

Locating A Review Request for NMMIP Participant

If review request was submitted to Acentra prior to 12/1/23: <https://eqsuite.eqhs.com>
If review request was submitted to Acentra on 12/1/23 or later: <https://portal.kepro.com>

Locating A NMMIP Participant in Atrezzo

*Due to ID number changes 1/1/24, we recommend searching for members using their last name and/or date of birth if unable to locate in Atrezzo <https://portal.kepro.com>

Searching By Consumer

To search By Consumer, you must enter Last Name and DOB or Member ID and click **Search**.

Note: Some contracts will require additional information.

The screenshot shows the 'CASE / SEARCH - BY CONSUMER' interface. At the top, there are two tabs: 'BY CASE' and 'BY CONSUMER'. The 'BY CONSUMER' tab is selected, indicated by a red arrow. Below the tabs are four input fields: 'CONSUMER ID', 'LAST NAME', 'DATE OF BIRTH' (with a calendar icon and 'MM/DD/YYYY' format), and 'SEARCH CONTEXT' (a dropdown menu set to 'All Related Submitting Providers'). A red box highlights the text '*Combination of DOB and Last Name or Consumer ID is required'. At the bottom right, there is a blue 'SEARCH' button with a red arrow pointing to it.

Search results will render below.

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
ANG Test	12/15/1960	1111 33rd Somewhere,IA	TEMP001982021011200000	Colorado	0

Displaying records 1 to 1 of 1 records

Previous 1 Next
Show 10 Entries

Prior Auth Questions? Contact us at NMMIP@kepro.com

**For Claims Questions Contact:
2024 Claims: 90 Degrees 866-306-1882
2023 and earlier Claims: VHBA 844-728-7896**