

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202339    MAY 2, 2023

## OMPP and Kepro announce training plan and dates for Atrezzo Provider Portal

As previously announced in *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202301](#), Kepro will be the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) vendor for the IHCP nonpharmacy services. Kepro will assume PA-UM responsibilities beginning July 1, 2023. Kepro will work with current IHCP vendors to ensure PA-UM responsibilities are carried out seamlessly and with no interruption of services.

All existing FFS authorizations will be honored until all approved units have been used or length of stay dates have been exhausted. No action will be needed by members or providers to ensure this continuity. Furthermore, for renewal or continuation of authorization for home health and therapy (physical, occupational, speech) services, requests received from July 1, 2023, through Sept. 30, 2023, will be honored for at least 180 days at the same service level, provided the requests also meet administrative requirements.

Training sessions will be conducted to teach providers about Kepro's Atrezzo Provider Portal. There are two separate types of Atrezzo trainings:

- Provider Portal Administrator Training
- Provider Portal System Training



The **Provider Portal Administrator** training will demonstrate how to log in to Atrezzo, complete multi-factor authentication (MFA) registration, and perform all administrative functions, including adding and managing users, adding additional National Provider Identifiers (NPIs) if needed, and resetting MFA for the administrator's users. Multiple 30-minute sessions will be offered for this training, but individuals only need to attend one. This training is for all administrator users of Atrezzo. An administrator is commonly a supervisor or manager, as they will have the highest system permissions.

The **Provider Portal System** training will demonstrate how to submit a prior authorization (PA) request, upload supporting clinical documentation, view determination letters and perform all other Atrezzo Provider Portal functions. Multiple 60-minute sessions will be offered for this training, but providers only need to attend one. This training will be for all users who will have access to the Atrezzo Provider Portal to submit or review PA requests.

Training sessions will also be provided for specific provider types due to individualized PA requirements for each of those provider types.

The dates and times for the training sessions are:

- [Table 1](#) and [Table 2](#) – General training for all portal users and administrators
- [Table 3](#) – Training specific to Traumatic Brain Injury (TBI) program providers
- [Table 4](#) and [Table 5](#) – Training specific to behavioral health providers
- [Table 6](#) and [Table 7](#) – Training specific to durable medical equipment (DME) providers
- [Table 8](#) and [Table 9](#) – Training specific to hospital providers

All training times listed are in Eastern Time (ET) and will reflect the actual date and time for the Indiana providers to attend. Each module will have numerous sessions for providers to select the date and time that works best for their schedule. All sessions listed within a given module will demonstrate the same information. All written and recorded materials will be located on a Kepro supplemental website, which will go live on June 12, 2023.

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**Providers do not need to download Microsoft Teams to attend. The meeting session will open in a browser window within one of the below compatible browsers:**

- **Windows Users: Microsoft Edge, Mozilla Firefox or Google Chrome**
- **Mac Users: Microsoft Edge, Apple Safari 10+ or Google Chrome**

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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](mailto:training@kepro.com).

## QUESTIONS?

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

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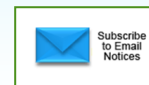


