



# WEST VIRGINIA BEHAVIORAL HEALTH

Atrezzo Provider Portal Administrator Registration Training

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# Agenda

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1. Provider Portal Overview
2. Registration for New Facilities
3. Logging In
4. Additional Resources and Support



# Atrezzo Provider Portal

## Atrezzo Provider Portal Registration

Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) must appoint **one person** to be the administrator, or owner, of their provider portal account.
  - The account administrator is typically a supervisor, manager, or director as this user role holds the highest system permissions.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the Provider Group Administrator for that NPI#.
  - Facilities, clinics, and doctor's offices only need to register one time.
  - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.

# Request Registration Code

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### Helpful Hints

- You will need the NPI for your facility or clinic.
- You will need the Medicaid ID for your facility or clinic.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

### New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility or clinic.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility or clinic NPI and Medicaid ID numbers.
  - Facilities or clinics without an NPI will utilize the Medicaid ID as the NPI and Registration Code.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

# Important Facts to Know

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- You must have the proper NPI for Behavioral Health services in order to complete registration.
- An NPI can only be registered once.
- If you do not have a Medicaid ID, you will use your NPI as the registration code.
- If you already have a Atrezzo Provider Portal Account, you will not need to register again.
  - You will be able to add your WV BH NPI to your current login.
- Google Chrome is the preferred internet browser (can use Microsoft Edge, but cannot use Internet Explorer)

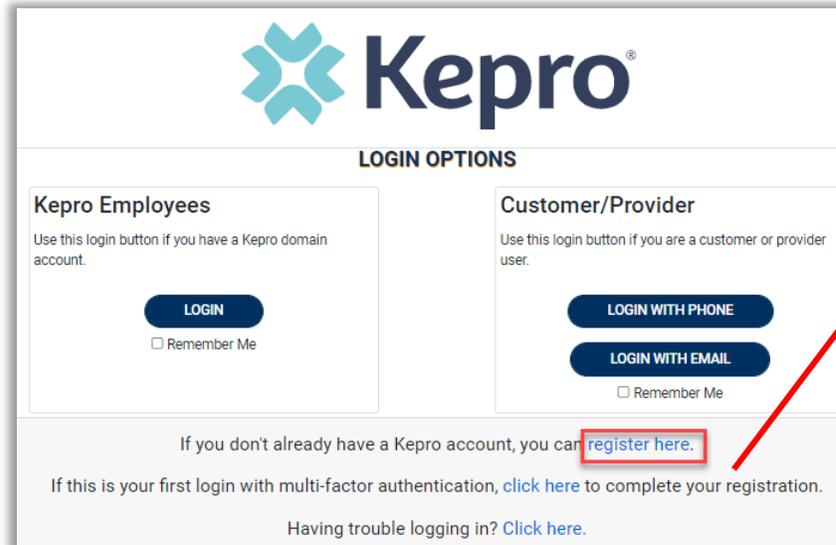
## Creating an Account

### Helpful Hints

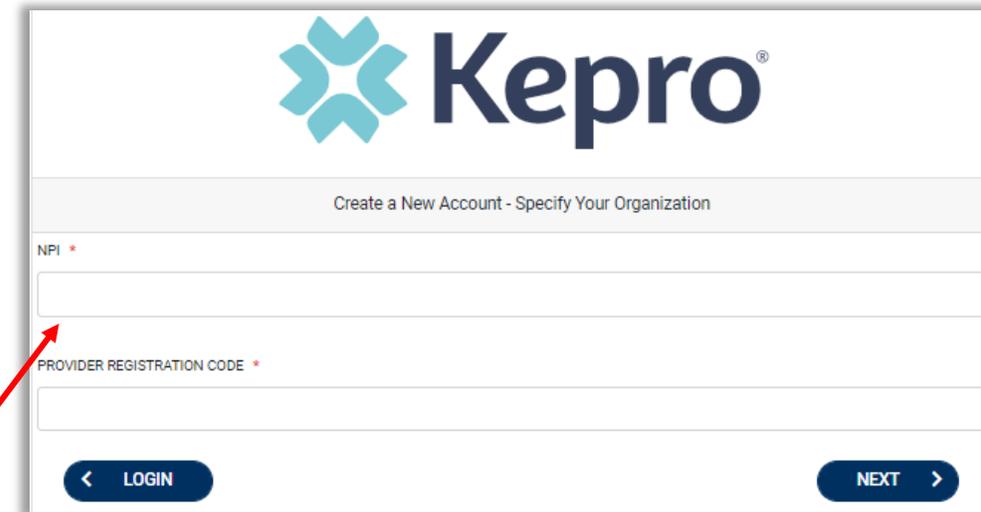
- Bookmark the Provider Portal URL for future use.
- Chrome is preferred browser.
- If you do not have a Medicaid ID, you will use the NPI in both the NPI field and as the registration code.

