

Retrospective Claims Reviews

Atrezzo™ Provider Portal

Submission Requirements

KEPRO



Welcome



- **KEPRO was recently awarded the contract for the Ohio Department of Medicaid (ODM) Program Integrity (PI) Hospital Utilization Review (UR) contract.**
- **Since 1985, KEPRO has provided effective care management solutions and quality improvement to federal, state Medicaid, and commercial clients.**
- **KEPRO serves as the CMS BFCC-QIO for the State of Ohio, along with 32 other states and the District of Columbia.**
- **KEPRO has been accredited since 2004 in Healthcare Utilization Management by the URAC.**
- **KEPRO maintains a philosophy of protecting the rights and improving the health of the populations we serve.**

- **Effective August 14, 2017, KEPRO began processing Ohio Department of Medicaid Prior Authorizations for the following services:**
 - **Inpatient & Outpatient Hospital Services, Ambulatory Surgical Center (ASC)**
 - **Home Health Services**
 - **Mental Health and Substance Use Disorder (SUD) treatment (under limited circumstances)**
- **KEPRO began the Retrospective Claim Review process for Ohio Department of Medicaid August 14, 2017.**

- **Regulations:**
 - **42 CFR Chapter IV, Subchapter C Part 456 Federal Regulations require each state to have a statewide surveillance and utilization control program that safeguards against unnecessary or inappropriate use of Medicaid services and against excess payments.**
 - **OAC 5160-2-07.13 Utilization Review rule**
 - **OAC 5160-1-27- Authorizes the review of provider records**
 - **ORC 5164-57 – Recovery of Medicaid Overpayments**

Retrospective Review Process



- Each month a sample of claims will be pulled for review.
- Retrospective Review look back period – 5 year period following the end of the state fiscal year in which any overpayment was made.
- If your claim is selected, you will receive a Request for Medical Records fax notification.
- Requested medical records must be submitted to KEPRO within 30 days of receipt of the request.
 - KEPRO’s preferred method of submission is utilizing Atrezzo Provider Portal
 - To register for Atrezzo Provider Portal, utilize the **Registration Code** provided on the “Request for Medical Records” fax & your **10 digit National Provider Identification (NPI) Number**

- **Key Review Components**
 - **Compliance/Billing**
 - **Medical Necessity**
 - **Level of Care**
 - **Coding**
 - **Quality of Care**

Notification of Review Determination

- Notifications will be faxed for all Denials
- Approval and Denial notifications are viewable in Atrezzo Provider Portal

Technical Denial

Medical Records may be submitted to KEPRO within 30 days of the Technical Denial notice. If no records are submitted the denial is considered final and binding.

First Level Appeals

Providers may request an appeal of denied decisions by providing additional medical information in writing, within 60 days of the Denial notification.

KEPRO First Level Appeals

Submit appeal correspondence to KEPRO for the following :

- Inpatient/Medical Necessity
- Inpatient DRG Coding/Reassignment
- Outpatient/Medical Necessity
- Outpatient Billing Errors
 - Coding corrections
 - Inappropriate Setting

KEPRO

Attn: Ohio Medicaid Appeals

2810 North Parham Road, Suite 305

Henrico, Virginia 23294

ODM First Level Appeals

Submit appeal correspondence to ODM-SURS for the following:

- Inpatient/Readmission
- Inpatient/Transfer
- Inpatient/Compliance
- Inpatient Billing Error:
 - B1 - Admit source incorrect
 - B2 - Patient (discharge) Status code incorrect
 - B3 - Medicaid # incorrect
 - B4 - Age is incorrect
 - B5 - The admission should have been billed as an outpatient observation stay, as the patient did not remain an inpatient past midnight on the date of admission and/or no order for admission.
 - B6 - Unsubstantiated bill charges
 - B99 - other not listed above (i.e., Hospital Acquired Conditions, Present on Admission, AN modifier condition code/precert issue, Hospice patient)

