



WEST VIRGINIA MEDICAL

Provider Portal Administrator Registration Training

---

# Agenda

---

1. Provider Portal Overview
2. Registration for New Facilities
3. Logging In
4. Additional Resources and Support



Atrezzo is a person-centered, web-based care management solution that transforms traditional, episodic-based care management into proactive and collaborative population healthcare management.

# What is the Provider Portal?

---

## Atrezzo Provider Portal Registration

- In order to utilize the Atrezzo Provider Portal, each Provider (facility, clinic, doctor's office, etc.) must appoint **one person** to be the administrator, or owner, of their provider portal account.
  - The account administrator is typically a supervisor, as this user role holds the highest system permissions.
- The person that registers the Provider NPI# in the Atrezzo Provider Portal will be automatically deemed the group administrator for that NPI#.
  - Facilities, clinics, and doctor's offices only need to register one time.
  - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.

# Request Registration Code

---

### Helpful Hints

- You will need the NPI for your facility or clinic.
- You will need the Medicaid ID for your facility or clinic.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

### New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility or clinic.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility or clinic NPI and Medicaid ID numbers.
  - Facilities or clinics without an NPI will utilize the Medicaid ID as the NPI and Registration Code.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

## Creating an Account

### New to Atrezzo?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- Click on the **register here** link under the LOGIN section.
- Enter your facility or clinic NPI and the facility or clinic Medicaid ID as the registration code.

### Helpful Hints

- Bookmark the Provider Portal URL for future use. Chrome is preferred browser.
- If you do not have a facility or clinic NPI, use the Medicaid ID as the NPI and Provider Registration Code.

Kepro™

**LOGIN**

USERNAME \*

PASSWORD \*

LOGIN >

If you don't already have a Kepro account, you can [register here.](#)

[Forgot Password?](#)

Kepro™

Create a New Account - Specify Your Organization

NPI \*

PROVIDER REGISTRATION CODE \*

< LOGIN

NEXT >

Please refer to the registration section of the Atrezzo Connect Provider Portal End User Guide for more information on how to register. You can find this document on your payer-specific Kepro website.

# Creating an Account

## Helpful Hints

- Passwords must be 8-16 characters
  - One upper case letter
  - One lower case letter
  - One number
  - One special character
- Fields that have an asterisk (\*) by them are required fields.

## What to Know

- Complete your **Account Information** by creating a username, password and security question and answer. This will be used if you need to reset your password in the future.
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

The image displays three sequential screenshots of the account creation process:

- Create a New Account - Enter User Information:** This form includes fields for USERNAME, PASSWORD, CONFIRM PASSWORD, SECRET QUESTION, and SECRET ANSWER. Asterisks (\*) indicate required fields.
- Contact Information:** This form includes fields for FIRST NAME, LAST NAME, ADDRESS 1, ADDRESS 2, CITY, State (a dropdown menu), ZIP CODE, EMAIL, and CONFIRM EMAIL. Asterisks (\*) indicate required fields. A "NEXT" button is located at the bottom right.
- KEPRO Portal - Terms of Use Agreement:** This page displays the terms of use agreement. A checkbox labeled "I have read and agree to these terms of use" is checked. A "CONTINUE" button is located at the bottom right.



## Managing Users

### Helpful Hints

- Always use **Manage Providers Groups** Tab
- Any role with “**Admin**” in the name works the same

### Need to Deactivate or Change a User Role?

- On the **Manage Provider Groups** tab, you may select a user and edit a user's information or delete the user.
- You can also assign the user to different provider groups that you manage and change his/her role.
- Each provider group that the user has access to will be listed under their name along with the access role. The standard role for users should be “**Provider Staff Account**”.
- You can create as many other admins as needed to help you to manage larger numbers of users at your facility.

#### SETUP

Manage Provider Groups (1) Manage Users (2)

MATTHEW NPI : / Physicians / BOX 2010

NPI	PROVIDER TYPE	ADDRESS	
1033167416	Physicians	PO BOX 2010	

AVAILABLE USERS FROM YOUR GROUP

Select Any **ADD** **ADD NEW USER**

**ASSOCIATED USERS** **SELECT ROLE**

Provider, ND	SELECT ROLE	
	Provider Staff Account	

## Staff User Login & Reset Password

### What to Know?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- An Administrator at your facility can provide you with a username and password.
- You may reset your password at any time by clicking the **“Forgot Password”** link.

<https://portal.kepro.com>

### Helpful Hints

- Passwords must contain:
  - One upper case letter
  - One lower case letter
  - One number
  - One special character.
- Your account will lock after three unsuccessful attempts.

The image displays two overlapping screenshots of the Kepro user interface. The left screenshot shows the login page with the Kepro logo, a 'LOGIN' heading, and input fields for 'USERNAME \*' and 'PASSWORD \*'. Below these fields is a 'LOGIN >' button. At the bottom, there is a link for 'Forgot Password?' which is highlighted with an orange box. The right screenshot shows the password reset process, starting with a 'QUESTION' section: 'In which city were you born?'. Below this is an 'ANSWER \*' field, followed by 'NEW PASSWORD \*' and 'CONFIRM PASSWORD \*' fields. A 'FINISH >' button is located at the bottom right. An orange arrow points from the 'LOGIN >' button in the left screenshot to the 'ANSWER \*' field in the right screenshot.

# Additional Resources & Support

---

## Contact Info

 800.346.8272

 [wvmedicalservices@kepro.com](mailto:wvmedicalservices@kepro.com)

 <http://www.wvaso.kepro.com>

