



NEW HAMPSHIRE PREADMISSION SCREENING & RESIDENT REVIEW

Atrezzo Provider Portal Training- End to End

Agenda

1. Introduction
2. Provider Portal Overview
3. Registration for New Facilities
4. Logging In
5. PASRR Level I and Resident Review Screenings/Outcomes
6. PASRR Level II Reviews
7. Viewing/Printing Outcomes
8. Questions and Answers





Kepro's New Hampshire PASRR Website

To initiate the registration process, visit our website at:

<https://NH.Kepro.com>

Facilities only need to be registered one time. The person chosen to register the facility will be the account administrator.

New Hampshire PASRR Training

Helpful Hints

- You will need the NPI for your facility, not for a specific physician.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

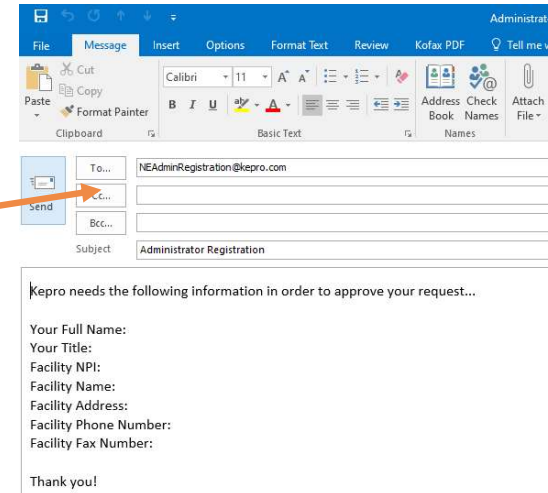
Registration

To register as the account administrator of your facility, please [click here](#) to send us an email. Complete all of the requested information within the email before sending. You will receive a registration code to access Kepro's Provider Portal at <https://portal.kepro.com>.

Administrator Registration – Request Registration Code

Ready to Register?

- You will need to designate a Provider Administrator for your facility. This person will need to add and manage all other users of the Provider Portal.
- The Provider Administrator should visit <https://NH.Kepto.com> and click on the link shown below labeled “please click here to send us an email.”
- Complete the email form and click Send.
- You will receive a response email from NHreviews@kepro.com with your registration code.



The screenshot shows an email client window with the following details:

- To:** NAdminRegistration@kepro.com
- Subject:** Administrator Registration
- Body:** Kepro needs the following information in order to approve your request...
Your Full Name:
Your Title:
Facility NPI:
Facility Name:
Facility Address:
Facility Phone Number:
Facility Fax Number:
Thank you!

New Hampshire PASRR Training

Helpful Hints

- Bookmark the Provider Portal URL for future use.
- Be sure to use the same NPI that you used when requesting the Registration Code.

Administrator Registration – Create Account

Brand New Facility?

- The Provider Portal is accessible at <https://portal.kepro.com>.
- Click on the **register here** link under the LOGIN section.
- Enter your facility NPI and the registration code that you received via email from Kepro.

The image displays two screenshots of the Kepro provider portal interface. The left screenshot shows the 'LOGIN' page with the Kepro logo at the top. Below the logo is the word 'LOGIN' in bold. There are two input fields: 'USERNAME *' and 'PASSWORD *'. A blue button labeled 'LOGIN >' is positioned below the password field. At the bottom, there is a link that says 'If you don't already have a Kepro account, you can [register here.](#)' and a link for 'Forgot Password?'. The right screenshot shows the 'Create a New Account - Specify Your Organization' page. It features the Kepro logo and the title 'Create a New Account - Specify Your Organization'. There are two input fields: 'NPI *' and 'PROVIDER REGISTRATION CODE *'. Below these fields are two blue buttons: '< LOGIN' and 'NEXT >'. At the bottom, there is a paragraph of text: '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.' An orange arrow points from the 'register here.' link in the first screenshot to the 'NPI *' field in the second screenshot.

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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.