ODM Second Level Appeals

Second Level appeal must be submitted to ODM within 30 calendar days of the Initial appeal decision. Second level appeals are permitted for the following:

- Inpatient/Medical Necessity
- Inpatient DRG Coding/Reassignment
- Outpatient/Medical Necessity
- Outpatient Billing Errors
 - Coding corrections
 - Inappropriate Setting

Ohio Department of Medicaid
Surveillance and Utilization Review Section
PO Box 182582
Columbus, OH 43218

Accessing Atrezzo Provider Portal



- Website Address: ohmedicaid.kepro.com
- Select “ Atrezzo Login”



Atrezzo
System Status ●

KEPRO OHIO MEDICAID

KEPRO is collaborating with the Ohio Department of Medicaid (ODM) to provide quality and utilization reviews for health coverage claims and retrospective reviews for 3 million Ohioans. We collaborate with Ohio’s network of approximately 90,000 providers to ensure that Ohio Medicaid recipients receive the right care, at the right time and in the right setting.

KEPRO provides prior authorization and precertification reviews, retrospective reviews, medical necessity, billing and quality care reviews. KEPRO may also provide special reviews for medical surgery, behavioral health reviews and prior authorization.

In addition, KEPRO will be conducting health studies for the development of quality improvement projects to enhance the services and care Ohioans receive.

Atrezzo Provider Portal allows for:

- **Secure access to Atrezzo Connect (Provider Portal)**
- **Provider will be able to access letters by Case/Request, Respond/Send messages To/From KEPRO**

Atrezzo Provider Portal Login Page



Click “Register here” to begin registration. Once registration has been completed, you will gain immediate access to KEPRO’s Atrezzo Provider Portal System.



WELCOME
PLEASE LOGIN

8/23/2017 10:19:05 AM

Login

LOGIN

Please enter your username and password to access the Atrezzo Provider Portal.

If you don't already have a KEPRO account, you can [Register here](#).

USERNAME: PASSWORD:

Login

[Forgot Password?](#)

Atrezzo Provider Portal Home Page



- Successful completion of setup/login, takes you to the Home Page
- Hover over the “Search” tab and select “Request/Case or Member” to access your KEPRO case

The screenshot shows the Atrezzo Provider Portal Home Page. At the top left is the KEPRO | Atrezzo logo. To the right, a dark blue box displays 'Your organization: OH Medicaid' and 'Your Name: [redacted]'. Further right, a yellow box shows request counts: 'Total (work-in-progress) Requests: 5', 'Total Saved (not submitted): 0', and 'Total Submitted: 5'. A 'Logout' link is in the top right. A navigation bar contains 'HOME', 'REQUESTS', 'SEARCH', 'MANAGEMENT', 'MY ACCOUNT', and 'HELP'. The 'SEARCH' tab is highlighted with a large blue arrow pointing to it. Below the navigation bar, the main content area has a 'MESSAGES' section with '0 unread messages' and a 'Go to Message Center' link. Below that, a 'REQUESTS' section shows 'SAVED BUT NOT SUBMITTED'. A 'New Request' button is in the bottom left. The footer contains 'Privacy Policy/Terms of Use | Powered by KEPRO | Copyright © 2011 KePortal | All Rights Reserved | Version 1.7.3.7986 (Atrezzo_Train)'.

Atrezzo Provider Portal

Locating Request via Member Search



- Complete member search utilizing the Member's Ohio Medicaid ID # or Last name and Birthdate



[Change Context]

ANDREA CENTER FOR POST ACUTE CARE

TIFFANY BROOKS

Contract: Ohio Medicaid

[Update Counts]

Total (work-in-progress) Requests: 1

Total Saved (not submitted): 0

Total Submitted: 1

Logout

HOME

REQUESTS

SEARCH

MANAGEMENT

REPORTS

MY ACCOUNT

HELP

MEMBER SEARCH

Search for a member using the criteria below.

