Training Curriculum

The curriculum includes live demonstration training courses that will be developed and delivered, including the associated learning objectives and duration. All live demonstrations will be supported by additional training materials, including provider portal user guide, quick reference guides, and recorded training videos which are all available on the [Atrezzo Provider Portal website](#).

Live demonstration training sessions will be hosted via Microsoft Teams. Each session will have multiple dates and times to allow providers to choose the time that works best with their schedule. These sessions will include a recorded video to demonstrate system functionality to ensure training consistency, avoid technical difficulties, decrease lag time with large group screen share, and ensure scheduled sessions are completed on time. Providers will have ample time to ask questions during these sessions. Registration and attendance are tracked through the Microsoft Teams platform and data will be provided upon completion of training sessions.

Provider Portal Registration and Multi-Factor Authentication (MFA)

- Initial Training will include multiple dates/times prior to and extending beyond Go Live.
- Recorded videos and training materials will be available on the client website for on demand access.
- Registration links for training sessions will be created and provided after October 23, 2023.

Curriculum	Learning Objectives	Duration
Portal Registration	- Understand information needed to complete registration process	
Provider Portal Multi-Factor Registration	- Access Atrezzo provider portal - Understand how to create a provider group account - Complete registration for additional NPI numbers	45 min
Provider Administrator Role	- Recognize system features for adding and managing users, resetting passwords and/or accounts & setting preferences	

Provider Portal System Training

- Initial Training will include multiple dates/times prior to and extending beyond Go Live.
- Recorded videos and training materials will be available on the client website for on demand access.
- Registration links for training sessions will be created and provided after October 23, 2023.

Curriculum	Learning Objectives	Duration
Portal Login	- Understand how to access and login to the Atrezzo provider portal - Learn the steps for Forgot/Reset password	
New Requests	- Understand how to submit a new request, copy an existing request, and extend a completed request. - Learn how to change context (for multiple provider locations)	
Saved Requests	- Understand when to complete a saved but not submitted request	
Supporting Documentation	- Learn how to upload supporting documentation	75 min
Case Review and Status	- Search by member, case, or identification number - Case summary review - Locate and review determination letters - Requesting reconsideration	
Messaging	- Viewing and sending messages through the provider portal	

Implementation Training Schedule

The below implementation training schedule will begin in November, approximately three (3) weeks prior to Go Live. All sessions in each module will portray the same information. Users only need to attend a session once; however, are encouraged to attend more than once if desired.

Module 1 – Provider Portal Administrator Training
45-minute session; 10 sessions; all times below are MT

The objective of this 45-minute training session is to demonstrate how to register with the Atrezzo Provider Portal and the Administrator role functions. During this session, users will learn how to login, complete multi-factor authentication (MFA) registration, and all administrative functions including adding and managing users, adding additional NPIs (if needed), and resetting MFA for additional users. This session is for all Administrator users. An administrator is commonly a supervisor or manager as they will have the highest system permissions. Initially only one administrator should be designated to register the provider portal. Additional administrators can be added once initial registration is complete.

Date	Time (MT)	Time (ET)	Curriculum
Monday, November 13	12:15pm	2:15pm	Provider Portal Multi-Factor Registration
Wednesday, November 15	10:15am	12:15pm	Provider Portal Login
Friday, November 17	2:15pm	4:15pm	Provider Administrator Role
Monday, November 20	9:15am	11:15am	– Add and manage users
Tuesday, November 28	2:15pm	4:15pm	
Wednesday, November 29	9:15am	11:15am	– How to reset accounts
Friday, December 1	10:15am	12:15pm	
Monday, December 4	12:15pm	2:15pm	– Registering multiple locations
Thursday, December 7	1:15pm	3:15pm	
Wednesday, December 13	10:15am	2:15pm	– Setting preferences

Module 2 – Provider Portal System Training
75-minute session; 18 sessions; all times below are MT

The objective of this 75-minute training session is to demonstrate how to submit a prior authorization request, upload supporting clinical documentation, view determination letters, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit or review prior authorization requests.

All provider groups will need to dedicate a Provider Group Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to register the provider portal account.

Date	Time (MT)	Time (ET)	Curriculum
Tuesday, November 14	10:00am	12:00pm	Provider Portal Login
Thursday, November 15	2:00pm	4:00pm	Submitting New Requests
Monday, November 20	2:00pm	4:00pm	
Monday, November 27	12:00pm	2:00pm	Completing Saved Requests
Tuesday, November 28	10:00am	12:00pm	Submitted Request Status
Wednesday, November 29	1:00pm	3:00pm	Determination Letters
Thursday, November 30	9:00am	11:00am	Uploading Additional Clinical Documentation
Thursday, November 30	11:00am	1:00pm	
Thursday, November 30	1:00pm	3:00pm	Extending Approved Request
Friday, December 1	12:00pm	2:00pm	Copy Current Request
Monday, December 4	9:00am	11:00am	Sending/Receiving Messages
Wednesday, December 5	12:00pm	2:00pm	
Friday, December 8	10:00am	12:00pm	Requesting Reconsideration
Monday, December 11	12:00pm	2:00pm	Changing Provider Context
Wednesday, December 13	10:00am	12:00pm	
Friday, December 15	12:00pm	2:00pm	Forgot/Reset Password
Monday, December 18	9:00am	11:00am	
Wednesday, December 20	10:00am	12:00pm	