EARLY INTENSIVE DEVELOPMENTAL AND BEHAVIORAL INTERVENTION (EIDBI) BENEFIT

Atrezzo Provider Portal Submission Training and Requirements

03/01/2022

Objectives

Kepro's role as the MRA

MHCP'S CURRENT MEDICAL REVIEW AGENT IS KEYSTONE PEER REVIEW ORGANIZATION (KEPRO). MHCP CONTRACTS WITH KEPRO TO PROCESS EIDBI SERVICE AUTHORIZATION REQUESTS.

Registration & Submissions

REVIEW THE REGISTRATION AND SUBMISSION PROCESS FOR EIDBI AND CMDE REQUESTS VIA THE ATREZZO PROVIDER PORTAL

Certification Outcomes

TO INCREASE EFFICIENCY AND CERTIFICATION OUTCOMES FOR THESE REQUESTS.

EIDBI BENEFIT PROCESS

Information in this section pertains to fee-for-service MHCP members only.**

Note the following timelines in the EIDBI service authorization process:

- Each EIDBI service authorization request cannot exceed a 180-day time span.
- Complete and submit a person's CMDE at least 30 days, but no more than 60 calendar days, before the end date of the current service authorization period. (The CMDE is not required every year, but is required at least once every three years or as clinically necessary).
- The ITP and CMDE may be signed on the same day, but the ITP must not be signed prior to the CMDE being completed.
- KEPRO may retroactively approve up to 180 days for services that require authorization. The qualified providers and legal representative must sign the ITP and CMDE prior to delivering any of these services.

EIDBI BENEFIT - PROVIDER RESPONSIBILITIES

The **comprehensive multi-disciplinary evaluation (CMDE) provider** is responsible to:

- Check eligibility in MN–ITS to determine whether the member is receiving EIDBI benefits through fee-for-service or is enrolled in a prepaid health plan
- Submit the completed CMDE Medical Necessity Summary Information (DHS-7108) (PDF), including the CMDE signature page, to the web-based KEPRO Atrezzo portal.
- Ensure that all documentation in the CMDE is complete and accurate prior to submission.

The **Qualified Supervising Professional (QSP)** is responsible to:

- Receive medical necessity approval before submitting the ITP
- Submit the completed Individual Treatment Plan (ITP) and Progress Monitoring (DHS-7109) (PDF), including the ITP signature page to the web-based KEPRO Atrezzo portal

Continued...

EIDBI BENEFIT - PROVIDER RESPONSIBILITIES

The **Qualified Supervising Professional (QSP)** is responsible to:

- Ensure that all documentation is complete and accurate prior to submission
- Coordinate other health, mental health, and home and community-based services to ensure that the person receives services that are the most appropriate and effective in meeting the person's needs

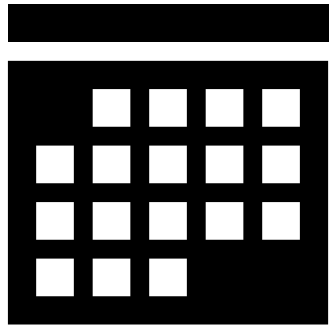
In general, the **EIDBI provider agency** is responsible to:

- Use the KEPRO Atrezzo portal to submit information to and communicate with KEPRO. KEPRO will not accept documentation sent via fax or mail, and the MN–ITS message screen has limited space.
- Reference the KEPRO Atrezzo Portal to check the status of the CMDE. Since the annual CMDE does not require authorization, a SA is not created, and a notification will not be sent via MN–ITS.

EIDBI BENEFIT RESPONSIBILITIES: Kepro

KEPRO will do the following within **five** business days of receiving the CMDE:

- Verify that all the required components of the CMDE are present
- Pend the case and notify providers through the Atrezzo message inbox if additional information is needed
- Review the documentation and make a medical necessity determination



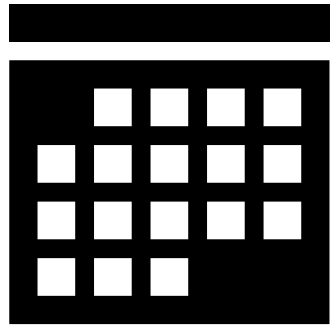
KEPRO will do the following within **ten** business days of receiving the ITP:

- Enter information from the ITP and CMDE into Medicaid Management Information System (MMIS)
- Verify all required components of the ITP are present
- Put the case in pending status and notify providers through the Atrezzo message inbox if more information is needed
- Complete an integrated review process of the CMDE, ITP and other MHCP-covered services the person receives in order to determine authorization for EIDBI services

EIDBI BENEFIT RESPONSIBILITIES: Kepro

If **KEPRO** puts the case in pending status in the Atrezzo portal and requests additional information:

- The provider has **15 Calendar days** to upload the requested information or make the requested corrections. The provider must submit **all** the additional information requested at one time to KEPRO.
- Failure to respond may result in denial and require a new Authorization to restart the process with all documentation necessary to make a determination.
- KEPRO has **three business days** from when it receives the additional information to review and make an approval or denial determination.



Atrezzo Provider Portal

Advantages of using the Provider Portal:

- Secured access to the Provider Portal
- Access letters via Case/ Request
- Respond / Send messages To/From Kepro
- Track case status & upload clinical documentation.

Accessing the Atrezzo Provider Portal

Website Address: https://mhcp.kepro.com

Select "Atrezzo Login"

To Register for the Atrezzo Provider Portal:

- Enter your 10-digit National Provider Identifier (NPI) number and Provider Registration Code (DHS PA# located in MN-ITS mailbox)
- *The Provider must contact Kepro for the registration code (Kepro #1-866-433-3658)*
- Select unique Username/ Password & complete the required user information

Atrezzo Provider Portal: To get started visit mhcp.kepro.com

- Home
- MHCP Manuals
- Reference Material
- Forms
- Fraud & Abuse
- Training
- FAQs
- Contact Us

Hot Topics

NEW OFFICE LOCATION

We are pleased to announce that our office has moved to a new location at 6802 Paragon Place, Suite 440, Richmond VA. 23230 .

Although mail forwarding will be in place, it is imperative your records are updated to ensure timely receipt of your mailed documents.

Kepro Atrezzo Portal Training

Please join KEPRO and attend our How to Create an Inpatient Request training on February 17th 2022 @ 9am CST. Access the following link to join the

Announcements

DME Reminder

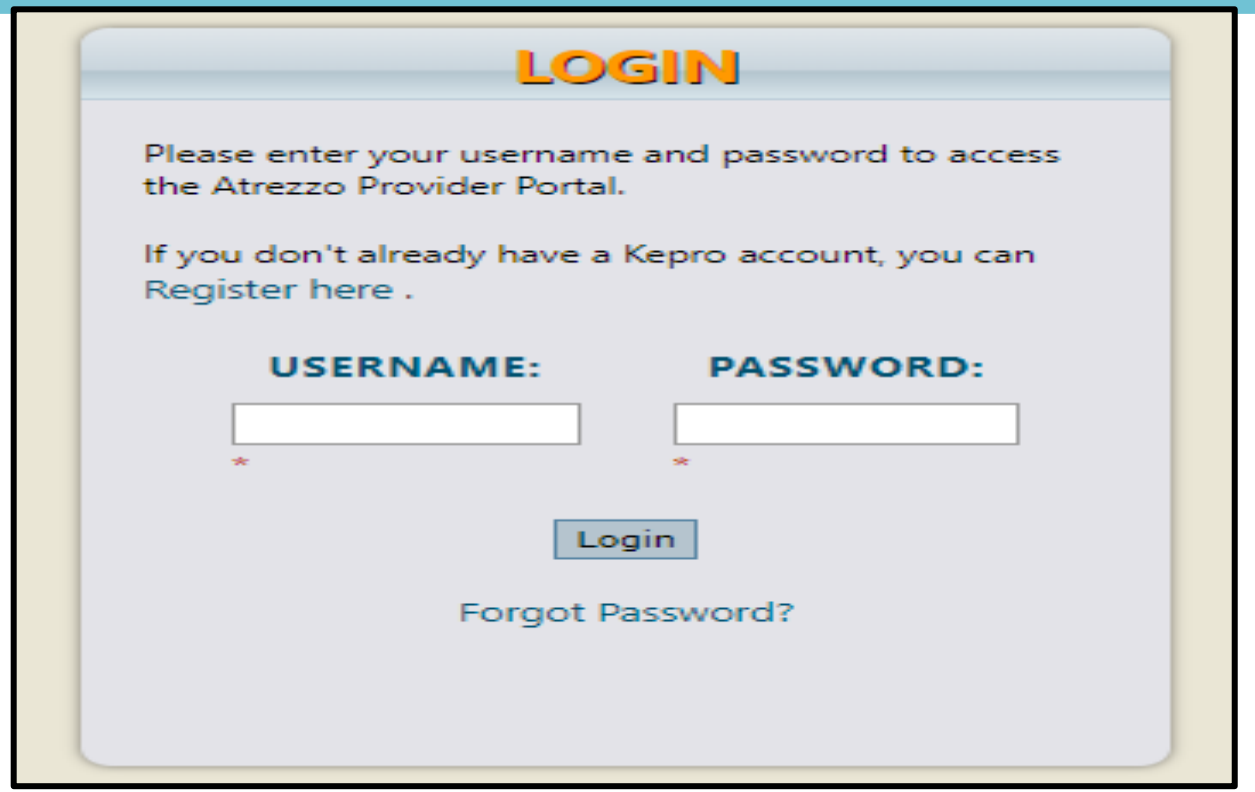
Providers, when creating a PA for DME and supplies, please use S-Supply as indicated below.

EIDBI Providers, Kepro has two announcements:

Kepro

Atrezzo Provider Portal: Login / Registration

Enter the username and password. Then select login or for new users click on the "Register here" option. Successful completion of setup/login takes you to the Home Page



Atrezzo Provider Portal New Case Creation

Provider Pointers:

- CMDE and EIDBI requires two separate case creations. Kepro does not recommend submitting both on the same day.

- Effective Feb. 1, 2022, EIDBI providers are only required to complete a CMDE once every three years for people with autism spectrum disorder (ASD) or related conditions. For more information, visit the full announcement:

Change to EIDBI comprehensive multi-disciplinary evaluation (CMDE) policy.

Atrezzo Provider Portal New Case Creation

Provider Pointers:

- Responding to additional information does not require a new case to be created. A New CMDE/EIDBI case should be created when a request is denied/rejected.