Table 1 – Atrezzo Module 1: Provider Portal Administrator Training – General

Date	Time	Registration link	Curriculum
Tuesday, June 13	10 a.m. – 10:30 a.m.	<a href="#">Register Here</a>	Provider Portal Registration Provider Multi-Factor Registration Provider Administrator Role: <ul style="list-style-type: none"> <li>• Add and manage users</li> <li>• Reset accounts</li> <li>• Register multiple provider locations (adding multiple NPIs to one account)</li> <li>• Set preferences</li> </ul>
Wednesday, June 14	3 p.m. – 3:30 p.m.	<a href="#">Register Here</a>	
Friday, June 16	9:30 a.m. – 10 a.m.	<a href="#">Register Here</a>	
Tuesday, June 20	10 a.m. – 10:30 a.m.	<a href="#">Register Here</a>	
Wednesday, June 21	1 p.m. – 1:30 p.m.	<a href="#">Register Here</a>	
Thursday, June 22	Noon – 12:30 p.m.	<a href="#">Register Here</a>	
Friday, June 23	8:30 a.m. – 9 a.m.	<a href="#">Register Here</a>	
Monday, June 26	10 a.m. – 10:30 a.m.	<a href="#">Register Here</a>	
Wednesday, June 28	Noon – 12:30 p.m.	<a href="#">Register Here</a>	
Friday, June 30	4 p.m. – 4:30 p.m.	<a href="#">Register Here</a>	
Monday, July 3	9 a.m. – 9:30 a.m.	<a href="#">Register Here</a>	
Wednesday, July 5	9 a.m. – 9:30 a.m.	<a href="#">Register Here</a>	

Table 2 – Atrezzo Module 2: Provider Portal System Training – General

Date	Time	Registration link	Curriculum
Wednesday, June 14	1 p.m. – 2 p.m.	<a href="#">Register Here</a>	Provider Portal Login
Thursday, June 15	3 p.m. – 4 p.m.	<a href="#">Register Here</a>	Submitting New Requests
Friday, June 16	10:30 a.m. – 11:30 a.m.	<a href="#">Register Here</a>	Completing Saved Requests
Wednesday, June 21	10 a.m. – 11 a.m.	<a href="#">Register Here</a>	Submitted Request Status
Thursday, June 22	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	Determination Letters
Friday, June 23	Noon – 1 p.m.	<a href="#">Register Here</a>	Uploading Additional Clinical Documentation
Monday, June 26	2 p.m. – 3 p.m.	<a href="#">Register Here</a>	Extending Approved Request
Monday, June 26	4 p.m. – 5 p.m.	<a href="#">Register Here</a>	Copy Current Request
Tuesday, June 27	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	Requesting Authorization Revisions
Tuesday, June 27	Noon – 1 p.m.	<a href="#">Register Here</a>	Sending/Receiving Messages
Wednesday, June 28	10 a.m. – 11 a.m.	<a href="#">Register Here</a>	Requesting Reconsideration (Administrative Review)
Thursday, June 29	Noon – 1 p.m.	<a href="#">Register Here</a>	Requesting Peer to Peer
Thursday, June 29	3 p.m. – 4 p.m.	<a href="#">Register Here</a>	Understanding Administrator Set Preferences
Friday, June 30	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	Changing Provider Context
Friday, June 30	Noon – 1 p.m.	<a href="#">Register Here</a>	Forgot/Reset Password
Monday, July 3	10 a.m. – 11 a.m.	<a href="#">Register Here</a>	
Wednesday, July 5	10 a.m. – 11 a.m.	<a href="#">Register Here</a>	
Thursday, July 6	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	
Friday, July 7	Noon – 1 p.m.	<a href="#">Register Here</a>	

**Note:** TBI administrators will attend Module 1: Provider Portal Administrator Training – General for portal registration and user management (see [Table 1](#)).

Table 3 – Atrezzo Module 3: Provider Portal System Training for TBI Program Providers

Date	Time	Registration link	Curriculum
Friday, June 30	2 p.m. – 3 p.m.	<a href="#">Register Here</a>	Provider Portal Login
Monday, July 3	1 p.m. – 2 p.m.	<a href="#">Register Here</a>	Submitting New Requests Completing Saved Requests Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Authorization Revisions Sending/Receiving Messages Requesting Reconsideration (Administrative Review) Requesting Peer to Peer Understanding Administrator Set Preferences Changing Provider Context Forgot/Reset Password

Table 4 – Atrezzo Module 4: Provider Portal Administrator Training for Behavioral Health Providers

