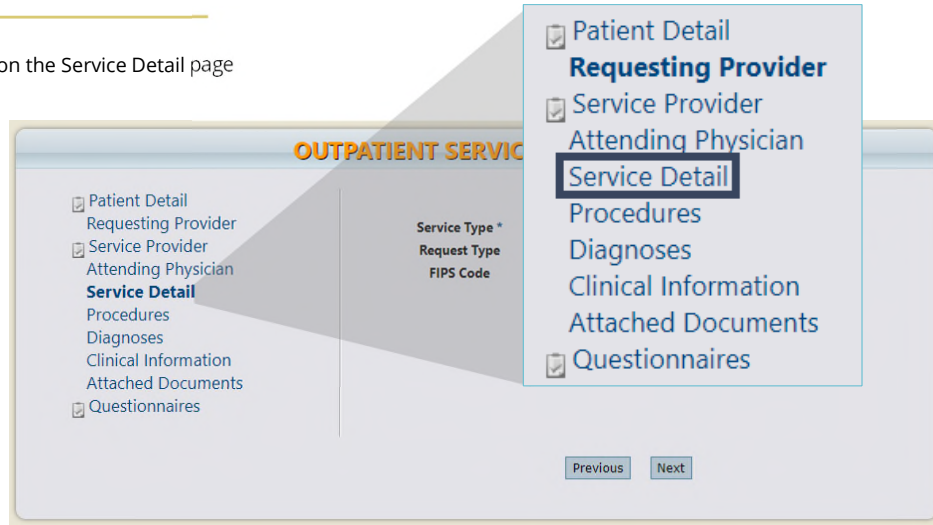
*\* denotes required field*

Previous Next

Once you have clicked create request, you will be brought to the Requesting Provider page. If your agency's fax number is not already indicated, please enter in the fax number and click next.

# Service Detail Page

Click on the Service Detail page



Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Service Provider and Attending Physician pages are not required.

# Service Detail Page

Complete the Service Type and Request Type

**Service Type \***  
**Request Type**

140 - Section 17 Community Support Servi  
Critical Incident

QUEST

**SERVICE DETAIL**

140 - Section 17 Community Support Servi  
Grant Funded Review

**Service Type \***  
**Request Type**  
**FIPS Code**

\* denotes required field

Previous Next



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In the service type box, enter in the Section of MaineCare policy that you are submitting the critical incident request for. In this training we used Section 17 Community Support Services. Next, enter in your request type as Critical Incident and click next.

# Procedures Page

Procedure Codes:

100-600 Critical Incident Level 1

100-700 Critical Incident Level 2

The screenshot illustrates the workflow for adding a procedure to an outpatient services request. It features a main interface and two callout boxes showing search steps.

**Main Interface:**

- OUTPATIENT SERVICES REQUEST** (Title)
- PROCEDURES** (Section Title)
- Use the search below to add procedures to this request
- Buttons: Find, Show Preferred
- \* denotes required field
- Buttons: Previous, Next
- Kepro logo

**Callout 1 (Top):**

- PROCEDURES** (Section Title)
- Use the search below to add procedures to this request
- Buttons: Find, Show Preferred

**Callout 2 (Middle):**

- Procedure Search** (Section Title)
- Code Type: CPT (dropdown)
- Code Starts with: 100-600 (input field)
- Description: (input field)
- Smart Search: (input field)
- Buttons: Find

**Callout 3 (Bottom):**

- Procedure Search** (Section Title)
- Code Type: CPT (dropdown)
- Code Starts with: 100-600 (input field)
- Description: (input field)
- Smart Search: (input field)
- Buttons: Find
- Table:

| Code    | Description               | Action |
|---------|---------------------------|--------|
| 100-600 | Critical Incident Level 1 | Select |

On the procedures page, enter in the service code by clicking find, then enter in the procedure code or enter the description and click find. The critical incident level 1 code is 100-600 and the level 2 code is 100-700. When the procedure appears, click on select under action. This will add the code to your request.

# Procedures Page

Enter in the start and end date one (1) in the Qty box.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a procedure entry is shown with the code '100-600 - Critical Incident Level 1' and a '[remove]' link. Below this, the 'Date' field is set to '11/09/2020' to '11/09/2020', and the 'Qty' field is set to '1'. A '-Frequency-' dropdown and a 'Rate' field are also visible. Below the procedure entry, there are links for 'Clinical Information', 'Attached Documents', and 'Questionnaires'. On the right, the 'PROCEDURES' section contains the instruction 'Use the search below to add procedures to this request' and a search form with the same procedure code, dates, and quantity. Below the search form are 'Find' and 'Show Preferred' buttons. At the bottom of the search section are 'Previous' and 'Next' buttons. A note '\* denotes required field' is present. The Kepro logo is in the bottom left, and 'April 2022' is in the bottom right.

Once the code has been added, indicate the start and end date as the day you are submitting the request. In the quantity box, indicate the number 1 unit . Click Next.

# Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.