- Changes to an existing SA/case do not require a new case to be created. Upload the appropriate forms/documentation to the existing case for review. For example: EIDBI transition and/or discharge summary form (DHS-7109A)

Atrezzo Provider Portal New Case Creation

Provider Pointers:

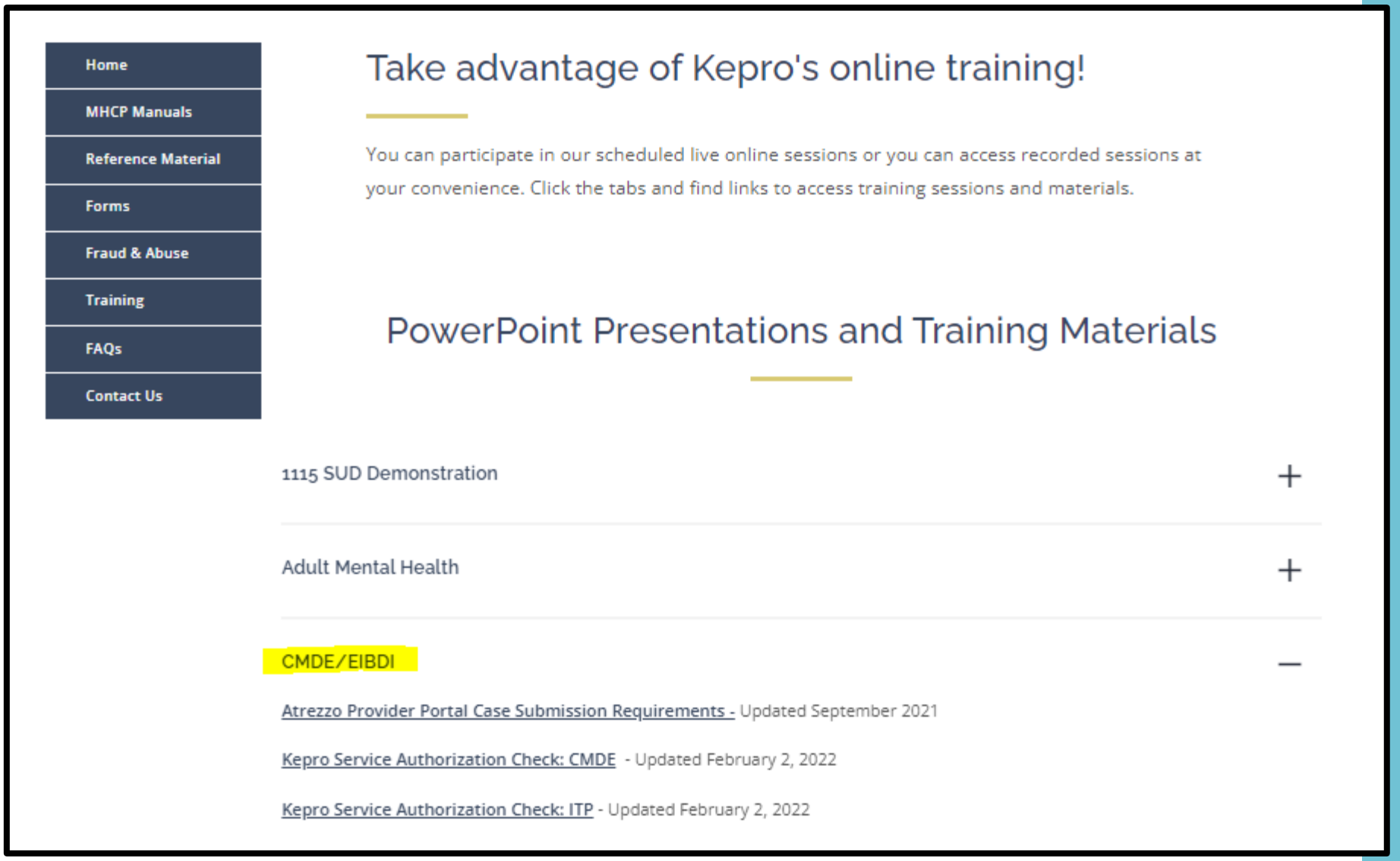
- Minnesota Department of Human Services created **EIDBI transition and/or discharge summary form (DHS-7109A)** based on feedback from stakeholders to support EIDBI provider agencies in notifying the medical review agent and other parties of a transition or discharge from EIDBI services.

- Adjustments should be made to an existing case if additional codes or unit modifications are being requested during the same authorization period. Place a note in the Clinical information section on the Request overview page citing the additional codes, requested/adjusted units and the affected date span.

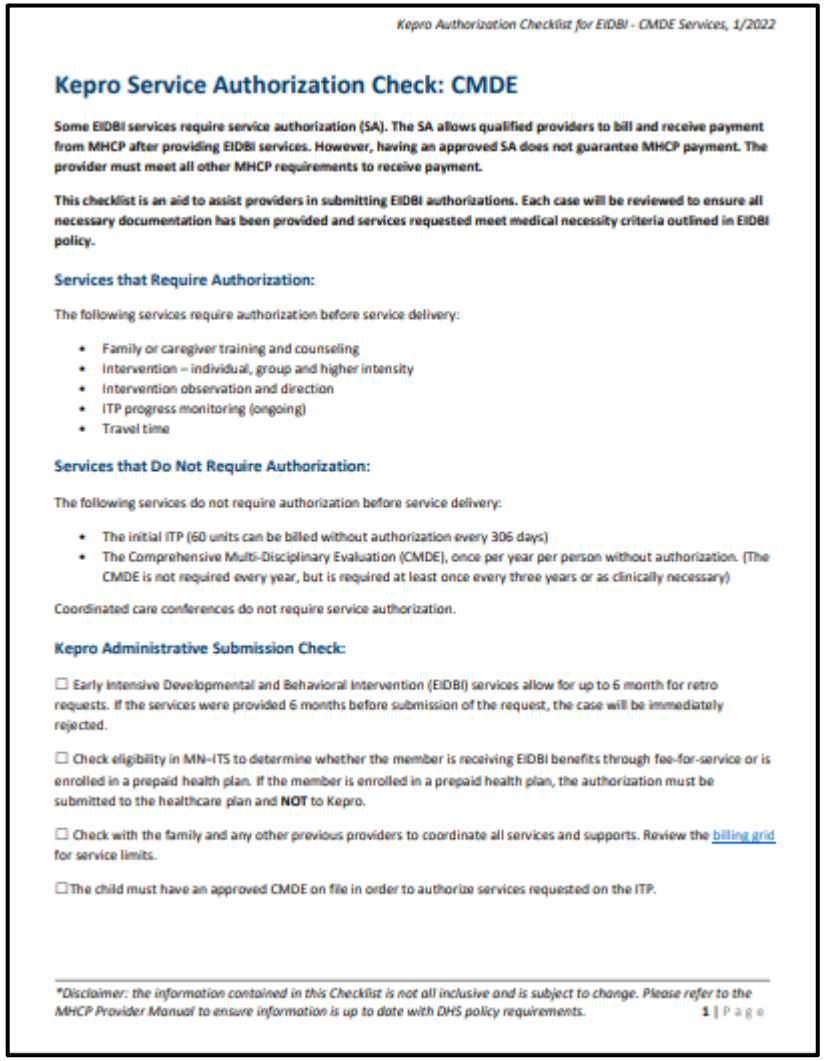
- **Template for location change requests:**

"This member moved to our 1234 Street location (NPI # XXXXXXXXXX) from our 5678 Street location (NPI # XXXXXXXXXX) on 04-29-21. Please see attached ITP (page 2) showing the allocation from XX-XX-XXXX to XX-XX-XXXX for old location and the allocation from XX-XX-XXXX for new location."

Atrezzo Provider Portal To get started visit mhcp.kepro.com



Atrezzo Provider Portal New Case Creation: To get started visit mhcp.kepro.com



Kepro Authorization Checklist for EIDBI - CMDE Services, 1/2022

Kepro Service Authorization Check: CMDE

Some EIDBI services require service authorization (SA). The SA allows qualified providers to bill and receive payment from MHCP after providing EIDBI services. However, having an approved SA does not guarantee MHCP payment. The provider must meet all other MHCP requirements to receive payment.

This checklist is an aid to assist providers in submitting EIDBI authorizations. Each case will be reviewed to ensure all necessary documentation has been provided and services requested meet medical necessity criteria outlined in EIDBI policy.

Services that Require Authorization:

The following services require authorization before service delivery:

- Family or caregiver training and counseling
- Intervention – individual, group and higher intensity
- Intervention observation and direction
- ITP progress monitoring (ongoing)
- Travel time

Services that Do Not Require Authorization:

The following services do not require authorization before service delivery:

- The initial ITP (60 units can be billed without authorization every 306 days)
- The Comprehensive Multi-Disciplinary Evaluation (CMDE), once per year per person without authorization. (The CMDE is not required every year, but is required at least once every three years or as clinically necessary)

Coordinated care conferences do not require service authorization.

Kepro Administrative Submission Check:

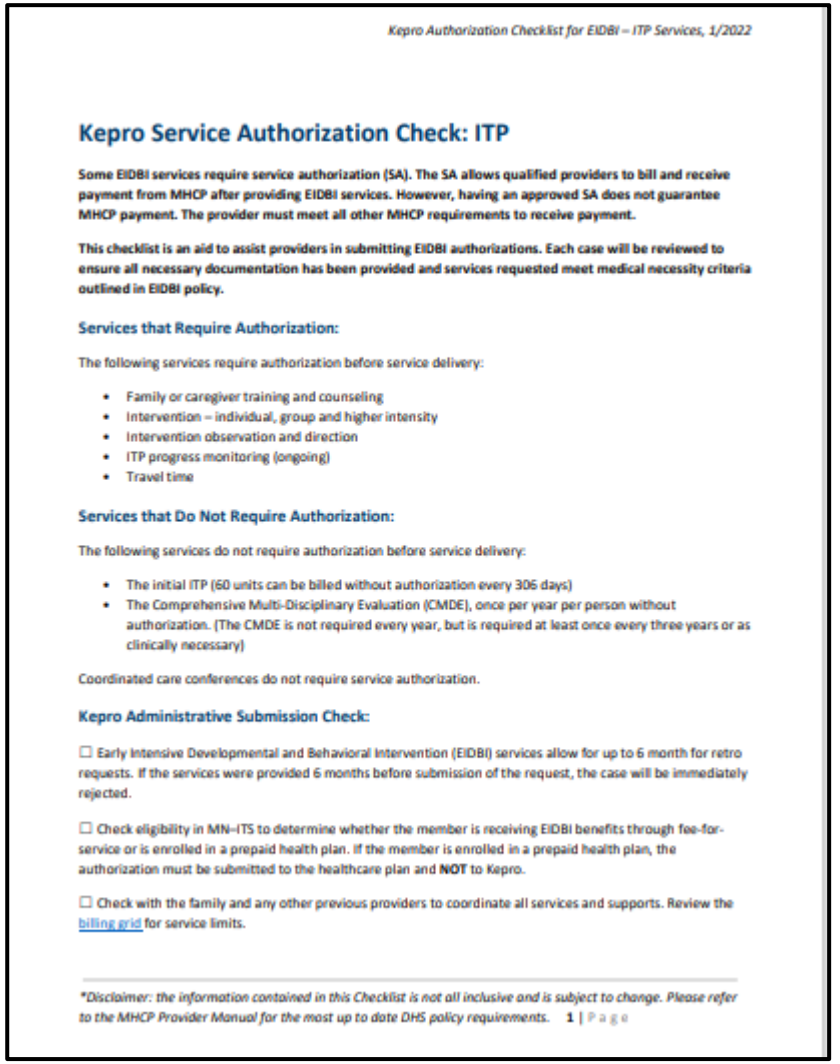
☐ Early Intensive Developmental and Behavioral Intervention (EIDBI) services allow for up to 6 month for retro requests. If the services were provided 6 months before submission of the request, the case will be immediately rejected.