Member ID:

or

Member Last Name:

Member Birthdate:

Search

Atrezzo Provider Portal

Locating request via Member Search



Upon verification of the Member's First Name, Last Name, and Date of Birth, Click "Select" under the actions column



[Change Context]

ANDREA CENTER FOR POST ACUTE CARE
TIFFANY BROOKS
Contract: Ohio Medicaid

[Update Counts]

Total (work-in-progress) Requests: 1
Total Saved (not submitted): 0
Total Submitted: 1

Logout

HOME | REQUESTS | SEARCH | MANAGEMENT | REPORTS | MY ACCOUNT | HELP

MEMBER SEARCH

Member ID	Last Name	First Name	Address	DOB	Case Count	Contract	
123123123123	Browman	Andrea		01/02/1933	1	Ohio Medicaid	Select



Atrezzo Provider Portal

Locating request via Member Search



Locate the case identified on the Request for Records Notification letter. Click ‘Select’ to access the case

[Change Context]

ANDREA CENTER FOR POST ACUTE CARE
TIFFANY BROOKS
 Contract: Ohio Medicaid

[Update Counts]

Total (work-in-progress) Requests: 1
 Total Saved (not submitted): 0
 Total Submitted: 1

[Logout](#)

HOME
REQUESTS
SEARCH
MANAGEMENT
REPORTS
MY ACCOUNT
HELP

REQUESTS FOR ANDREA BROWMAN

Andrea Browman

Member ID: 123123123123	Birth Date: 01/02/1933
Address: 1234 I Love Ohio Way Columbus, OH 12345-	Contact:

CONTRACT DETAILS

County: N/A

Submitted Requests

Servicing/Attending/PCP Requests

Case ID (Reference ID)	Status	Request Info	Service Type	Service Date(s)	Providers	
172350003 (N/A) [Procedures] [Diagnosis]	Submitted Approved: 0 Denied: 0 Pending: 0 Void: 0	Inpatient Letters: 0 Messages: 0	CR IP - CR: Medical	8/23/2017 - 8/23/2017	[Facility]	[Select] [Extend] [Copy]

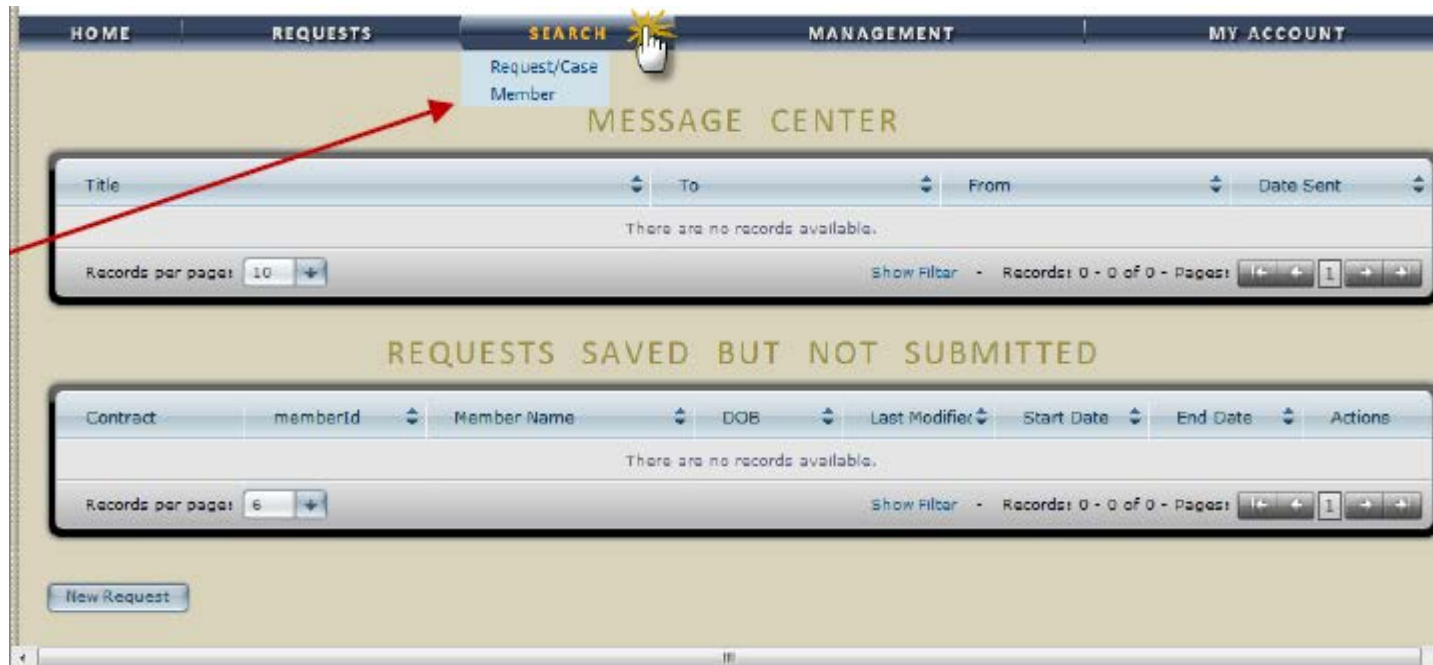
[New Request](#)

