



SMI TERMINATION REQUESTS

Atrezzo Submission Guide

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Hello and Welcome to the Kepro Serious Mental Illness Termination Request training for Section 65 adult service. This video has been created to provide general guidance for Providers on how to submit a termination request in Atrezzo for members with a Serious Mental Illness or SMI. The criteria that defines a Serious Mental Illness can be found in the Section 65 MaineCare Benefits Manual located at www.maine.gov

The guidance presented in this presentation is meant to give providers a basic understanding of the SMI termination process in Atrezzo, and the process once a termination request has been submitted.



PART ONE

Atrezzo Submission



We will start with a basic overview of submitting a SMI Termination request in Atrezzo.

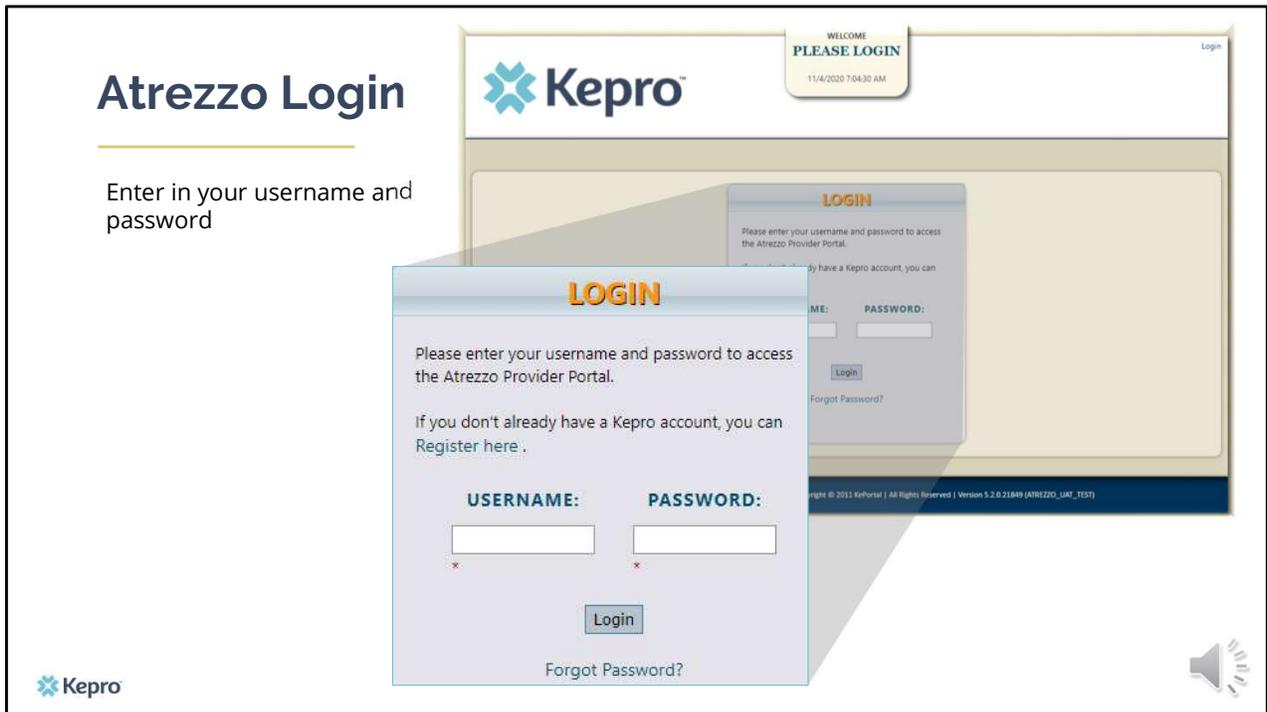
Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal



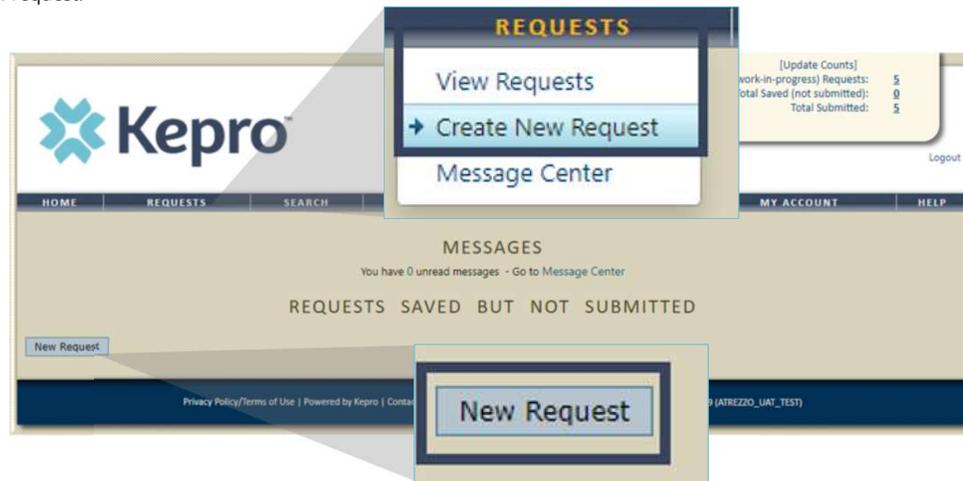
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button