☐ Check eligibility in MN–ITS to determine whether the member is receiving EIDBI benefits through fee-for-service or is enrolled in a prepaid health plan. If the member is enrolled in a prepaid health plan, the authorization must be submitted to the healthcare plan and **NOT** to Kepro.

☐ Check with the family and any other previous providers to coordinate all services and supports. Review the billing grid for service limits.

☐ The child must have an approved CMDE on file in order to authorize services requested on the ITP.

**Disclaimer: the information contained in this Checklist is not all inclusive and is subject to change. Please refer to the MHCP Provider Manual to ensure information is up to date with DHS policy requirements.* 1 | Page



Kepro Authorization Checklist for EIDBI – ITP Services, 1/2022

Kepro Service Authorization Check: ITP

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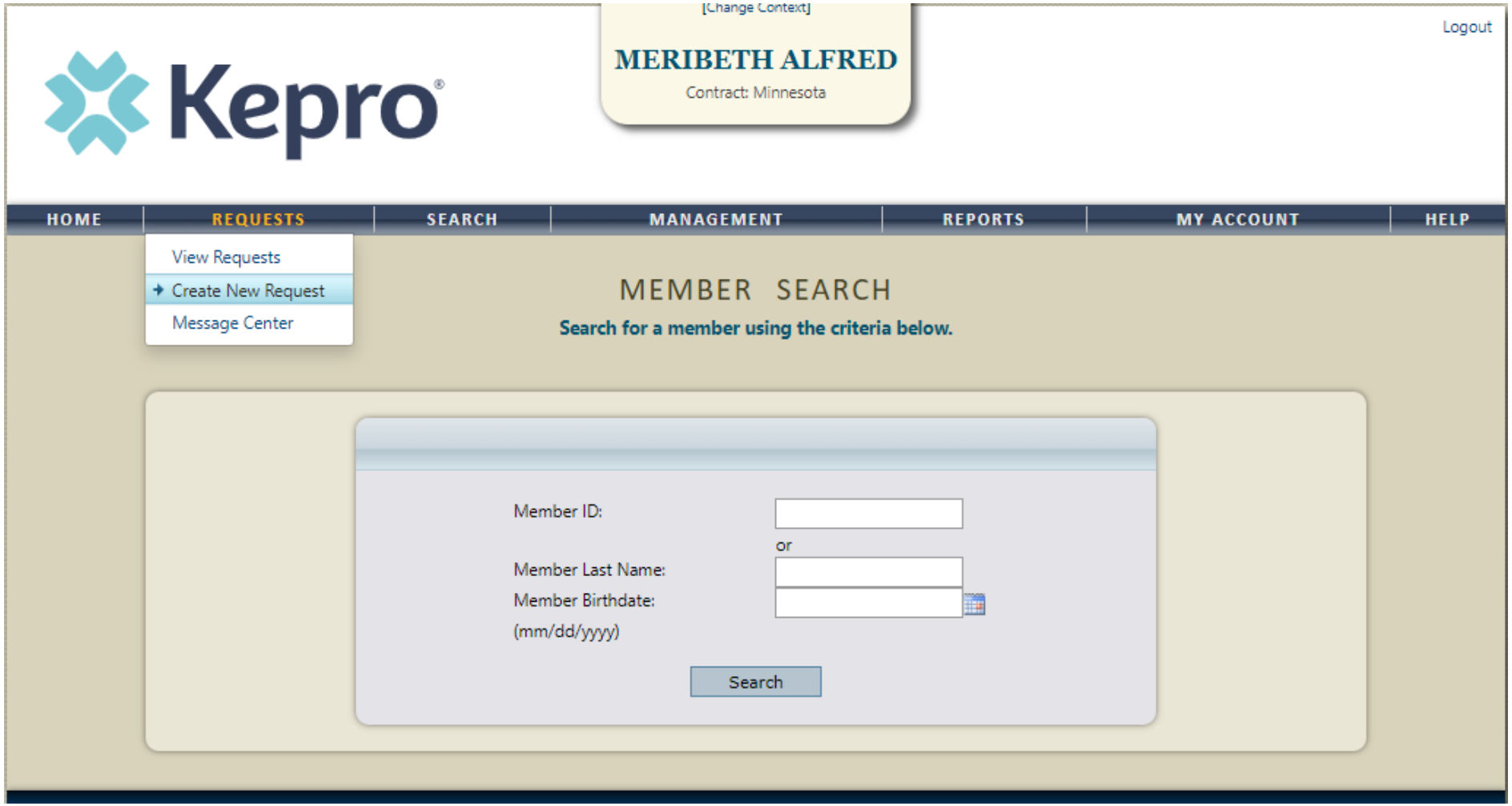
Atrezzo Provider Portal New Case Creation

Successful completion of setup/login takes you to the Home Page

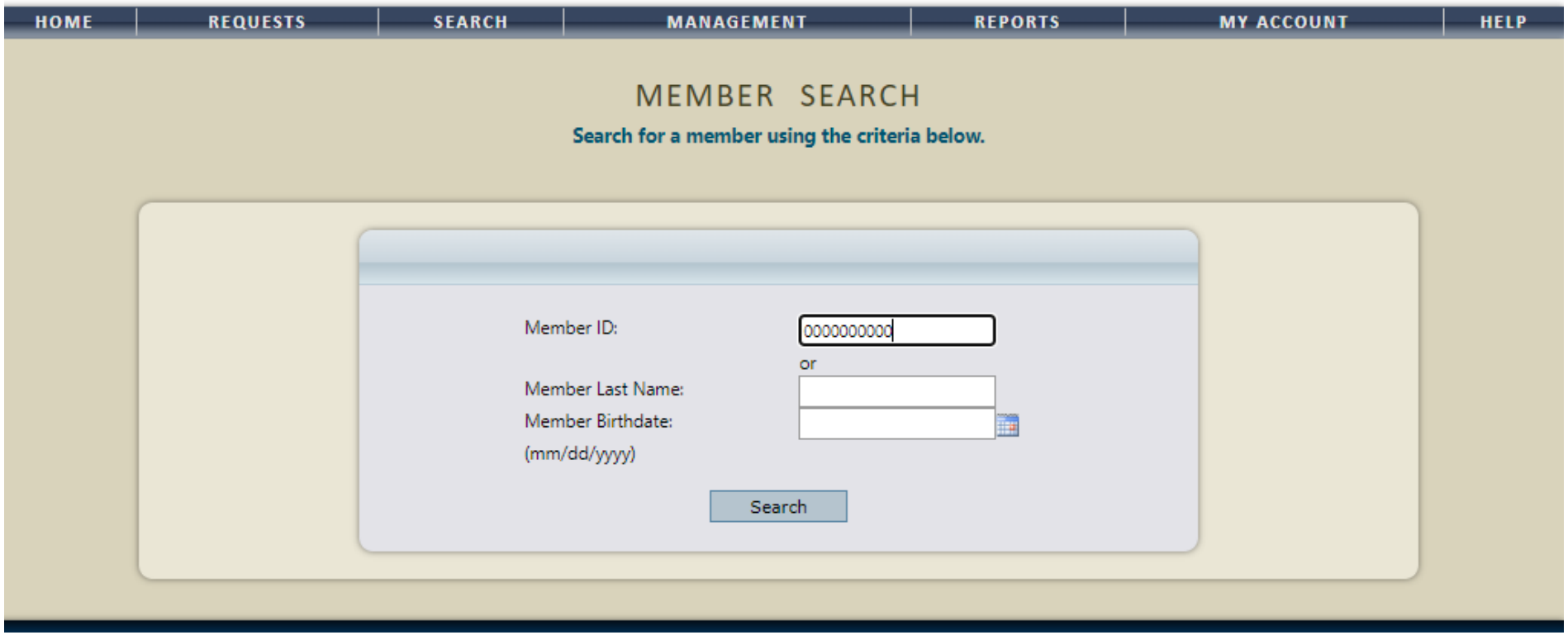
Click "New Request" to start your case creation



Atrezzo Provider Portal New Case Creation

Complete member search utilizing the Members Minnesota Medicaid ID # or Last name and Birthdate

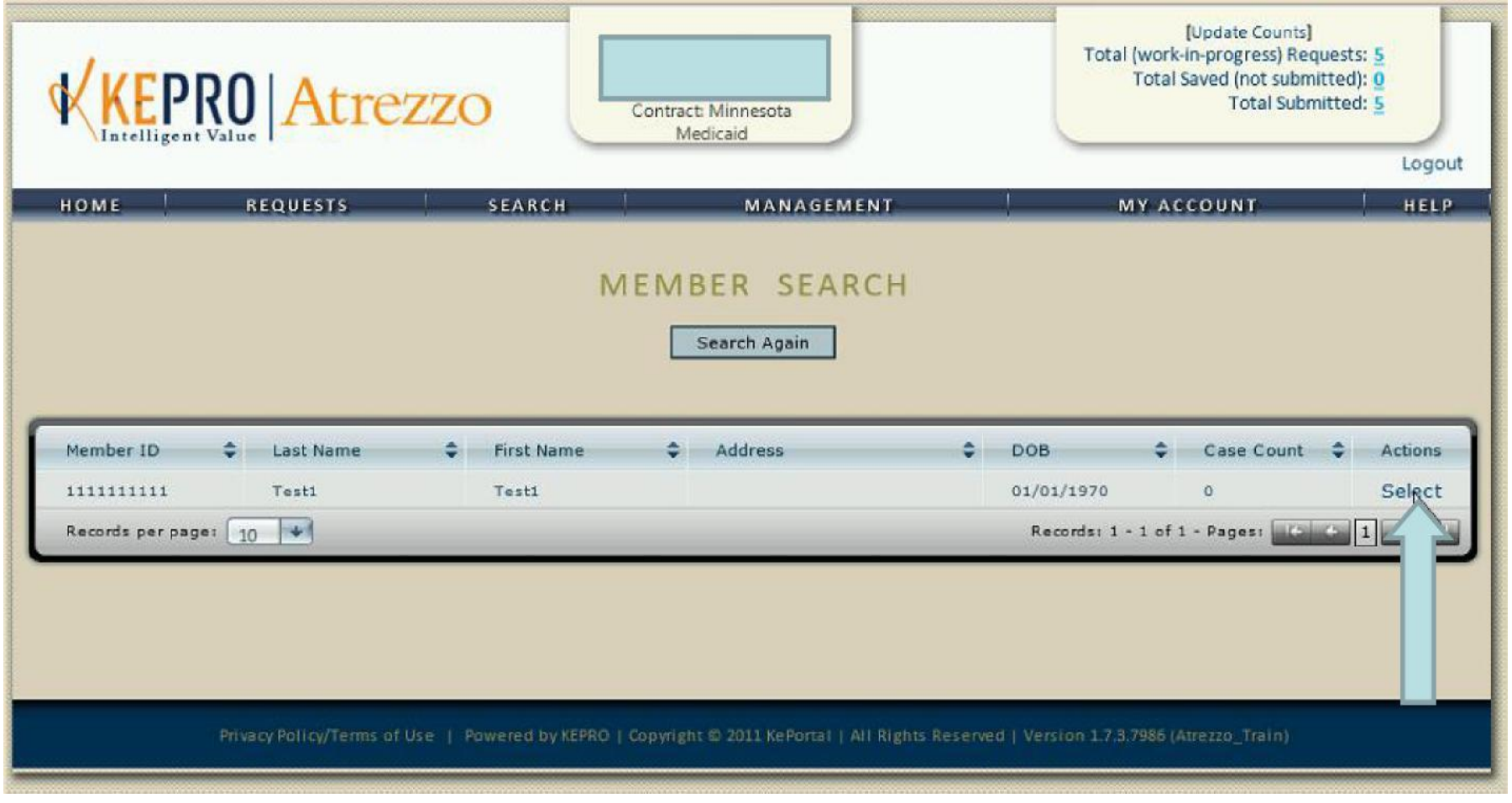
2



Atrezzo Provider Portal New Case Creation

3

Upon verification of the members First Name, Last name and Date of Birth, Click " Select" under the ACTIONS column