←

Atrezzo Provider Portal

Locating request utilizing KEPRO's Case ID

Hover over "Search" tab and Click Request/ Case option



Atrezzo Provider Portal

Locating request utilizing KEPRO's Case ID



- Enter the Case ID listed on your “Request for Medical Records” Letter/Notification . Select “Go”

The screenshot displays the Atrezzo Provider Portal interface. On the left is the KEPRO INTELLIGENT VALUE logo. The main content area shows a search card for 'ANDREA CENTER FOR POST ACUTE CARE' and 'TIFFANY BROOKS' with a contract for 'Ohio Medicaid'. To the right is a summary table:

[Update Counts]	
Total (work-in-progress) Requests:	<u>1</u>
Total Saved (not submitted):	<u>0</u>
Total Submitted:	<u>1</u>

Below the search card is a search form with the text 'Case or Reference ID:' followed by an input field containing '172350003' and a 'Go' button. A large blue arrow points to the 'Go' button. A navigation bar at the bottom contains links for HOME, REQUESTS, SEARCH, MANAGEMENT, REPORTS, MY ACCOUNT, and HELP. A 'Logout' link is also visible in the top right corner.

Atrezzo Provider Portal

Locating request utilizing KEPRO's Case ID



- Search Results will Display at the bottom of your page.
- Click “Select” to access the case

Case ID (Reference ID)	Member Info	Status	Request Info	Service Type	Service Date(s)	Providers	
172350003 (N/A) [Procedures] [Diagnosis]	123123123123 Browman, Andrea DOB: 1/2/1933 Contract: OH UM	Submitted Approved: 0 Denied: 0 Pending: 0 Void: 0	Inpatient Letters: 0 Messages: 0	CR IP - CR: Medical	8/23/2017 - 8/23/2017	[Facility]	[Select] [Extend] [Copy]



Atrezzo Provider Portal

Understanding the Request Overview Page



Request Overview page will display all case information

- Member Information
- Print Option (Located in the upper right corner)
- Requested and Certified CPT codes
- Requested and Certified Quantity
- Current Status (Pending- Add information, Submitted, Approved or Denied)
- All Case Messages
 - Ability to send a new messages
- Attached Documents (All clinical information previously attached for KEPRO Review)
 - Ability to attach additional documentation
- Clinical Information- View all Clinical notes submitted by KEPRO internal staff members and Providers via the Atrezzo Provider Portal System
 - Ability to add Additional Clinical Information

Atrezzo Provider Portal

Understanding the Request Overview Page



REQUEST OVERVIEW

[PRINT CASE](#)

CASE INFORMATION

Case ID: [Redacted] 334	Case Submit Date: 12/8/2016 4:12 PM	SRV Auth: N/A	Reference ID: N/A
Member ID: [Redacted] 74	Member Name: [Redacted] UR	Gender: M	DOB: [Redacted] 010