Once you click on the Atrezzo login button, you will be brought to the actual login page. Here you will enter in your username and password. If you have forgotten your password, click on the I forgot password link. This will ask you to provide your username and the answer to your security question. Once you have answered your security question, you will be able to reset your own password.

Creating the Request

Once you have successfully logged in, you will be brought to the home screen of Atrezzo. There are two ways to create a new request. You can click on New Request at the bottom of the home screen, or by clicking on the requests tab and selecting create new request.



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Creating the Request

Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth

The screenshot shows the Kepro Member Search interface. At the top, there is a navigation bar with tabs for HOME, REQUESTS, SEARCH, and MANAGEMENT. The main content area is titled "MEMBER SEARCH" and includes a sub-header "Search for a member using the criteria". Below this, there is a search form with the following fields:

- Member ID:
- or
- Member Last Name:
- Member Birthdate: (mm/dd/yyyy)

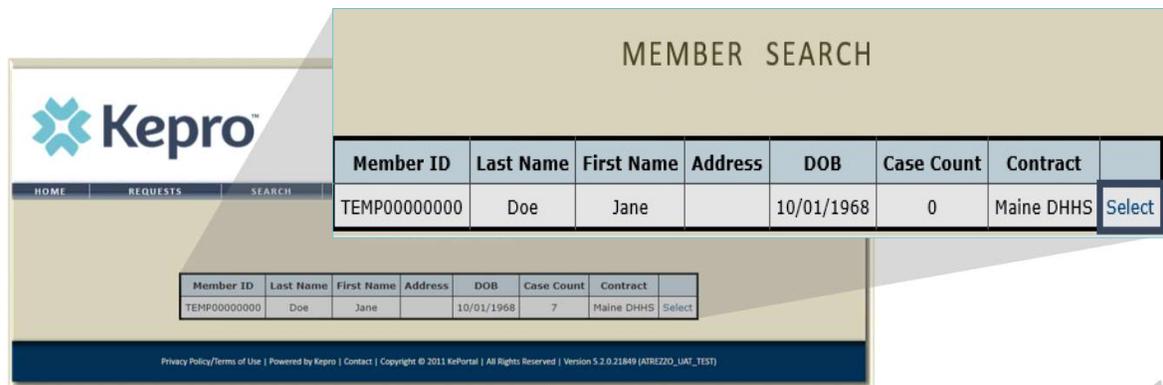
A "Search" button is located below the birthdate field. The interface also displays the Kepro logo, a user profile for "ROBERT NOBLE" (Contract: Maine DHS), and a status bar at the bottom with the text: "Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2013 Keportal | All Rights Reserved | Version 5.2.0.21849 (ATRC220_UA_TEST)".

Enter in the member's MaineCare ID in the Member ID box. If you don't have the member's MaineCare ID, you can search for the member by entering in the member's last name and date of birth and click search.

If the consumer does not have MaineCare, you will be prompted to Create a Temporary member. This should be used for OBH Funded consumers who do not have a MaineCare ID.

Creating the Request

Click on select once the member appears in the member search screen.



