

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023110 AUGUST 31, 2023

Kepro announces additional Atrezzo Provider Portal training opportunities

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletin BT202301*, Kepro is the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor for IHCP nonpharmacy services. Kepro assumed PA-UM responsibilities on July 1, 2023.

Kepro will be conducting additional general training sessions for IHCP providers. These trainings will focus on the Atrezzo Provider Portal system and will allow for Q&A time for more specific issues.

Table 1 reflects the date, time and registration link for each training session. All sessions listed will demonstrate the same information.

Click the registration link for the desired session to register for the training. Upon successful registration, an email confirmation will be sent with instructions on how to join the training session. For any questions or issues with registration, please contact training@kepro.com.



Table 1 – Additional Atrezzo Provider Portal training

Date	Time (Eastern Time)	Registration link
Wednesday, Sept. 6	10 a.m. – 11:30 a.m.	Register Here
Thursday, Sept. 14	10:30 a.m. – 12 p.m. (noon)	Register Here
Thursday, Oct. 19	2:30 p.m. – 4 p.m.	Register Here
Tuesday, Nov. 28	9:30 a.m. – 11 a.m.	Register Here
Tuesday, Dec. 12	10 a.m. – 11:30 a.m.	Register Here

The following are quick contact information and links for providers:

- Kepro Customer Service line: 866-725-9991
- Fax number: 800-261-2774
- [Atrezzo Provider Portal](#), accessible at portal.kepro.com
- [Kepro Indiana Medicaid PA-UM FFS website](#), which includes previously recorded Atrezzo Provider Portal trainings (under Provider Education & Training)

For more information about Kepro and the Atrezzo Provider Portal, search “Kepro” in the Provider Reference Search on the [IHCP Bulletins](#) page at in.gov/medicaid/providers.

QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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