Date	Time	Registration link	Curriculum
Wednesday, June 7	10 a.m. – 10:30 a.m.	<a href="#">Register Here</a>	Provider Portal Registration
Thursday, June 15	Noon – 12:30 p.m.	<a href="#">Register Here</a>	Provider Multi-Factor Registration Provider Administrator Role: <ul style="list-style-type: none"> <li>• Add and manage users</li> <li>• Reset accounts</li> <li>• Register multiple provider locations (adding multiple NPIs to one account)</li> <li>• Set preferences</li> </ul>

Table 5 – Atrezzo Module 5: Provider Portal System Training for Behavioral Health Providers

Date	Time	Registration link	Curriculum
Thursday, June 8	Noon – 1 p.m.	<a href="#">Register Here</a>	Provider Portal Login
Tuesday, June 13	4 p.m. – 5 p.m.	<a href="#">Register Here</a>	Submitting New Requests Completing Saved Requests
Friday, June 16	8 a.m. – 9 a.m.	<a href="#">Register Here</a>	Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Revisions Sending/Receiving Messages Requesting Reconsideration (Administrative Review) Understanding Administrator Set Preferences Changing Provider Context Forgot/Reset Password

Table 6 – Atrezzo Module 6: Provider Portal Administrator Training for DME Providers

Date	Time	Registration link	Curriculum
Monday, June 5	9 a.m. – 9:30 a.m.	<a href="#">Register Here</a>	Provider Portal Registration
Tuesday, June 13	Noon – 12:30 p.m.	<a href="#">Register Here</a>	Provider Multi-Factor Registration Provider Administrator Role: <ul style="list-style-type: none"> <li>• Add and manage users</li> <li>• Reset accounts</li> <li>• Register multiple provider locations (adding multiple NPIs to one account)</li> <li>• Set preferences</li> </ul>

Table 7 – Atrezzo Module 7: Provider Portal System Training for DME Providers

Date	Time	Registration link	Curriculum
Tuesday, June 6	Noon – 1 p.m.	<a href="#">Register Here</a>	Provider Portal Login
Thursday, June 8	4 p.m. – 5 p.m.	<a href="#">Register Here</a>	Submitting New Requests Completing Saved Requests
Monday, June 12	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Revisions Sending/Receiving Messages Requesting Reconsideration (Administrative Review) Understanding Administrator Set Preferences Changing Provider Context Forgot/Reset Password

Table 8 – Atrezzo Module 8: Provider Portal Administrator Training for Hospital Providers

Date	Time	Registration link	Curriculum
Monday, June 5	2 p.m. – 2:30 p.m.	<a href="#">Register Here</a>	Provider Portal Registration
Friday, June 9	Noon – 12:30 p.m.	<a href="#">Register Here</a>	Provider Multi-Factor Registration
Wednesday, June 14	9 a.m. – 9:30 a.m.	<a href="#">Register Here</a>	Provider Administrator Role: <ul style="list-style-type: none"> <li>• Add and manage users</li> <li>• Reset accounts</li> <li>• Register multiple provider locations (adding multiple NPIs to one account)</li> <li>• Set preferences</li> </ul>

Table 9 – Atrezzo Module 9: Provider Portal System Training for Hospital Providers

Date	Time	Registration link	Curriculum
Tuesday, June 6	10 a.m. – 11 a.m.	<a href="#">Register Here</a>	Provider Portal Login
Wednesday, June 7	4 p.m. – 5 p.m.	<a href="#">Register Here</a>	Submitting New Requests
Thursday, June 15	9 a.m. – 10 a.m.	<a href="#">Register Here</a>	Completing Saved Requests
Friday, June 16	2 p.m. – 3 p.m.	<a href="#">Register Here</a>	Submitted Request Status
			Determination Letters
			Uploading Additional Clinical Documentation
			Extending Approved Request
			Copy Current Request
			Requesting Revisions
			Sending/Receiving Messages
			Requesting Reconsideration (Administrative Review)
			Understanding Administrator Set Preferences
			Changing Provider Context
			Forgot/Reset Password