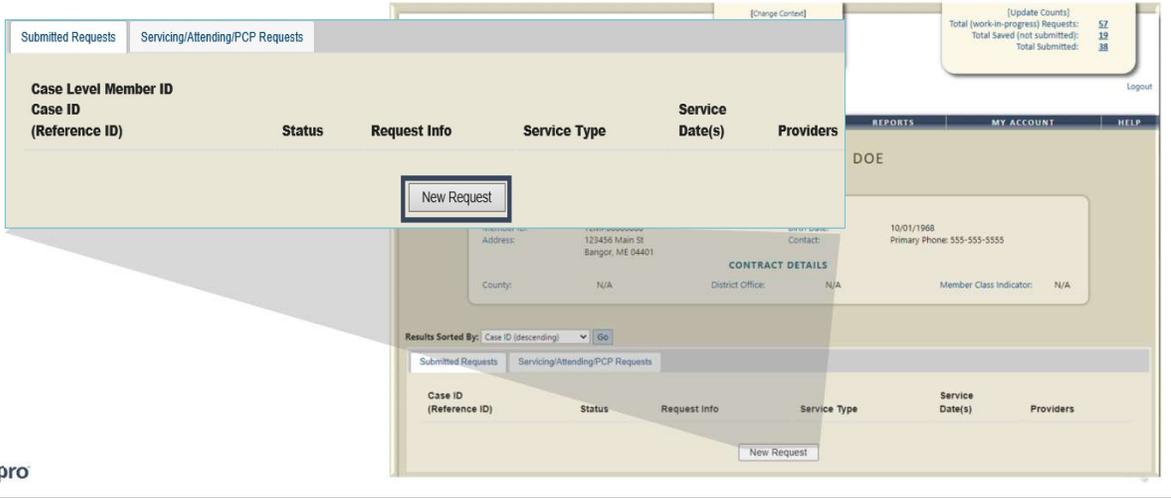
The screenshot displays the Kepro Member Search interface. At the top, the Kepro logo is visible on the left, and the title "MEMBER SEARCH" is centered. Below the title is a table with the following columns: Member ID, Last Name, First Name, Address, DOB, Case Count, Contract, and a "Select" button. The table contains one row of data for a member with ID TEMP00000000, Last Name Doe, First Name Jane, DOB 10/01/1968, Case Count 0, and Contract Maine DHHS. A callout box highlights the "Select" button in the table. At the bottom of the page, there is a footer with the text "Privacy Policy/Terms of Use | Powered by Kepro | Contact | Copyright © 2011 KePortal | All Rights Reserved | Version 5.2.0.21849 (ATREZZO_UAT_TEST)".

Member ID	Last Name	First Name	Address	DOB	Case Count	Contract	
TEMP00000000	Doe	Jane		10/01/1968	0	Maine DHHS	Select

Once the member appears in the member search screen, click on select to start the request

Creating the Request

Click on New Request at the bottom of the Request screen



Click on New Request at the bottom of the Request screen

Creating the Request

Select Outpatient as the request type

The screenshot displays the 'REQUESTS FOR JANE DOE' page. A callout box highlights the 'Select request type' dropdown menu set to 'Outpatient' and the 'Select sub contract' dropdown menu set to 'Maine ASO'. The 'Create Request' and 'Cancel' buttons are also visible. The background shows the user's profile information for Jane Doe, including Member ID, Address, Birth Date, and Contact information. Below the profile is a 'CONTRACT DETAILS' section with fields for County, District Office, and Member Class Indicator. A 'Results Sorted By' dropdown is set to 'Case ID (descending)'. A table of requests is visible, with columns for Case ID (Reference ID), Status, Request Info, Service Type, Service Date(s), and Providers. The 'Submitted Requests' tab is selected. The Kepro logo is in the bottom left corner.

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers

In the select request type box, choose outpatient. The select sub contract will default to Maine ASO. Click Create request to continue.

Requesting Provider Page

Enter in your agency's fax number if not already indicated.

REQUESTING PROVIDER

Name	PINES HEALTH SERVICES
Provider ID	1922449834
Provider Type	78 - Facility-Agency-Organization NR Provider
Address	1260 MAIN ST WADE ME 04786
Phone	207-498-1164

Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.

Fax *

** denotes required field*

REQUESTING PROVIDER

Name P
Provider ID 1
Provider Type 7
Address 1
Phone 207-498-1164

Providers in receipt of Faxed determination letters: Official communication of service authorization will be sent to the fax number entered below.

Fax *

** denotes required field*



Once you have clicked create request, you will be brought to the Requesting Provider page. If your agency's fax number is not already indicated, please enter in the fax number and click next.

Service Detail Page

Click on the Service Detail page



Using the tabs on the left-hand side of your screen, click on the Service Detail page. The Service Provider and Attending Physician pages are not required for SMI Termination Requests.

Service Detail Page

Complete the Service Type and Request Type

Service Type *
Request Type

220 - Section 65 Behavioral Health Service: ▼
SMI Termination ▼

Patient Detail
Requesting Provider
Service Provider
Attending Physician
Service Detail
Procedures
Diagnoses
Clinical Information
Attached Documents
Questionnaires

QUEST

SERVICE DETAIL

Service Type *
Request Type
FIPS Code

220 - Section 65 Behavioral Health Service: ▼
SMI Termination ▼

* denotes required field

Previous Next

In the service type box, enter in the Section 65 Behavioral Health Services. Then enter in your request type as SMI Termination and click next.