The screenshot illustrates the process of adding diagnoses to an Outpatient Services Request. The main interface is titled "OUTPATIENT SERVICES REQUEST" and includes a sidebar with navigation options: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses (selected), Clinical Information, Attached Documents, and Questionnaires. The "DIAGNOSES" section contains a search prompt: "Use the search below in order to add diagnoses to this request" and buttons for "Find" and "Show Preferred".

Two callout boxes provide a detailed view of the search process:

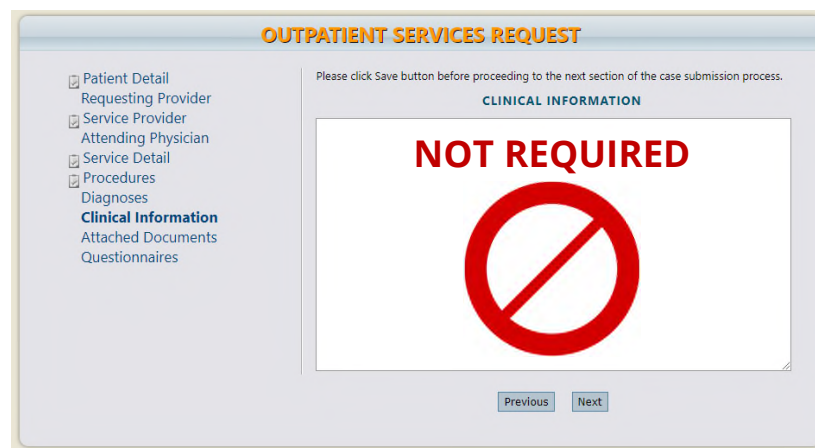
- The top callout, titled "DIAGNOSES", shows a "Find" button highlighted with a red box and a "Show Preferred" button.
- The middle callout, titled "Diagnosis Search", shows a search form with the following fields: "Code Type" (set to ICD10), "Code Starts with" (set to F20.0), "Description", and "Smart Search". A "Search" button is highlighted with a red box.
- The bottom callout, also titled "Diagnosis Search", shows the search results table:

| Code  | Description            | Action |
|-------|------------------------|--------|
| F20.0 | PARANOID SCHIZOPHRENIA | Select |

On the Diagnosis page, enter in the member's diagnosis by clicking find, enter in the diagnosis code or a description and click search. When the diagnosis code appears, click select under action to add the code to the request. Repeat the same steps for each diagnoses. Click next.

# Clinical Information Page

Clinical information page is not required



Using the tabs on the left-hand side of your screen, click on the Questionnaire page. The Clinical Information page is not required. All clinical information will be captured through questionnaires.

# Questionnaire Page

A Critical Incident Questionnaire will be added. To view the most recent Critical Incident Report questionnaire, visit <https://me.kepro.com/providers/atrezzo-questionnaires/>

The screenshot displays a web interface titled "OUTPATIENT SERVICES REQUEST". On the left is a navigation menu with items: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires (highlighted). The main content area is titled "QUESTIONNAIRES" and contains a table with two columns: "Questionnaire Name" and "Status".

| Questionnaire Name       | Status        |
|--------------------------|---------------|
| Critical Incident Report | Not Completed |

At the bottom of the table area is a "Previous" button.



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At the time of submission, complete the Critical Incident questionnaire. This is where we will capture the information about the incident. Please note that as you answer questions, additional questions may appear if more information is required. To view the most recent Critical Incident Report questionnaire, visit our website at the link provided above.



## Submitting the Request

Check the precertification acknowledgement and click submit

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. At the top, there are two sections: 'Patient Detail' and 'REQUESTING PROVIDER'. The 'Patient Detail' section includes 'Requesting Provider' and 'Service Provider' (Attending Physician). The 'REQUESTING PROVIDER' section includes 'Name' (PINES HEALTH SERVICES), 'Provider ID' (1922449834), and 'Provider Type' (78 - Facility-Agency-Organization NR Provider). Below these sections is a large text area with a checkbox and the text: 'I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.' The checkbox is currently unchecked. Below the text area are four buttons: 'Save', 'Save for later', 'Cancel Request', and 'Submit'. The 'Submit' button is highlighted with a blue border. At the bottom of the form, there are 'Previous' and 'Next' buttons, and another instance of the checkbox and text area. The 'Submit' button in this second area is also highlighted with a blue border.



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When the questionnaire has been completed, click on the save changes button and then click on Return to Request. At this point you can click the precertification acknowledgement and submit your request.

# 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 Context] 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

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

PROCEDURES

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

|             | Requested | Certified | Freq: N/A | Mod: N/A | Rate: N/A |
|-------------|-----------|-----------|-----------|----------|-----------|
| Quantity:   | 20        | 20        |           |          |           |
| Start Date: | 11/4/2020 | 11/4/2020 |           |          |           |
| End Date:   | 12/1/2020 | 12/1/2020 |           |          |           |

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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 request your critical incident request.

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

After your critical incident is submitted in Atrezzo, Kepro will report to OBH all Level 1 incidents within 4 hours and level 2 incidents within 24 hours. OBH will review the critical incident and follow-up with the provider within five (5) business day of receipt.

## Questions?

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**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)



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Thank you for joining the Kepro Critical Incident Training. 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