Atrezzo Connect FAQs

1	Q:	When will the Atrezzo Connect system go live?
	A:	*June 1,2012.*
2	Q:	If you do not finish submitting a request, how long will it stay in the system?
	A:	*Indefinitely.*
3	Q:	Can you enter multiple diagnosis and procedure codes in a request?
	A:	*Yes, and there is no limit on Diagnosis codes.*
4	Q:	Can you attach multiple documents to a request?
	A:	*Yes.*
5	Q:	What do I do if my clinical notes exceed 4,000 characters?
	A:	*You can add or continue lengthy clinical notes in the Clinical Notes field located at the bottom of the Request Overview if you need more space.*
6	Q:	Where will the link to the new system be located?
	A:	*On the SCDHSS.KePRO.COM website (http://SCDHHS.kepro.com).*
7	Q:	How should I submit a request in the event the Atrezzo system is down?
	A:	*Send requests via fax until the system is back up.*
8	Q:	Can I copy and paste into the Clinical Notes field?
	A:	*Yes.*
9	Q:	Can the Request Overview be printed?
	A:	*Yes. While on the Request Overview page, right-click and select Print. KePRO will be adding a "Print Friendly" Link*
10	Q:	How can I get to the system user manual?
	A:	*The Atrezzo Connect End User Guide and FAQ's are located on the SCDHHS.KePRO website under Training>General. http://scdhhs.kepro.com/content/training.aspx*
11	Q:	What do I need to Register for Atrezzo Connect
	A:	*Provider NPI number and Medicaid 6 character ID.* **(Also known as Legacy ID)**
12.	Q:	Will the system timeout?
	A:	*Yes there is a system Timeout. However there will be a warning message to alert you. Similar to what you might see when doing on-line banking*
13	Q:	Will my password expire?
	A:	*No, there is no time limit on passwords*
14	Q:	How can I get into system if I forgot my password?
	A:	*At system registration or migration, all users will be required to setup a Password recovery question, such as Mother's maiden name, etc*
15	Q:	Do passwords need to contain any special setup, such as upper/ lower case letters or have numbers in them?
	A:	*No, passwords need to be 8 characters in length and can be alpha or numeric characters.*
		## *ATREZZO CONNECT FAQ (Cont'd)*
16	Q:	*When can I register for Atrezzo Connect*
	A:	**On May 21, 2012, Pre-Registration will be allowed. Will not be able to submit requests until June 1, 2012**
17	Q:	Will KePRO only accept Prior Authorization via Atrezzo Connect

	A:	No, KePRO will accept all methods of submission, such as Faxing, Phone, etc
18.	Q:	Officially Supported Browsers are: • Internet Explorer 7 or Greater • Fire Fox 3 o Unofficially Chrome
19.	Q:	Is there a limit on how large one document can be?
	A:	Any one document must be less than 2MB. As noted above, multiple documents can be attached. Other limitations in this area are the specific file extensions, which all documents have. **The allowed extensions are:** • .Pdf • . tif • . doc • .docx • .txt, • .rtf • . xls • . xlsx • . bmp • . Gif • . jpg
20.	Q:	What information can I change once the case has been submitted?
	A:	To protect its integrity, once the case has been submitted, the information cannot be changed through the portal.
21.	Q:	What should I do if information needs to be changed?

	A:	Send a message to KePRO with the correct information and KePRO staff will make the changes to the case.
		    1. From the Requests menu, select View Requests.
		    2. Click View on the case you need to correct. The Request Overview screen displays.
		    3. Scroll to the Messages section of the Request Overview screen. This section provides places to send messages, attach documents, and enter clinical information.
		    4. Click Send New Message.
		    5. Complete the information and click OK.