



Attention West Virginia Socially Necessary Service Providers,

Kepro is beginning the conversion from the current Kepro CareConnection® submission site to a new system known as Atrezzo. Kepro has been utilizing the Atrezzo platform in other West Virginia programs such as Health Homes, I/DD Waiver, and Medical Services for several years and it is time to transition socially necessary service providers as well. In the coming months you will begin entering referrals from BSS into Atrezzo in order to receive your prior authorizations for socially necessary services. While the look and navigation of Atrezzo will be different from the Kepro CareConnection®, the amount of data required to receive a prior authorization remains the same.

Currently our go live date for the SNS Atrezzo platform is October 24, 2022. As with any new system implementation there could be delays so if the go live date changes, we will keep you updated. In order to prepare for this transition Kepro will be offering two different training modules for providers.

Module 1 is the *Provider Portal Registration for Provider Group Administrators* and will be for the staff person(s) selected by the SNS Provider Agency responsible for registering the provider portal account access and adding/removing web users as needed. Topics covered will be provider portal login, multi-factor authentication, how to add and manage users, reset accounts and how to register multiple provider locations.

Group Administrators may register for Module 1 by selecting the below training date/time option. The training will also be recorded and made available for those unable to attend a live training session or for staff changes in the future.

Module 1 Training Date Options:

Monday, October 10 12:00 PM EST <a href="#">Register Here</a>	Wednesday, October 12 12:00 PM EST <a href="#">Register Here</a>	Friday, October 14 12:00 PM EST <a href="#">Register Here</a>
Tuesday, October 18 9:00 AM EST <a href="#">Register Here</a>	Thursday, October 20 10:00 AM EST <a href="#">Register Here</a>	Monday, October 24 9:00 AM EST <a href="#">Register Here</a>
Tuesday, October 25 11:00 AM EST <a href="#">Register Here</a>	Thursday, October 27 9:00 AM EST <a href="#">Register Here</a>	



The Module 2 session will be the *Request Submission* training and is intended for all users to learn how to submit a prior authorization request and how to manage the request once it is submitted. Topics included will be submitting new requests, requesting revisions, uploading supporting documentation, sending/receiving messages, requesting Review Committees, and more.

Users may register for this training using the links below and the session will also be recorded for your convenience.

Module 2 Training Date Options:

Monday, October 17 11:00 AM EST <a href="#">Register Here</a>	Tuesday, October 18 2:00 PM EST <a href="#">Register Here</a>	Wednesday, October 19 12:00 PM EST <a href="#">Register Here</a>
Thursday, October 20 4:00 PM EST <a href="#">Register Here</a>	Friday, October 21 12:00 PM EST <a href="#">Register Here</a>	Monday, October 24 12:00 PM EST <a href="#">Register Here</a>
Wednesday, October 26 10:00 AM EST <a href="#">Register Here</a>		Friday, October 28 12:00 PM EST <a href="#">Register Here</a>

Your Kepro SNS CareManagers and Trainer Consultants will still be available to answer questions and assist you as we all learn the new systems together.

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