Kepro

Atrezzo Provider Portal New Case Creation

4

Click “New Request”

Kepro

Atrezzo Provider Portal New Case Creation

5

Request type must reflect “OUTPATIENT”

Kepro

Atrezzo Provider Portal New Case Creation

6

Member Detail Information will display.

Ensure accuracy of the Member's Name & Medicaid ID prior to proceeding.

Once verification is complete, click "Next" to continue.

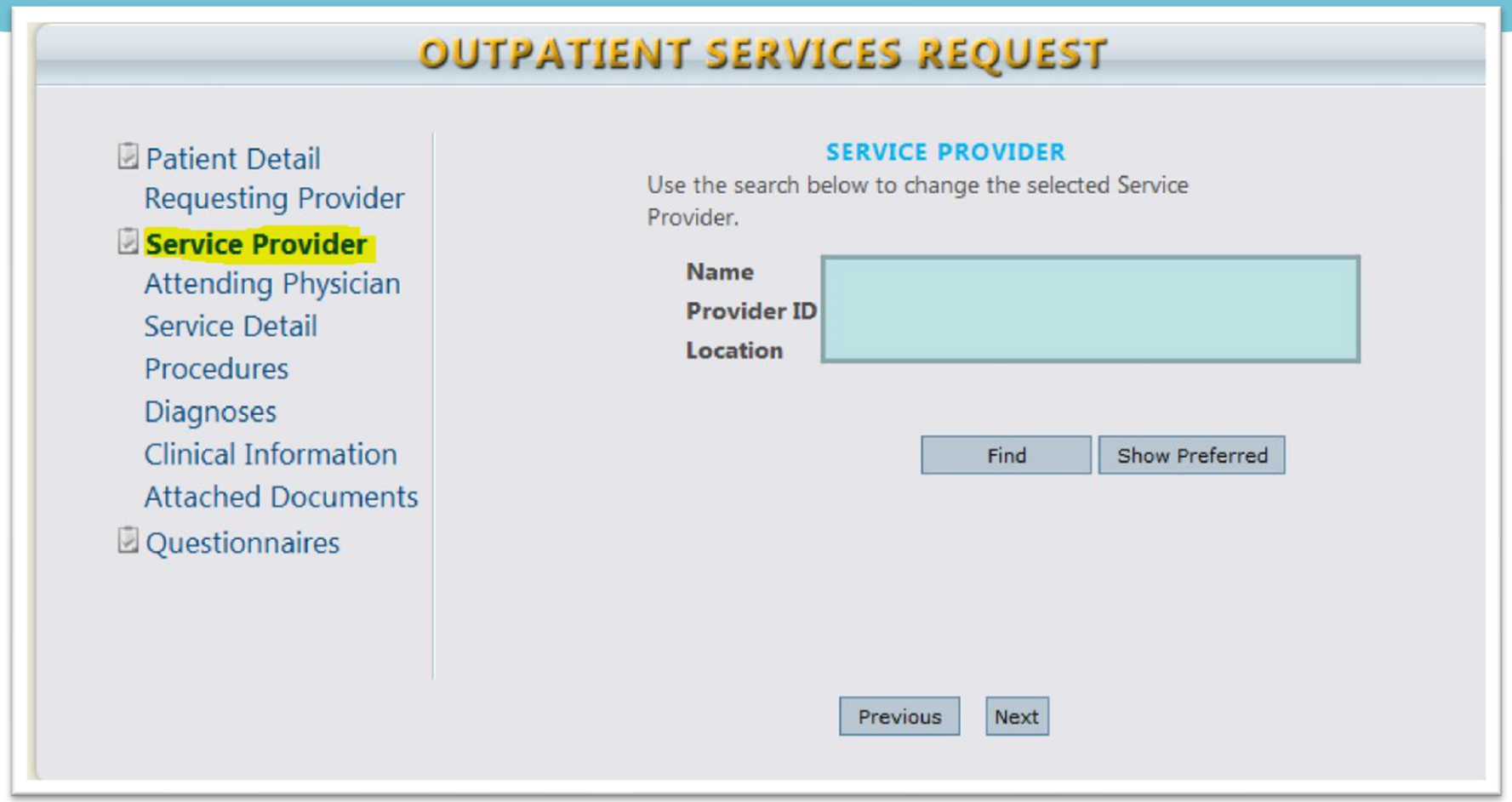
Atrezzo Provider Portal New Case Creation

Requesting Provider information will automatically default to the provider listed in the change context section (Top center of your screen). The requesting provider information can only be changed if you have more than 1 NPI number registered to your Atrezzo Provider portal account.

Atrezzo Provider Portal New Case Creation

8

The Servicing provider information will automatically default to reflect the providers name listed in the change context section (Top Center of your screen). If the listed provider is not applicable to the requested authorization click “Find” to complete a provider search.



Atrezzo Provider Portal New Case Creation

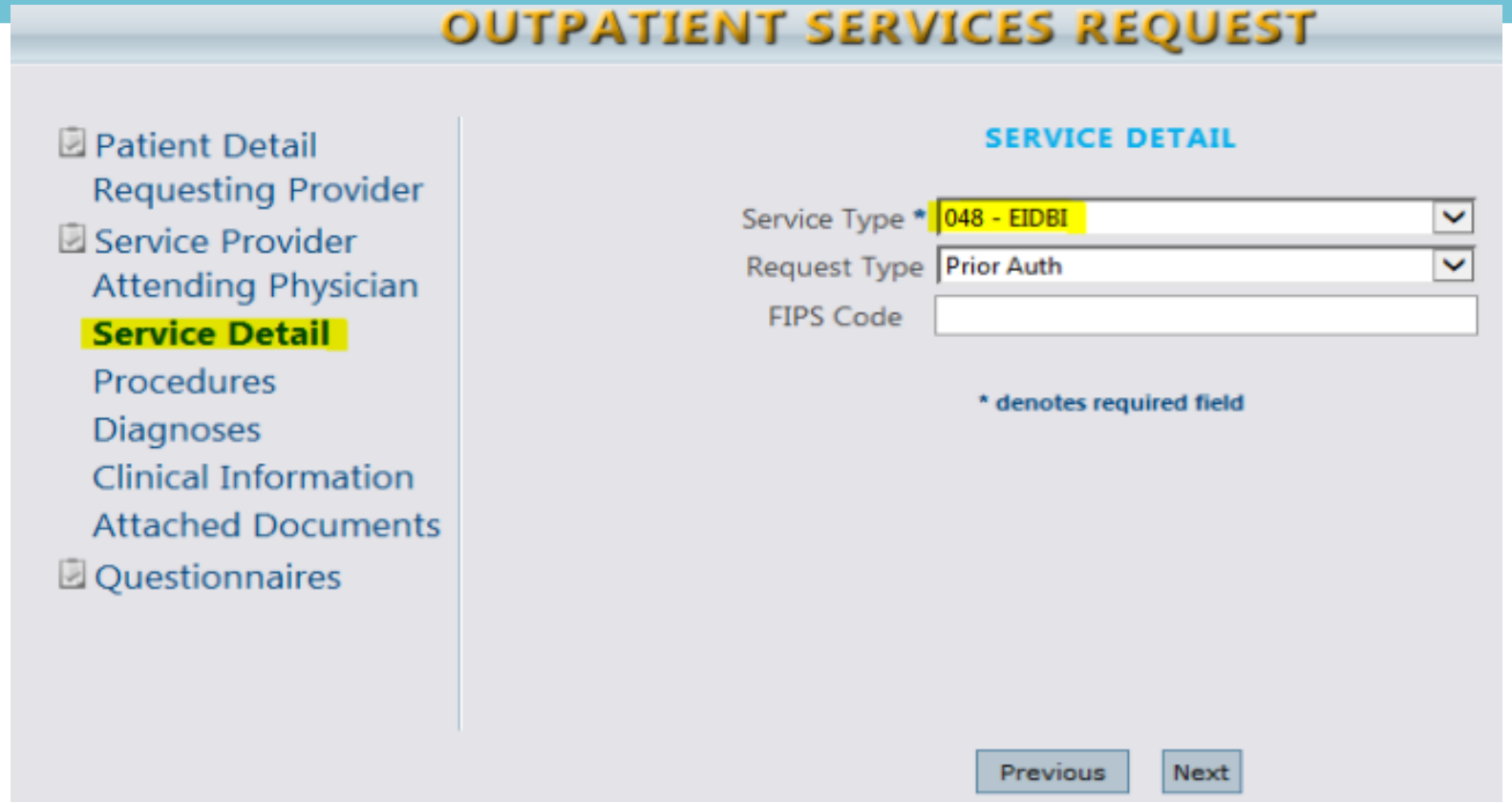
****Attending Physician Section is optional****

Atrezzo Provider Portal New Case Creation

10

Select the applicable service type from the drop-down listing (Selection of the incorrect service type may adversely affect case review)

- EIDBI= 048-EIDBI & CMDE= 048a-CMDE
- Request Type= Prior Auth
- FIPS Code= Does not apply (Leave option blank)



Kepro

Atrezzo Provider Portal New Case Creation

11

Click " Find" to complete Procedure code search.