PROCEDURES

0359T	BEHAVIORAL ID ASSESSMENT	Status: Pending	Reason: Additional Info - Pend
Requested	Certified		
Quantity: 1	N/A	Freq: N/A	
Start Date: 11/14/2016	N/A	Mod: UB	Rate: N/A
End Date: 11/14/2016	N/A		
Errors:			

PROVIDER INFORMATION

Servicing Provider:
[Redacted] FT

Attending Physician:

DIAGNOSIS CODES & OTHER CASE INFORMATION

Primary	Code	Description
<input checked="" type="checkbox"/>	F84.0	AUTISTIC DISORDER

Request Type: Prior Auth	Intake Method: Web	Discharge Dispositions:
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MESSAGES AND ATTACHMENTS

MESSAGES
View Messages (1)
Send New Message

LETTERS
No Letters exist for this request

ATTACHED DOCUMENTS
[Redacted]

Attach New Document (4 MB size limit):

QUESTIONNAIRES
No Questionnaires exist for this request

CLINICAL INFORMATION

Uploading Medical Records

- Under Attached Documents section, click “Browse” to select the document from your my computers/ my documents section. To attach documents, the intended documents must be saved on your computer

ATTACHED DOCUMENTS

No Documents exist for this request

Attach New Document (4 MB size limit):



Atrezzo Provider Portal

Uploading Requested Medical Records



- **Once the document has been selected, the file name will display in the Browse Window**

ATTACHED DOCUMENTS

No Documents exist for this request

Attach New Document (4 MB size limit):

H:\OHIO Home Health Atrezzo Provider PortaL.pptx

Browse...

Atrezzo Provider Portal

Uploading Requested Medical Records

- Document Type- Select Medical Record from the drop down listing
- Click “Attach Selected Document”

ATTACHED DOCUMENTS

No Documents exist for this request

Attach New Document (4 MB size limit):

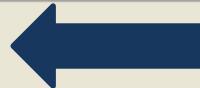
H:\OHIO Home Health Atrezzo Provider Portal.pptx

Browse...

Document Type: Medical Record



Attach Selected Document



Atrezzo Provider Portal

Uploading Requested Medical Records



The document name will reappear as a hyperlink.
This is your indication the attached document has
successful saved.

ATTACHED DOCUMENTS

[home health quick look processing grid \(3\).docx](#) Medical Record



Atrezzo Provider Portal

Uploading Requested Medical Records



- Any one document must be less than 50 MB. There is no limit to the total size of all the documents, so long as each individual document is less than 4 MB.

- If the document size is more than 50 MB compress the file to reduce the size.

Instructional information regarding file compression depends on your individual computer settings. Consult with your IT representative within your facility for assistance.

OR

Split your document into two separate files to meet the maximum size limit.

- Atrezzo accepts files with the following extensions:

PDF	DOCX	XLS	GIF	TIF	TXT
XLSX	JPG	DOC	RTF	BMP	JPEG

Atrezzo Provider Portal Clinical Information Section



- In the “Clinical Information” text box, enter the submitter’s Name and Contact Information
- Click “Add Clinical Information”

A screenshot of the "CLINICAL INFORMATION" section in the Atrezzo Provider Portal. The section has a light beige background. At the top, the title "CLINICAL INFORMATION" is displayed in a bold, blue, sans-serif font. Below the title, the date "8/23/2017" and the text "Request for Medical Records" are shown in a smaller, black, sans-serif font. Underneath, the label "Additional Clinical Information:" is followed by a large, empty white rectangular text box. At the bottom of the section, there is a blue button with the text "Add Clinical Information" in white. A large, dark blue arrow points to the right, positioned to the right of the button.

KEPRO's Contact Information



For additional assistance contact KEPRO Customer Service Department at **844-854-7281**

OR

Refer to the Atrezzo Provider Portal User Guide located under the Help tab on the Home page in the Atrezzo Provider Portal

KEPRO website: <http://ohmedicaid.kepro.com/>

Questions?