



WV Medical Services Transition to Atrezzo – Accessibility & Submissions

To: WV Medicaid Medical Fee-for-Service Providers

Date: January 20, 2022

RE: Transition details regarding submissions and current system approvals

Kepro is excited to share further information regarding the upcoming move to our new medical submission portal, known as Atrezzo. This change will allow providers efficiencies in submitting requests, communicating with Kepro staff, and attaching documentation directly to the case submission. ***This system change is for fee-for-service providers only and does not pertain to any MCO.***

Below is our transition schedule and the responses to some of the frequently asked questions from our recent provider trainings:

Friday, January 28, 2022

- The existing submission portal, C3WV, will retire for provider access/operations at 3:00pm EST. This begins our “blackout” period.
- WV Medical Fax lines will be temporarily shut down at 3:00pm EST and not reopen until Tuesday, February 1, 2022 at 6:00am EST.
- During this blackout period, Kepro staff will work to resolve remaining cases.

Monday, January 31, 2022

- System data from the “old” C3WV system will be transferred into the new Atrezzo system. This includes all existing approvals, cases submitted, etc.
- This data transfer will also move historical documentation into the Atrezzo system.

Tuesday, February 1, 2022

- WV Atrezzo Medical portal goes live at 8:00am EST for WV Medical Providers. Providers may submit requests.
- WV Medical Fax lines will reopen at 6:00am EST.
- Any emergent request for Inpatient admissions (Medical) or outpatient services with an authorization requirement that occurred during the blackout period can be submitted to Kepro for retrospective review.
- Non-emergent requests for prior authorization should be submitted on or after 2/1/2022 and have a service date of 2/1/2022 or thereafter.

Kepro will continue to hold upcoming trainings related to the Atrezzo system. Website resources are located at the following links: [WV ASO - Homepage \(kepro.com\)](http://www.kepro.com) or [WV ASO - Medical Services \(kepro.com\)](http://www.kepro.com). You may also submit related questions to our email, wvmedicalservices@kepro.com.