Kepro

Atrezzo Provider Portal New Case Creation

12

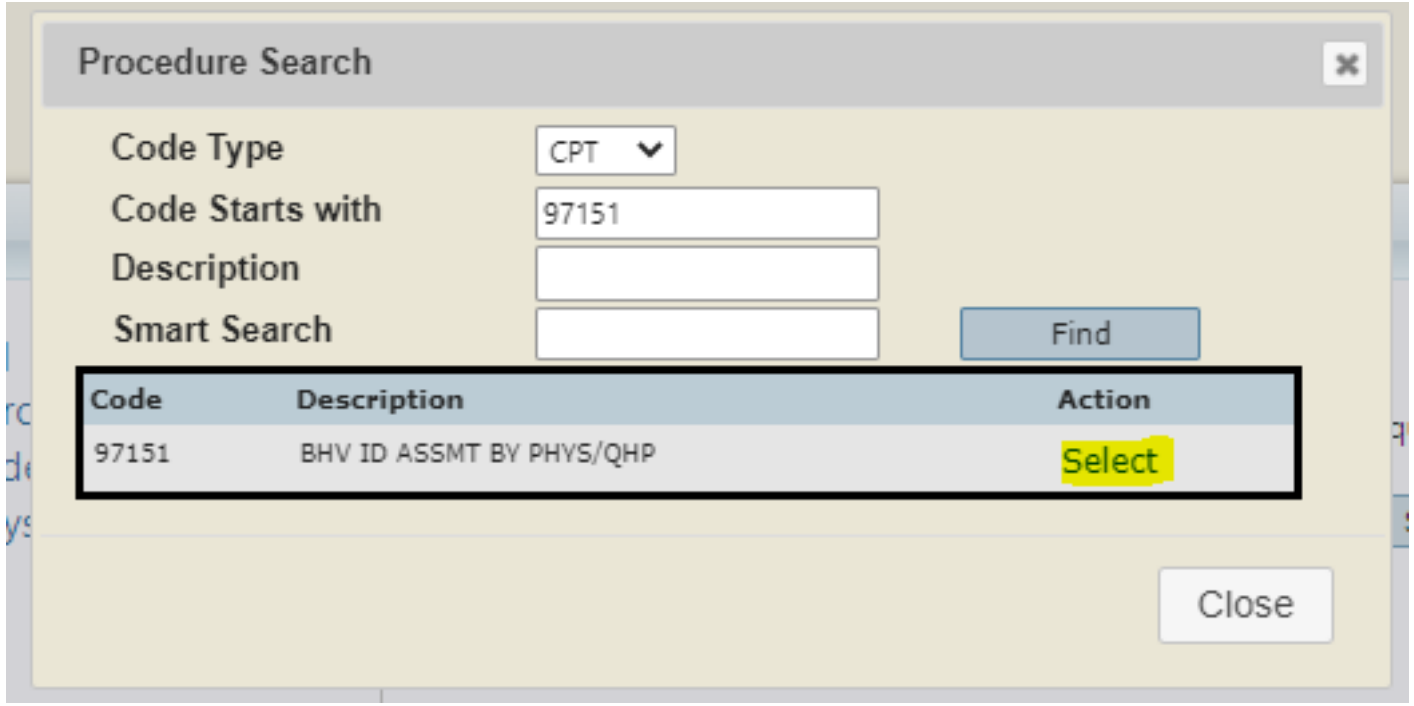
Procedure codes:

CMDE Procedure code: 97151 only

ITP/EIDBI Procedure codes: 97153, 97154, 97155, 97156, 97157, H0032 and H0046

Click "Select" under the Actions column which places the preferred code on the case entry.

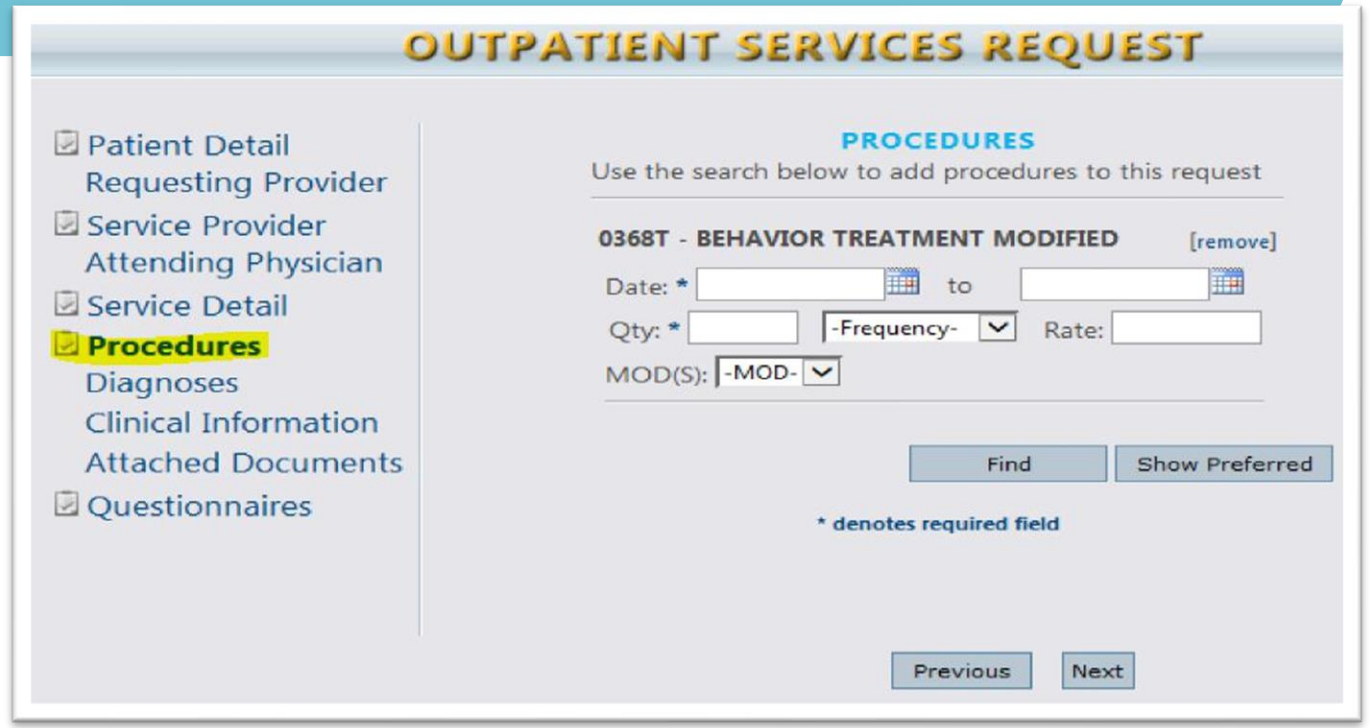
Code usage should be specific to what is being requested on the treatment plan.



Atrezzo Provider Portal New Case Creation

13

- Enter the requested date span utilizing the calendar dropdowns
  - Effective 10/1/2020: EIDBI requested dates of services cannot exceed 180 days
- Enter the quantity (Frequency = Units). Please enter the total units requested for that date range.
- Select the applicable modifier from the drop-down listing (UB Modifier)
- Request containing more than 1 procedure code requires you to repeat the above steps



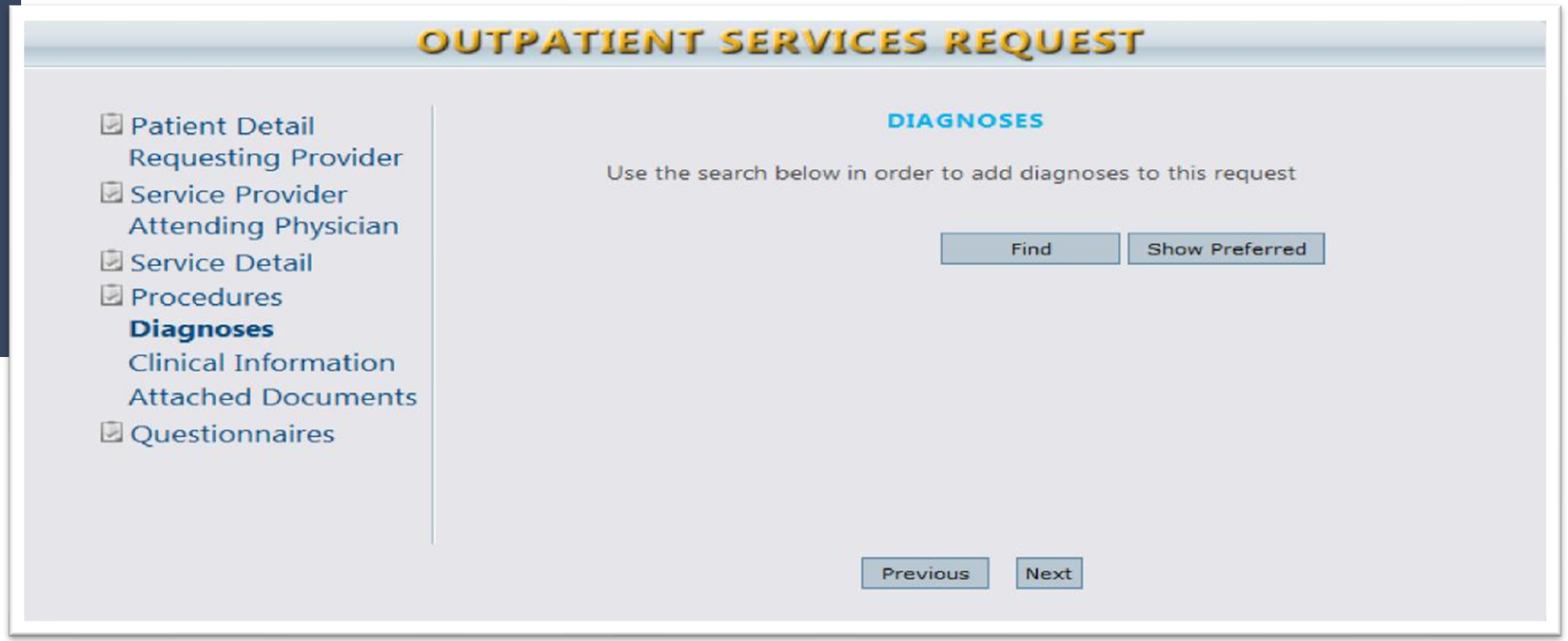
Kepro

Atrezzo Provider Portal New Case Creation

14

Enter the Diagnosis code by clicking "Find"

Recommendation: Complete Diagnosis Code Search utilizing the Diagnosis Code versus the code description to reduce search results



Kepro

Atrezzo Provider Portal New Case Creation

15

- The first diagnosis code entered is automatically deemed as the primary diagnosis.
- Entering more than 1 diagnosis code requires repeating the above steps