Procedures Page

Enter in the service code that you are requesting to terminate or interrupt

The screenshot illustrates the workflow for adding a procedure to an outpatient services request. It features a main page titled "OUTPATIENT SERVICES REQUEST" with a sidebar menu containing: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures (highlighted), Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The main content area has a "PROCEDURES" section with the instruction "Use the search below to add procedures to this request" and "Find" and "Show Preferred" buttons. A callout box titled "PROCEDURES" shows a "Find" button being clicked. A second callout box titled "Procedure Search" shows the search form with "Code Type" set to "CPT", "Code Starts with" set to "H2010", and "Find" button clicked. A third callout box shows the search results table:

Code	Description	Action
H2010	Comprehensive med svc 15 min*	Select

On the procedures page, enter in the service code that you are requesting to terminate or interrupt. Click on find, then enter in the procedure code or description of the code and click find. When the procedure appears, click on select under action. This will add the code to your request. You will notice in this example an asterisk after the service code description. When ever you see this, it means there are more than one procedure code within the description. You will be able to select the appropriate description once the code is added to your request.

Procedures Page

Enter in the start and end date as the date you are submitting the SMI Termination. Enter one (1) unit in the Qty box.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. On the left, a procedure code 'H2010 - Adult Medication Management' is selected, with a dropdown menu showing alternative descriptions: 'Adult Medication Management', 'Baxter Fund/MaineCare Services - Medication Management', 'Adult Medication Management-Suboxone Provider', and 'Adult Medication Management-Substance Abuse'. Below this, another procedure code 'H0004 - Adult Outpatient Therapy- Mer' is shown with a date range from 03/26/2021 to 03/26/2021 and a quantity of 1. The main form area on the right includes a search field for procedures, a date range, a quantity box, and a frequency dropdown. Buttons for 'Find', 'Show Preferred', 'Previous', and 'Next' are visible at the bottom of the form.



Once the code has been added, indicate the start and end date as the date the request is being submitted. If the code you add has more than one description, click the drop-down box of the procedure code to get a list of all descriptions of the code. In the quantity box, indicate one (1) unit. Click Next

Diagnosis Page

Enter in the primary diagnosis code and any subsequent diagnoses.

The screenshot illustrates the 'Diagnosis Page' in the Kepro system. The main interface is titled 'OUTPATIENT SERVICES REQUEST' and features a sidebar with navigation options: Patient Detail, Requesting Provider, Service Provider, Attending Physician, Service Detail, Procedures, Diagnoses, Clinical Information, Attached Documents, and Questionnaires. The 'Diagnoses' section is active, showing a search area with 'Find' and 'Show Preferred' buttons. A callout box labeled 'DIAGNOSES' highlights these buttons. Below the main interface, two 'Diagnosis Search' dialog boxes are shown. The first dialog box shows the search criteria: Code Type (ICD10), Code Starts with (F20.0), and Description. The second dialog box shows the search results, including a table with columns for Code, Description, and Action. The table contains one entry: F20.0, PARANOID SCHIZOPHRENIA, with a 'Select' button under the Action column. The Kepro logo is visible in the bottom left corner.

On the Diagnosis page, enter in the member's primary diagnosis and any other subsequent diagnosis at time of referral request. Click on find, enter in the diagnosis code or description and click search. When the diagnosis code appears, click select under action to add the code to the request. Repeat the same steps to add each diagnosis code. Click next.

Clinical Information Page

Clinical information page is not required



Using the tabs on the left-hand side of your screen, click on the Questionnaire page. The Clinical Information page is not required for Termination Requests

Questionnaire Page

Complete the Termination Request Questionnaire

Questionnaire Name	Status
SMI Termination Request	Not Completed



Click on the Termination Request Questionnaire and complete the questionnaire.

Questionnaire Page

Services to Be Terminated / Interrupted

1. Please indicate if this is a request to terminate or interrupt services.

(Please select one.)

Terminate

Interrupt

1.3.1. Please explain

2. Check all that apply

(Please select between 1 and 13 items.)

