

NEW! EFFECTIVE OCTOBER 31, 2011!! SUBMITTING REQUESTS FOR SERVICE AUTHORIZATION

DMAS' Service Authorization Contractor, KePRO, is moving to their own Provider Portal "**Atrezzo Connect**" effective October 31, 2011 at 6:00 a.m. The previous system (iEXCHANGE) will not be available to providers, effective 5:00 p.m., October 28, 2011. For direct data entry requests, providers must begin using the new Atrezzo Connect Provider Portal. The new Atrezzo Connect Provider Portal advantages include easier system changes when DMAS program changes occur and specific prompts and edits related to certain programs in the new system. DMAS-related information from the previous system will be transferred into KePRO's new Atrezzo Connect Provider Portal prior to October 31, 2011.

The registration process for providers is much simpler and quicker than with iEXCHANGE and happens immediately on-line. Existing iEXCHANGE users can log onto Atrezzo Connect without re-registering, using a special username consisting of their iExchange group ID, a hyphen, and their iExchange username. The initial password is also the iExchange group ID. They will then be given a one-time opportunity to change their username and password. Users from providers not currently registered with iExchange will select a username and password and then establish their legitimate connection to the selected NPI# by providing information taken from the most recent remittance advice. After logging in, Group administrators and Administrators within Atrezzo can specify other users within their organization and establish preferences for servicing providers, diagnoses and procedure codes. The Atrezzo Connect **User Guide** and **FAQ's** are available at <http://dmas.kepro.com>. Click on the Training tab, then the General tab.

Providers with questions about KePRO's Atrezzo Connect Provider Portal may contact KePRO by email at atrezzoissues@kepro.com. For service authorization questions, providers may contact KePRO at providerissues@kepro.com. KePRO can also be reached by phone at 1-888-827-2884, or via fax at 1-877-OKBYFAX or 1-877-652-9329. Questions regarding the service authorization process can also be sent via e-mail to PAUR06@dmas.virginia.gov.
****Note: Do not send PHI by email unless it is sent via a secure encrypted email transmission.*