Atrezzo Provider Portal New Case Creation

16

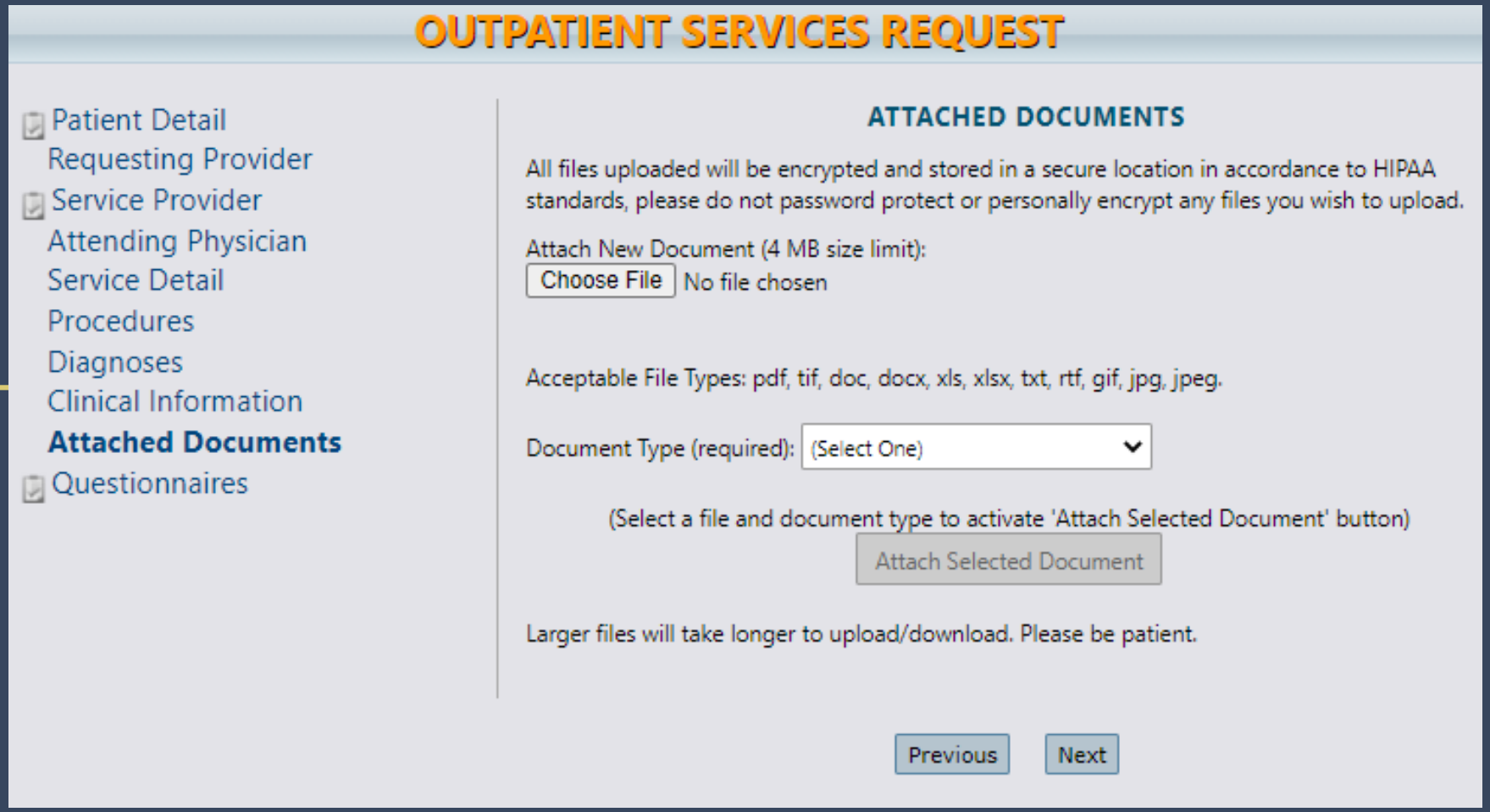
- Insert case specific details into this area for reviewers' attention (i.e., change requests, noting documents uploaded, etc.)
- Please note this is a medical record and subject to audit. Please be mindful of this fact when entering communications.
- Please do not use this area to submit inquiries as to the case status, instead refer to the case overview for status details

Atrezzo Provider Portal: Attaching Documents

Provider Pointers:

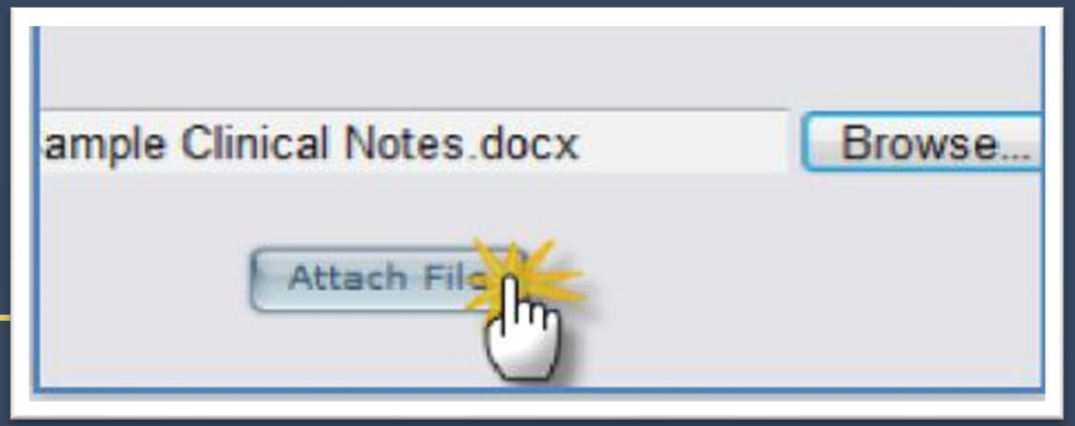
- Any one document must be less than 4 MB. There is no limit to the total size of all the documents, so long as each individual document is less than 4 MB.
- If the document size exceeds 4 MB, compress the file
  - Instructional information regarding file compression depends on your individual program settings. Consult 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

- Select “Choose file” to locate the file and click open to attach. The file Name will appear when it is successfully uploaded (refer to steps 2-4).
- Providers must submit the required DHS forms for CMDE and EIDBI requested services.
- Clinical Documentation must support the requested services.

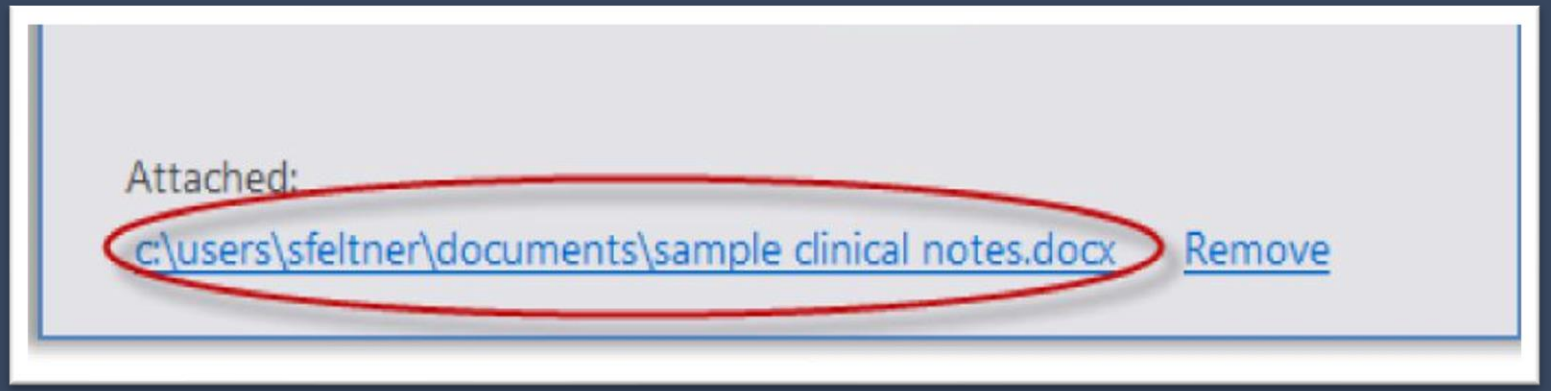


Step 2

Step 3



Step 4



Atrezzo Provider Portal New Case Creation

17

The Questionnaire is not applicable to CMDE/EIDBI, please skip this step.

Atrezzo Provider Portal New Case Creation

18

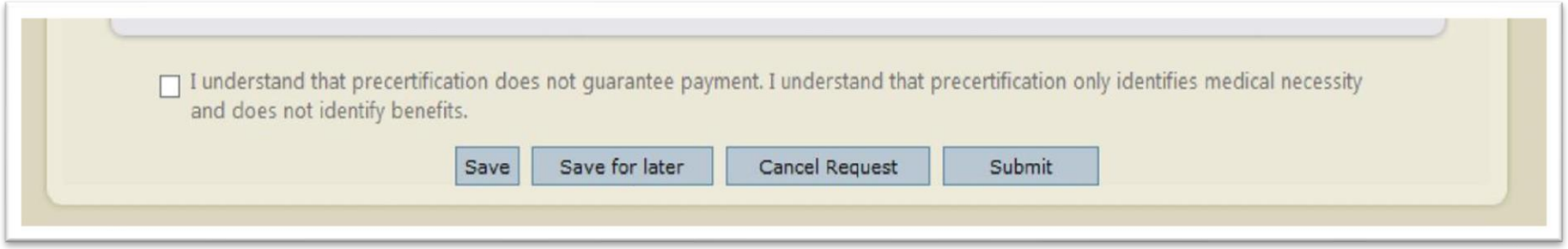
Click the check box on the case entry page acknowledging the below statement.

You are now ready to submit your Atrezzo Provider Portal Case

Click " Submit". Request overview page will now display your case entry and KEPRO case ID number.

If you are unable to complete your case submission, you have the option of Selecting "Save for Later". Selecting this option saves the data entered up to the current completion point. The case will display on the Atrezzo Provider Portal home page awaiting final submission.

Note: Case Submittal is confirmed by receipt of KEPRO case ID on the Request Overview page.