### New to Atrezzo?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- Click on the **register here** link under the LOGIN section.
- Enter your **WV BH NPI** and associated **Medicaid ID** as the registration code.



The image shows the 'Kepro LOGIN OPTIONS' screen. It features the Kepro logo at the top. Below the logo, there are two main sections: 'Kepro Employees' and 'Customer/Provider'. The 'Kepro Employees' section has a 'LOGIN' button and a 'Remember Me' checkbox. The 'Customer/Provider' section has 'LOGIN WITH PHONE' and 'LOGIN WITH EMAIL' buttons, along with a 'Remember Me' checkbox. At the bottom of the screen, there is a link that says 'register here' which is highlighted with a red box. A red arrow points from this link to the registration code field in the adjacent screenshot.



The image shows the 'Kepro' registration form. It features the Kepro logo at the top. Below the logo, there is a heading 'Create a New Account - Specify Your Organization'. The form has two input fields: 'NPI' and 'PROVIDER REGISTRATION CODE'. At the bottom of the form, there are two buttons: 'LOGIN' and 'NEXT'.

# Creating an Account

## What to Know

- Complete your **Account Information** by creating a username.
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

## Helpful Hints

- Passwords must be minimum 14 characters
  - One upper case letter
  - One lower case letter
  - One number
  - One special character
- Fields that have an asterisk (\*) by them are required fields.



Create a New Account - Enter User Information

### Organizational Information

#### Account Information

USERNAME \*



### Contact Information

FIRST NAME \*

LAST NAME \*

ADDRESS 1

ADDRESS 2

CITY

STATE

Select State

ZIP CODE

EMAIL \*

CONFIRM EMAIL \*

PHONE

FAX \*

[← LOGIN](#) [NEXT >](#)



### Terms of Use Agreement

THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED.

KEPRO PORTAL TERMS OF USE

1. This Terms of Use Agreement (the "Agreement") is between Kepro, Inc. ("We", "Us" or "Our"), the group/practice entity that has been provided an ID (as defined in Section 3 below) using this Portal (as defined below) (the "Provider") and the Users (as defined in Section 2 below) (the Provider and Users shall collectively be "You" or "Your"). This Agreement governs the use of the Kepro Portal, including without limitation, all software, insurance codes, graphics, logos, text, documentation, use guides, databases and compilations of all materials other than Patient Information (as defined in Section 6), enhancements, bug fixes, upgrades, modifications, and copies thereof, and all information, methods and processes contained therein (the "Portal"). By using the Portal, You agree that You accept the terms and conditions of use of the Portal and that You are an authorized user of the Portal. This Agreement is posted on the Portal and is subject to change at any time.

2. Authorized Personnel. This Portal is intended for access solely by physicians and authorized members of their staff. Authorized members include only (a) the personnel permitted to access and use the Portal by Provider ("Standard Users") and (b) Standard Users who have been assigned certain administrative duties ("Administrative Users") ("Standard Users" and "Administrative Users" shall be collectively "Users"). If you are an Administrative User, it is Your responsibility to identify Standard Users, and to authorize, monitor, and control access to and use of the Portal by such Standard Users. All Users using the Portal represent and warrant that s/he is authorized to use the Portal and to bind You to the terms of this Agreement.

of any subsequent breach of the same or any other provision. The titles of the sections hereof are for convenience only and do not in any way limit or amplify the terms and conditions of this Agreement. All sections necessary to interpret the rights and duties of the parties shall survive termination of this Agreement. This Agreement shall be interpreted and governed according to the laws of the Commonwealth of Pennsylvania, USA, regardless of any conflict of laws provisions, and any claim or action shall be subject to arbitration pursuant to the rules and regulations of the American Arbitration Association with such arbitration to occur in Harrisburg, Pennsylvania.

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 >](#)

# Adding New Users

## 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 complete the contact information section, click **Create**.

## Helpful Hints

- New users will receive an email with link to complete their account setup.
- Always use Manage Providers Groups Tab

Kepro Home Cases Create Case Consumers **Setup** Message Center Reports Preferences Search by #

Change Context Demo Provider, SC QIO

SETUP / MANAGE PROVIDER GROUPS

SETUP REGISTER NEW PROVIDER +

Manage Provider Groups (3) Manage Users (2)

Provider Test Minnesota NPI : 9999999994 // 123 Anywhere Lane

NPI	PROVIDER TYPE	ADDRESS
9999999994		123 Anywhere Lane

AVAILABLE USERS FROM YOUR GROUP

Select Any ADD ADD NEW USER

ACCOUNT INFORMATION

USER NAME \*

CONTACT INFORMATION

FIRST NAME \* LAST NAME \* EMAIL \* CONFIRM EMAIL \*

ADDRESS LINE 1 ADDRESS LINE 2 CITY STATE/PROVINCE

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 >

# Managing Users

## Helpful Hints

- Use **Manage Users** to edit or deactivate a current user.
- Any role with **Admin** in the name works the same.
- You can create as many admin roles as needed to help manage larger groups.
- **Provider Staff Account** is a general user account.
- **Provider Admin** will have the ability to add/manage users for the assigned provider.
- **Provider Group Admin** will have the ability to add/manage users for all providers in the group.

