



# SNS Atrezzo FAQs

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The Socially Necessary Service Provider Platform known as Atrezzo went live on 10/24/2022.

View Only Access to the previous system CareConnection remains in place for SNS providers. There is no closure date for access to the CareConnection at this time.

## 1. Who is impacted by this transition to Atrezzo?

- The Atrezzo change over is currently only impacting prior auths for Socially Necessary Services. If your agency provides Behavioral Health Services and those prior auths come from Kepro those BH services will migrate in 2023.

## 2. What is being transferred to Atrezzo from CareConnection?

- Your authorizations and denials were transferred from CareConnection to Atrezzo.

## 3. Where do I access Atrezzo?

- <https://portal.kepro.com>

## 4. Where can I locate the training materials and videos for use later?

- <https://wvaso.kepro.com/wv-aso-socially-necessary-services>

## 5. I'm having trouble creating my Atrezzo user account or the MFA, who can help?

- Kepro IT Liaison Harry Cook ext. 4412 or [hcook@kepro.com](mailto:hcook@kepro.com)

## 6. Has the SNS billing process changed?

- No, you will still use the same invoicing procedures.

## 7. How do I find new referrals?

The easiest way to locate consumers is by clicking on the Consumers tab at the top and entering the FACTS Client ID into the Consumer ID box. Once the consumer is located you may create a case to add the referred procedures you need.

## 8. What if I don't have a fax number for the Provider Information section of Atrezzo?

You may enter 111-111-1111

## 9. Where is the FACTS Case ID located in Atrezzo?

- The FACTS Case/Referral ID is not currently available in Atrezzo. That information will be added to the next release of the system later in November 2022. You may obtain the FACTS Case ID from your ASO Referral provided to you by the DHHR if you need it for reference.

## 10. What are the Atrezzo Case ID's?

- The Case Numbers in Atrezzo function like the CareConnection Record IDs. They identify the headers you enter and all the procedures, communications, and documents related to that specific header.

## 11. What documents or attachments do we have to upload with submissions?

- The Attachment feature is an available function but not required. At this time only providers of Functional Family Therapy need to include a case plan with their prior auth submission.

## 12. Can we request additional units when we submit a procedure for prior authorization?

- You may only enter the maximum number of units as listed in the Utilization Management Guidelines, but you may request the additional units via email or by using the Auth Revision Request feature in Atrezzo.

## 13. When I try to submit why does the system tell me I don't have a referral?

- The most common reason is that the service being entered does not match what has been referred or the start date entered in Atrezzo is earlier than the DHHR generated the referral. If you need to back date a referral for some reason earlier than the DHHR created the referral you will need to enter the request with a date after it was created by DHHR and then message or email a CareManager to adjust the start date for you.

## 14. Why do we have to enter a diagnosis ICD-10 code for SNS?

- Atrezzo is a platform utilized by Kepro contracts nationwide. Some features are required, and diagnosis is one of them. For all SNS submissions you will enter R69 for Illness Unspecified.