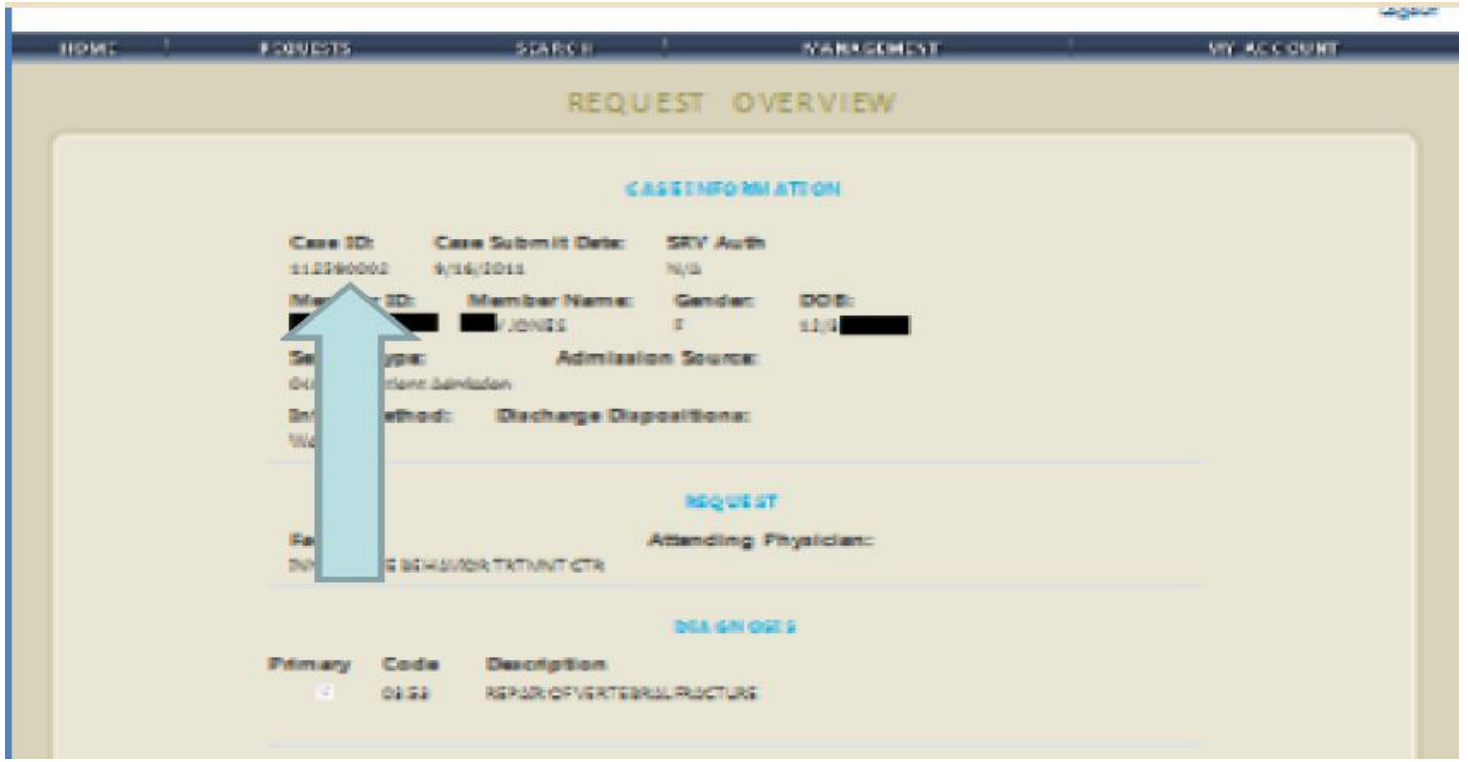


Atrezzo Provider Portal New Case Creation

19

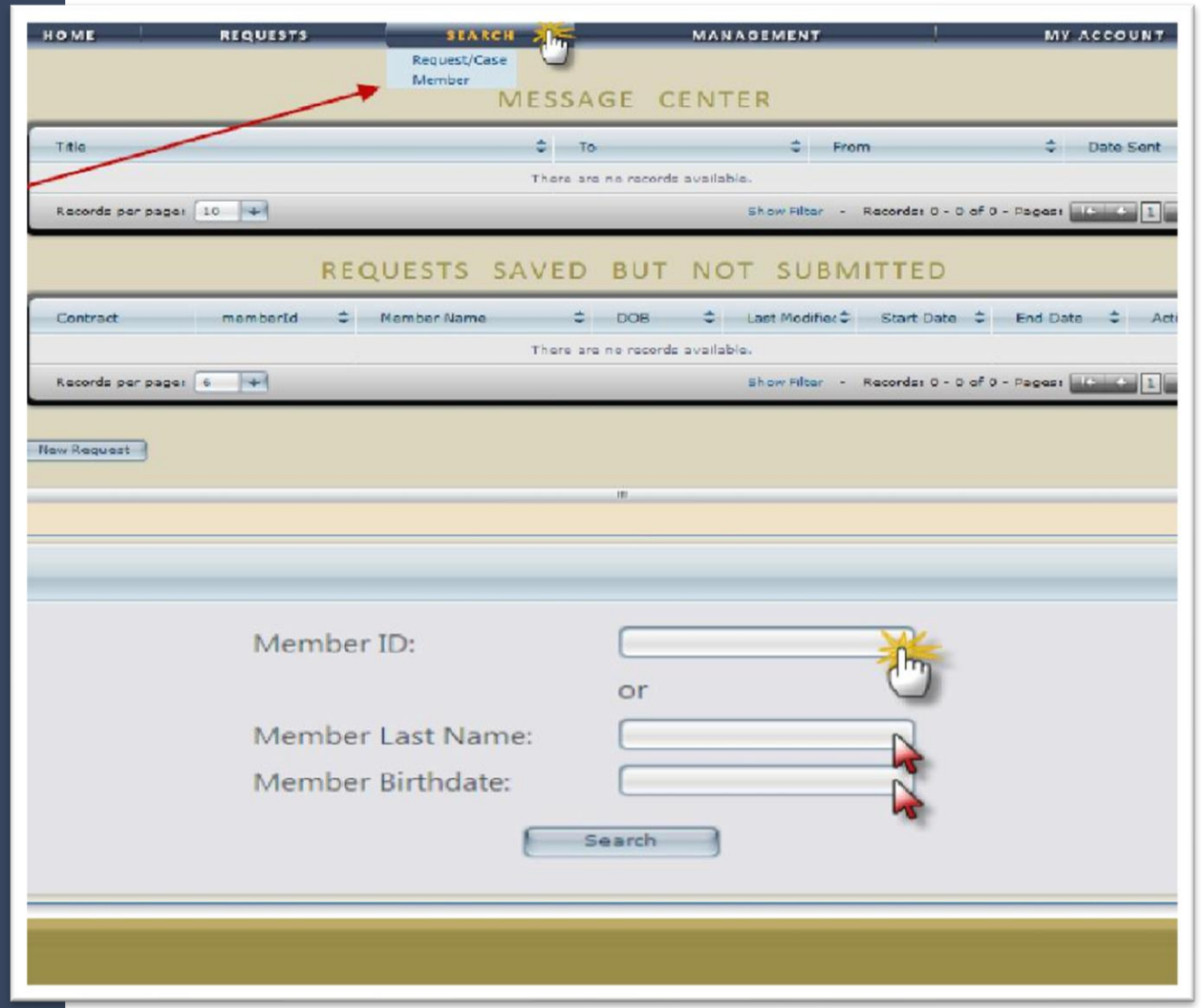
YOUR ATREZZO PROVIDER PORTAL CASE ENTRY IS NOW COMPLETE

KEPRO case ID number is in the upper left corner of your screen



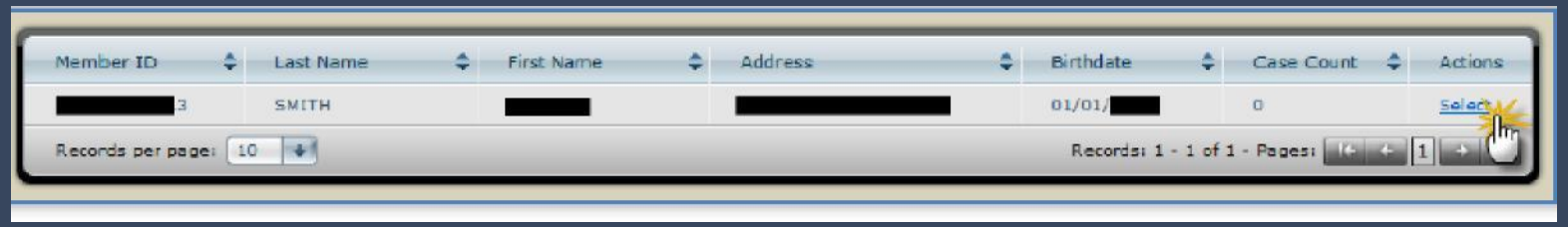
Atrezzo Provider Portal: Submitted Case Inquiry