ACT

Community Integration

Crisis Residential

Daily Living Support Services

Interrupt

1.3.1. Please explain



Please note, that as you answer the questionnaire some questions will cascade to additional questions if more information is required

Questionnaire Page

Save changes and return to request

Edit Questionnaire

Status: Incomplete

Save Changes

Mark as Completed

Return To Request

Save Changes

Mark as Completed

Status: Incomplete

Return To Request

AGENCY REQUEST TO TERMINATE OR INTERRUPT SERVICES FORM

Services to Be Terminated / Interrupted

1. Please indicate if this is a request to terminate or interrupt services.

(Please select one.)

- Terminate
- Interrupt



When the questionnaire has been completed, click on the save changes button and then click on Return to Request. It is important that the questionnaire is filled out completely as this is where we will be capturing most of the information about why there is a request to terminate or interrupt services.

Submitting the Request

Select the pre-certification acknowledgement and click submit.

The screenshot displays the 'OUTPATIENT SERVICES REQUEST' form. The 'Requesting Provider' section is highlighted with a blue box. Below the form, a pre-certification acknowledgement checkbox is checked, and the 'Submit' button is highlighted with a blue box.

REQUESTING PROVIDER	
Name	PINES HEALTH SERVICES
Provider ID	1922449834
Provider Type	78 - Facility-Agency-Organization NR Provider
Address	1260 MAIN ST

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Save Save for later Cancel Request **Submit**

Previous Next

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Save Save for later Cancel Request Submit

Once you have returned to the request, scroll to the bottom of the page and check the pre-certification statement and then click submit.

Submitting the Request

Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time.

Case ID:
203090001

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc.

The screenshot displays the Kepro Request Overview page. At the top, there is a navigation bar with links for HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. The main content area is titled "REQUEST OVERVIEW" and includes a "CASE INFORMATION" section with a "PRINT CASE" button. The case information includes:

Case ID:	Case Submit Date:	SRV Auth:	Reference ID:
203090001	11/4/2020 9:17 AM	N/A	N/A
Member ID:	Member Name:	Gender:	DOB:
TEMP001482020110400000	John Dow	M	1/1/1959

Below the case information is a "PROCEDURES" section for H2015 Community Integration (CI). The status is "Approved" and the reason is "Approved - Meets Criteria".

	Requested	Certified	Freq:	Rate:
Quantity:	20	20	N/A	N/A
Start Date:	11/4/2020	11/4/2020	Mod: N/A	N/A
End Date:	12/31/2020	12/31/2020		

Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc.



PART TWO

Post Submission



Now that we have reviewed the process for submitting a SMI Termination request, we will review what happens post submission

Daily Authorization Report

The screenshot displays the Kepro web application interface. At the top left is the Kepro logo. To its right are two utility boxes: one for "[Change Context]" showing "Contract: Maine DHHS" and another for "[Update Counts]" showing "Total (work-in-progress) Requests:", "Total Saved (not submitted):", and "Total Submitted:". A "Logout" link is positioned to the right of the update counts box. Below these is a navigation menu with tabs for HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS (which is highlighted), MY ACCOUNT, and HELP. Underneath the navigation menu is a header bar that reads "HEALTH INTELLIGENCE CENTER - REPORTS". The main content area features a large heading "HEALTH INTELLIGENCE CENTER - REPORTS" and a table with the following structure:

Name	Category	Description
ME Daily Authorizations	ME Authorizations	ME Daily Authorizations

At the bottom left of the interface is the Kepro logo, and at the bottom right is a speaker icon indicating audio content.

Once your request has been submitted, Kepro’s Clinical team will review the request within 48 business hours. In some instances, Kepro will contact the member or guardian to discuss the request and in other instances, the request may be sent to OBH for review. Once the request is reviewed and if determined to be an appropriate termination, Kepro will document the outcome in your termination case and will submit a formal discharge on behalf of the provider.

The Daily Authorization Report is the primary way Kepro communicates to providers regarding the status of a case. In the Atrezzo portal, users who have been setup as a Group Admin + Reports or Admin +Reports User will have a Reports tab. Within the reports tab, you will find the Daily Authorization Report which will give you updates as cases change status.

Questions?



Toll-Free Phone: (866) 521-0027

- Option 1 - Member Services
- Option 2 - Katie Beckett
- Option 3 - Provider Relations
- Option 4 - Care Management
- Option 5 - Appeals

Email: ProviderRelationsME@Kepro.com

www.qualitycareforme.com



Thank you for joining the Kepro Termination Request Training. If you have further questions or need assistance, please call us at 866-521-0027. For technical assistance, please press Option 3 to reach a member of our Provider Relations Team. You can also reach a member of our Provider Relations Team via email at ProviderRelaitonsME@Kepro.com Our hours of operation are Monday thru Friday 8am to 6pm.