## Need to Deactivate or Change a User Role?

1. On **Manage Users** tab, select a user to edit user's information or delete the user.
  - Expand specified user by clicking arrow on the right.
2. You can assign the user to different provider groups that you manage and change the assigned user role.
3. Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be **Provider Staff Account**.

The screenshot shows the 'Manage Users' interface. At the top, there are two tabs: 'Manage Provider Groups (3)' and 'Manage Users (2)'. The 'Manage Users (2)' tab is active and highlighted in yellow. Below the tabs, there is a header for the selected user: 'Provider Test (provtest)' with an email address 'providertest@mail.com /' and a small expand/collapse arrow on the right. Below this, a table shows user details:

USER NAME	EMAIL	FAX
provtest	providertest@mail.com	

Below the user details, there are two dropdown menus: 'AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED' (set to 'Select Any') and 'PROVIDER GROUP ROLE' (set to 'Select One'). An 'ADD' button is next to the second dropdown. Below these are two rows of associated provider groups, each with a dropdown menu for the role and a delete button:

ASSOCIATED PROVIDER	PROVIDER TYPE	CONTRACT	ADDRESS	SELECT ROLE
Temporary Facility	IPF	California	111 Anystreey Anycity CA 90001	Provider Admin
Denver Provider	None Listed	Colorado	123 Temporary Road Denver CO 99999	Provider Staff Account

Red callout boxes with numbers 1, 2, and 3 highlight the delete button for the user, the 'ADD' button, and the role dropdown for the 'Temporary Facility' provider group, respectively.

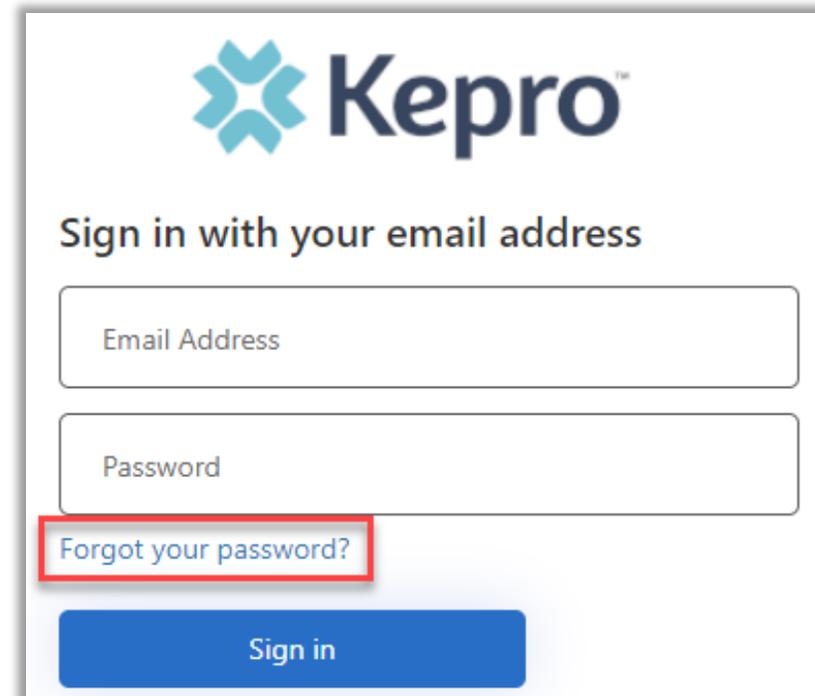
## Staff User Login & Reset Password

### What to Know?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- An Administrator can reset MFA registrations.
- You may reset your password at any time.
  - Click Login with Phone or Email, then click **Forgot Password**.

### Helpful Hints

- Passwords must contain:
  - 14 characters
  - One upper case letter
  - One lower case letter
  - One number
  - One special character.
- Your account will lock after three unsuccessful attempts or 60 days of nonuse.



The screenshot shows the Kepro login interface. At the top is the Kepro logo. Below it is the text 'Sign in with your email address'. There are two input fields: 'Email Address' and 'Password'. Below the 'Password' field is a link that says 'Forgot your password?'. This link is highlighted with a red rectangular box. At the bottom of the form is a blue button labeled 'Sign in'.

# Additional Resources & Support

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## Contact Info

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 <https://wvaso.kepro.com/>