1. Complete Member Search
2. Search by Member ID or Last Name and Date of Birth

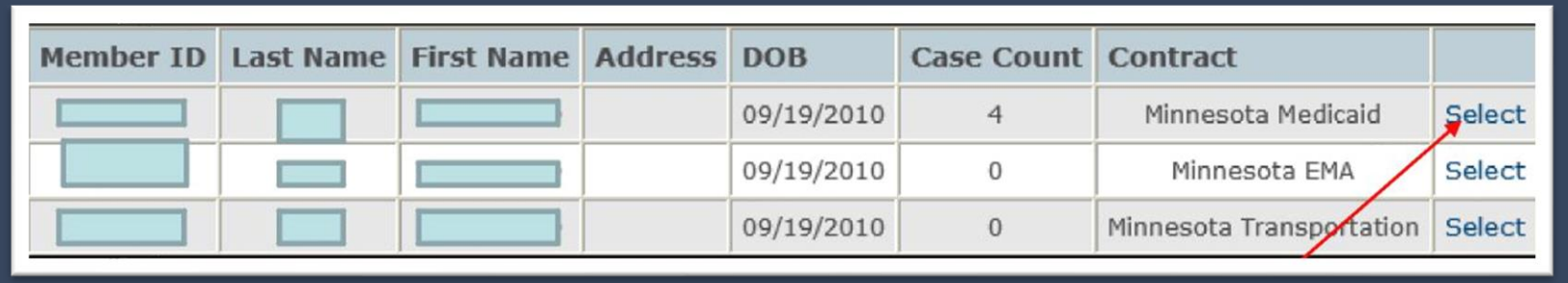


ATREZZO PROVIDER PORTAL : SUBMITTED CASE INQUIRY

1. Select the Member from the search results by clicking on the SELECT Link (Located under the Actions Column)



2. Always Select the Minnesota Medicaid Contract



ATREZZO PROVIDER PORTAL: SUBMITTED CASE INQUIRY

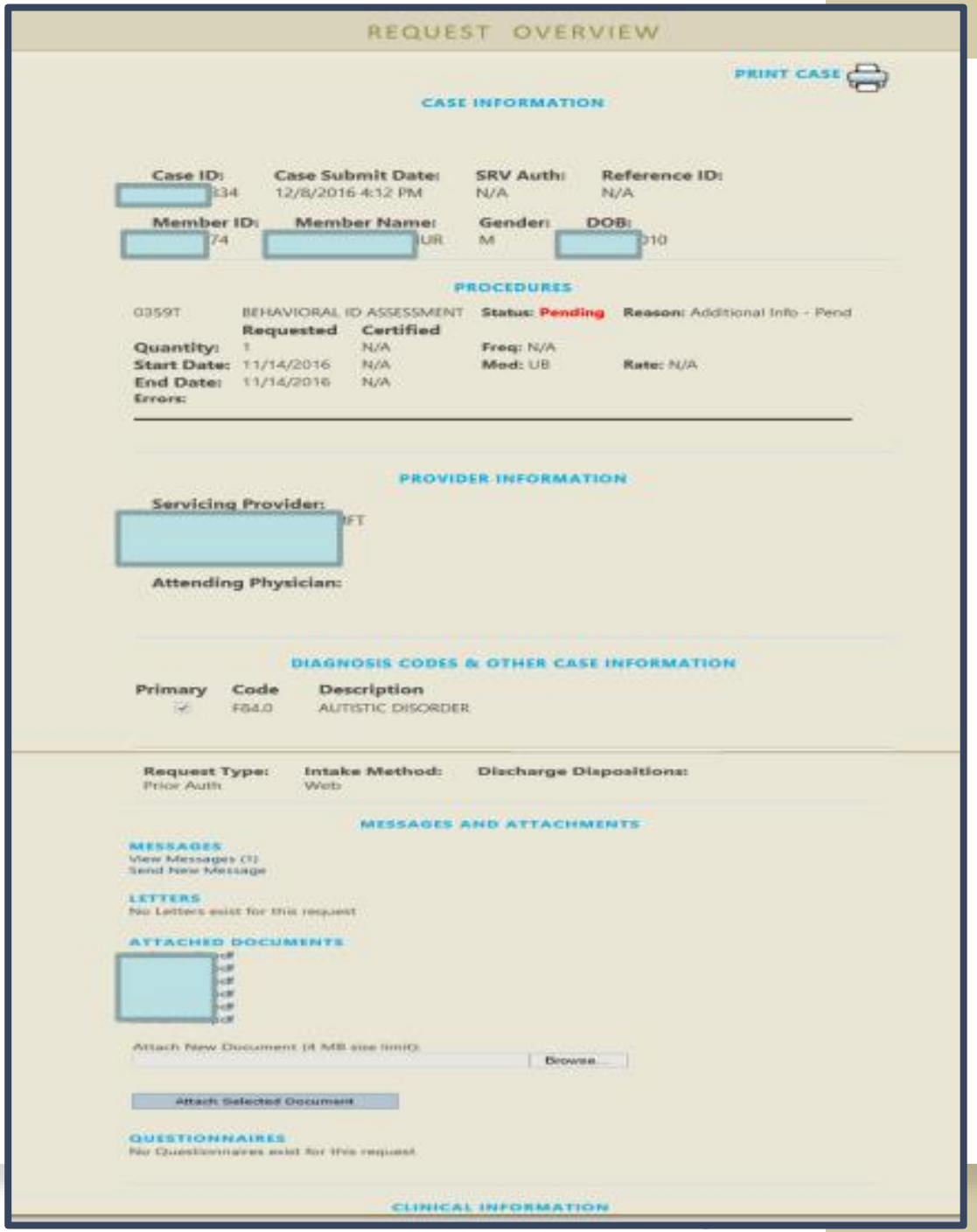
1. Verify the member's information and click Select next to the applicable request

Note: Un-Submitted Status indicates your request has not been submitted to KEPRO. View all Un-Submitted request on your home page

ATREZZO PROVIDER PORTAL: SUBMITTED CASE INQUIRY

- **<u>Request Overview page will display all case information:</u>**
  - Member Information
  - 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: SUBMITTED CASE INQUIRY

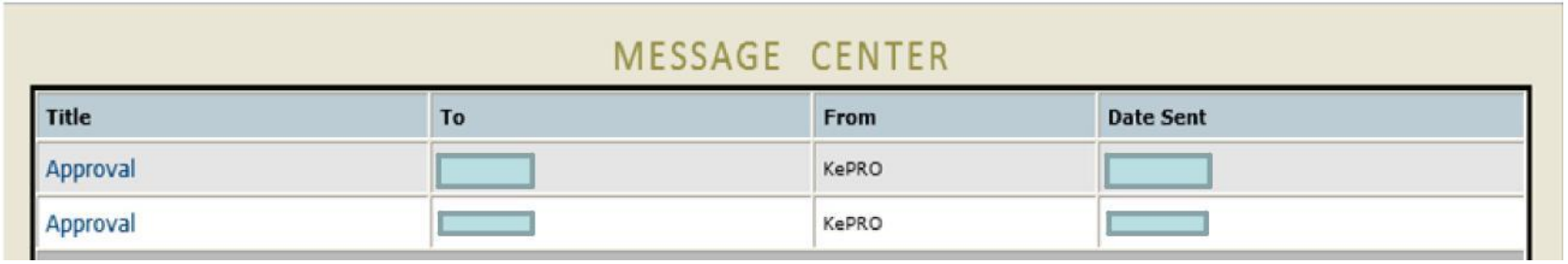


Receiving Provider Notification

Upon review of the submitted clinical documentation Kepro will make a medical necessity determination. Provider notification regarding Approvals, Denials and request for additional documentation or corrections is viewable via the **Atrezzo Provider Portal Message Center.**

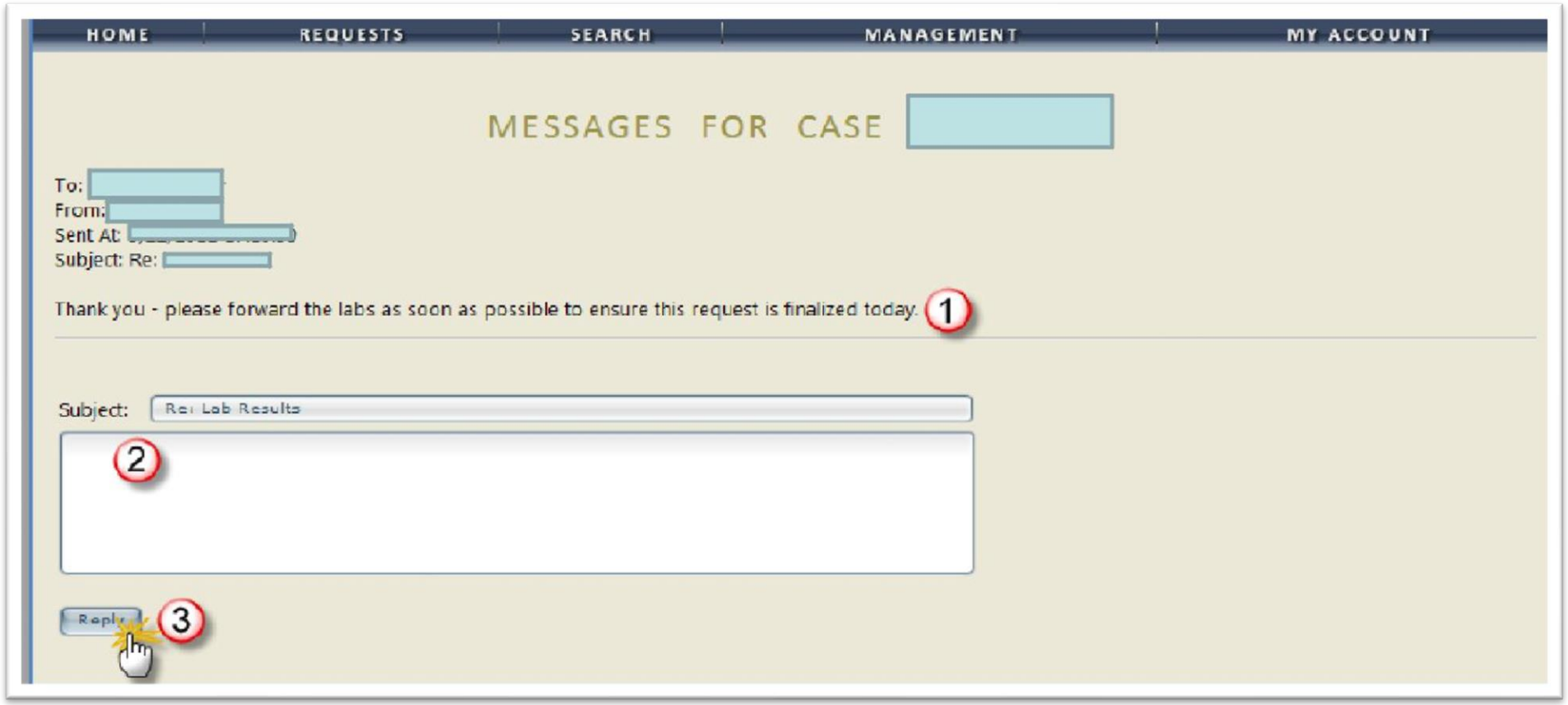
The purpose of the messaging center is to communicate requests for additional information and Provider responses, and determination outcome.

To READ a message sent, go to the Home Screen and click on the message located in the Message Center.



Receiving Provider Notification

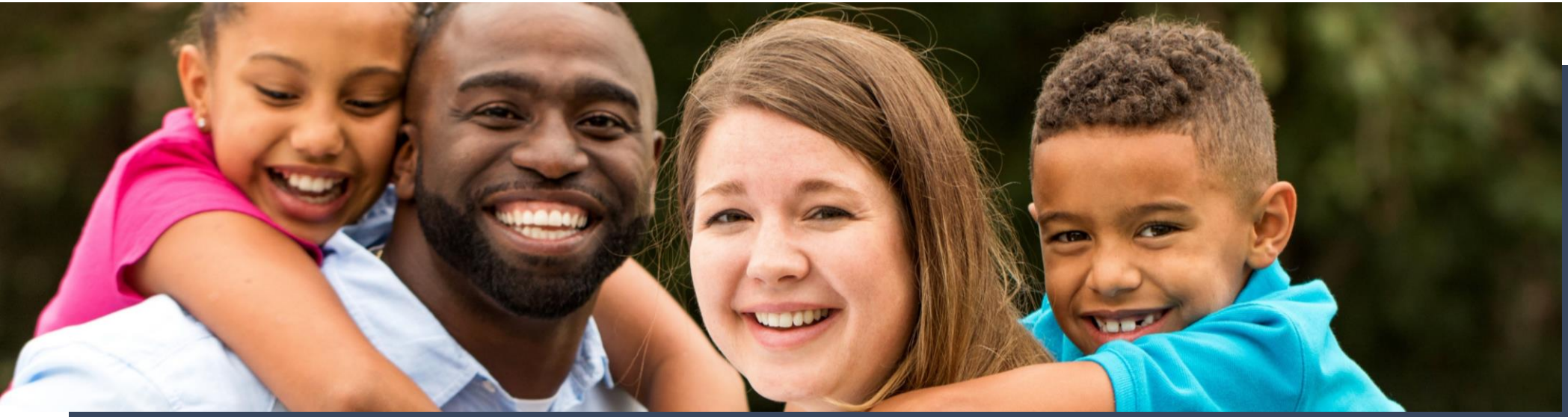
1. The message appears
2. To REPLY to the message, type the reply in the space provided
3. Click the REPLY button



DHS MHCP MANUAL

To access the above material and obtain full access to the MHCP Manual, please visit:

Early Intensive Developmental and Behavioral Intervention (EIDBI) Benefit (state.mn.us)



Atrezzo Provider Portal

For additional assistance, please contact KEPRO Customer Service Department at (866) 433-3658

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

https://atrezzo.kepro.com/HelpDocs/Minnesota/Atrezzo%20Connect%20User%20Guide.pdf

https://atrezzo.kepro.com/HelpDocs/Minnesota/AtrezzoFAQ.pdf

Question & Answers

Kepro®

Thank you for your attendance and participation.