



New Medical Prior Authorization Portal

TO: WV Medical Providers

FROM: Kepro – WV

DATE: December 14, 2021

RE: Announcing our New Medical System for WV

Kepro is excited to announce that coming in 2022, Kepro Medical Services will be transitioning platforms from WV C3 Provider Portal to Atrezzo Next Generation (ANG). Atrezzo is an easy and efficient electronic system which providers can use to submit prior authorization requests. Atrezzo allows providers to:

- Upload directly and securely supporting clinical documentation while creating requests and for cases requiring additional information.
- View the status of requests in real time.
- Message Kepro staff via the integrated communication system.
 - Please note: Direct messaging capabilities are not available for faxed submissions.

The current requirements and policies associated and put into place by the Bureau for Medical Services will not change.

Accessing Upcoming Trainings:

Training will be conducted in the months of January and February. A follow-up email will be sent out with the exact dates of each training within 1-2 weeks. These dates will also be posted on the Kepro website at <https://wvaso.kepro.com>. It is strongly recommended that current system users and all staff that access the current portal attend these trainings.

If you have not already done so, please go to:

<https://survey.alchemer.com/s3/6268630/Kepro-Medical-Provider-Contact-Information-Update> to update your contact information. This is to ensure that the most up-to-date training information is received. If you have questions or concerns regarding the proposed upgrades, please e-mail wvmedicals@kepro.com.
