

SERVICE AUTHORIZATION CONTRACTOR

The Department of Medical Assistance Services (DMAS) currently utilizes KePRO, an innovative healthcare management solution company, as the Medicaid Service Authorization (Srv Auth) Contractor. KePRO conducts service authorization for Medicaid, Family Access to Medical Insurance Security (FAMIS), and FAMIS Plus clients in the fee-for-service programs.

KePRO offers the following benefits to the srv auth process:

- An internet accessible, web-based interactive srv auth request and response function (Atrezzo Connect formerly iEXCHANGE);
- A primarily paperless process for faster service and reduced provider administrative burden; and
- Utilization of InterQual, a nationally recognized criteria set, where applicable.

Additional information regarding service authorization is available on the Department of Medical Assistance Service's website at <http://dmasva.dmas.virginia.gov> and KePRO's website at <http://dmas.kepro.com>. Please be sure to check these websites on a regular basis for any new program information, changes, or updates.

Should you have any questions regarding service authorizations, please send your inquiries via e-mail to providerissues@kepro.com or PAUR06@dmas.virginia.gov. For Atrezzo Connect Portal issues, please send your inquiries to atrezzoissues@kepro.com.

KePRO's WEB BASED APPLICATION ATREZZO CONNECT

KePRO utilizes a web based application called Atrezzo Connect to facilitate the submission of srv auth requests. This is a user friendly system that will enable Medicaid enrolled providers to submit requests 24 hours a day, seven days a week via a secure internet connection. All information submitted to KePRO for new cases, changes to existing cases, extensions and additional information may be submitted via Atrezzo Connect. Srv Auth requests, updates and case viewing are available at any time, from virtually anywhere high speed internet access is available. Once a srv auth number has been generated, it is available for viewing in Atrezzo Connect.

Registration is required to access and use Atrezzo Connect. You must have a registered account before submitting information through Atrezzo Connect.

To register for Atrezzo Connect, please go to <https://dmas.kepro.com>. Simply click on the “**KePRO Atrezzo First Time Registration/Migration**” button and you will be prompted through the registration process. The registration process for providers is much simpler and quicker; happens immediately on-line.

Migration of existing iEXCHANGE accounts to Atrezzo Connect

- **If you’re already an iEXCHANGE user:**
 - Go to dmas.kepro.com and click ‘**KePRO Atrezzo First Time Registration/Migration.**’
 - Enter your special, migrated username and password directly on the next screen. **Do not click ‘Register here’ on that screen.**
 - The migrated username is equal to the 5-digit iEXCHANGE group ID, a hyphen, and the iEXCHANGE username, Example: 12345-username. The migrated password is equal to the 5-digit iEXCHANGE group ID.

Note: Your old iEXCHANGE password will not work. You’ll then be given an opportunity to change your Migration username. All initial passwords will need to be reset, even if you elect to keep the iEXCHANGE user name.

- **If you’re not an iEXCHANGE user:**
 - Go to dmas.kepro.com and click ‘**KePRO Atrezzo First Time Registration/Migration.**’
 - Click ‘**Register here**’ if you don’t have an account.
 - You’ll need NPI#, 1099 YTD (amount from most recent remittance advice to proceed), or the Last Remit date.
 - The provider must enter some data to verify authenticity for security reasons.
 - This data is from the provider RA/EOB (Explanation of Benefits) remittance form.
 - Select a unique user name and password & complete required user information.

KePRO also offers frequent live trainings regarding Atrezzo Connect account set-up and information on how to submit requests via Atrezzo Connect. Please visit KePRO's website at <https://dmas.kepro.com> for specific training information/schedules and a directory of available recorded trainings that can be viewed at your convenience. Click on the "***Training***" tab where you will see a link to "***KePRO Recorded Training***".

Registration is not required to attend KePRO's live web presentations, but space is limited to 275 attendees per training session. All recorded training will be available to view at any time.

Service Authorization tools

KePRO has developed new tools for each service requiring srv auth through KePRO to assist providers in submitting appropriate clinical information for successful processing. These guides termed "*Required Srv Auth Information*" checklists for srv auth requests are available on the KePRO's website at <https://dmas.kepro.com>.

Using these sheets and referring to them during the submission process will decrease the number of cases pended by KePRO for missing or additional information, and speed up the processing time.