

WV Behavioral Health Services Transition to Atrezzo

Accessibility & Submissions

To: WV Medicaid & CHIP Behavioral Health Fee-for-Service Providers

Date: March 17, 2023

RE: Retirement of the Kepto Behavioral Health CareConnection©

Kepto is excited to share further information regarding the upcoming movement to our prior auth submission portal, known as Atrezzo. ***This system change is for fee-for-service providers only and does not pertain to any MCO requests.*** Below is a timeline of retiring access to our legacy system, CareConnection© and access to Atrezzo Next Generation (ANG).

Wednesday, March 22, 2023

- The WV CareConnection© (<https://careconnectionwv.kepto.com>) will retire for provider access/operations at **5:00pm EST**. This begins our “blackout” period.
- Providers will not have access to make or request changes to submitted cases. You will have View Only access for cases previously submitted.
- Case related documentation will cease on the current behavioral health fax line at **5:00pm EST**.
- During this blackout period, Kepto staff will work to resolve remaining cases.

Thursday, March 23, 2023

- Kepto staff will complete case resolutions for existing CareConnection© requests.
- EDI providers will continue to be able to download response files via the secure FTP site.

Friday, March 24, 2023

- System data from the WV CareConnection© will be transferred into the new Atrezzo system. This includes all existing approvals, cases submitted, etc. Two years of historical data will be migrated.
- This data transfer will also move provider information into the Atrezzo system.

Monday, March 27, 2023

- WV Atrezzo Behavioral Health portal goes live at **8:00am EST** for Providers. The portal, located at [Atrezzo - Login \(kepto.com\)](#) will be available for submissions.
- WV Behavioral Health Fax line, now linked with Atrezzo, becomes active at **8:00am EST**. A new fax number will be announced shortly.

- Any emergent request for Inpatient admissions (Behavioral Health) or outpatient services with an authorization requirement that occurred during the blackout period can be submitted to Kepro for retrospective review.
- Non-emergent requests for prior authorization should be submitted on or after 03/27/2023 and have a service date of 03/27/2023 or thereafter.
- EDI Providers will access ANG to obtain response files.

Kepro will continue to hold upcoming trainings related to the Atrezzo system and related information is available on our website, [WV ASO - Notices & Announcements \(kepro.com\)](https://www.kepro.com/ASO-Notices-Announcements). You may also submit related questions to wv_bh_sns@kepro.com.