Administrator Registration – Create Account

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 registration process consists of three main steps:

- Account Information:** A form titled "Create a New Account - Enter User Information" with fields for USERNAME *, PASSWORD *, CONFIRM PASSWORD *, SECRET QUESTION *, and SECRET ANSWER *. A "NEXT" button is at the bottom right.
- Contact Information:** A form titled "Contact Information" with fields for FIRST NAME *, LAST NAME *, ADDRESS 1, ADDRESS 2, CITY, State (dropdown menu), ZIP CODE, EMAIL *, and CONFIRM EMAIL *. A "NEXT" button is at the bottom right.
- Terms of Use:** A page titled "KEPRO Portal - Terms of Use Agreement" containing the text: "THE KEPRO PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE KEPRO PORTAL YOU ARE AGREEING THAT YOU HAVE READ AND UNDERSTOOD THE TERMS AND CONDITIONS OF USE AND AGREE TO BE BOUND BY THEM. IF YOU DO NOT UNDERSTAND THE TERMS OR CONDITIONS OF USE OR DO NOT AGREE TO BE BOUND BY THEM, DO NOT PROCEED OR OTHERWISE USE THE KEPRO PORTAL. UNAUTHORIZED ACCESS TO THE KEPRO PORTAL IS PROHIBITED." Below this is the heading "KEPRO PORTAL TERMS OF USE" followed by a detailed agreement. At the bottom, there is a checkbox labeled "I have read and agree to these terms of use." and a "CONTINUE" button.

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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.

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>

Kepro™

LOGIN

USERNAME *

PASSWORD *

LOGIN >

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

[Forgot Password?](#)

QUESTION

In which city were you born?

ANSWER *

NEW PASSWORD *

CONFIRM PASSWORD *

FINISH >

Administrator Registration – Create Account

What to Know

- Click on **SETUP** on the top navigation pane. You will see Manage Provider Groups. Always stay in this tab/section.
- Click on the **arrow** on the far right to expand the section.

Helpful Hints


- Provide each user at your facility with their new username and password.
- Always use Manage Providers Groups Tab

The screenshot displays the Kepro web application interface. At the top, the user is identified as Ellen Olsen. The navigation menu includes HOME, CASES, CREATE CASE, CONSUMERS, SETUP (highlighted with an orange box), MESSAGE CENTER, and REPORTS. Below the navigation menu, there are several status indicators: HOME, 0 NEW MESSAGES (with a link to Message Center), WORK-IN-PROGRESS (0), NOT SUBMITTED (0), and SUBMITTED (6). A secondary navigation bar shows 'Manage Provider Groups (2)' (highlighted with an orange box) and 'Manage Users (3)'. The main content area displays a list of provider groups, with the first entry being 'FERNANDINA BEACH REHAB, LLC' with NPI: 1073174082 / Skilled Nursing Facility, PASRR / 1625 LIME ST. A dropdown arrow (highlighted with an orange box) is visible on the right side of the list.

Administrator Registration – Create Account

What to Know

- Click on **Add New User**.
- Create a **username** and **password**, complete the contact information section, click **Create**.

 FERNANDINA BEACH REHAB, LLC

Contract: Florida ([Change Context](#))

[HOME](#) [CASES](#) [CREATE CASE](#) [CONSUMERS](#) [SETUP](#) [MESSAGE CENTER](#) [REPORTS](#)

AVAILABLE USERS FROM YOUR GROUP

Select Any

ACCOUNT INFORMATION

USER NAME *

✔ This Username is available!

PASSWORD *

CONFIRM PASSWORD *

Passwords must be a minimum of 8 letters and a maximum of 16. Passwords must contain at least: a letter, a lowercase letter, a number and special characters like @, %, +, \, /, !, #, \$, ^, ?, ;, ,, (,), {, }, |

CONTACT INFORMATION

FIRST NAME *	LAST NAME *	EMAIL *	CONFIRM EMAIL *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
ADDRESS LINE 1	ADDRESS LINE 2	CITY	STATE/PROVINCE
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select One ▾
POSTAL CODE	PHONE	FAX *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above.

New Hampshire PASRR Training

Helpful Hints

- Always use **Manage Providers Groups** Tab to change roles or deactivate staff
- Any role with “**Admin**” in the name works the same. These roles have access to create new accounts

Administrator Manage Users

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.

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Recap!

- Always use **Manage Providers Groups** Tab to change roles or deactivate staff
- Any role with **“Admin”** in the name works the same. These roles have access to create new accounts

Two Types of User Roles

There are two types of user roles:

1. **Provider Staff Account** - this role can complete PASRR Level I screenings
2. **Admin Account** (can be listed as: Provider Group Admin, Provider Admin, Provider Group Admin + Reports, or Provider Admin +Reports) this role can complete PASRR Level I screenings and create new users, change user roles, or deactivate users.

Kepro Temporary NE Provider Contract: Nebraska (Change Context) Search for Case # or Program # SEARCH Tem

HOME CASES CREATE CASE CONSUMERS SETUP MESSAGE CENTER REPORTS

Manage Provider Groups (1) Manage Users (2)

Temporary NE Provider NPI : 9999999999 // 123 Temporary Road

NPI	PROVIDER TYPE	ADDRESS	
9999999999		123 Temporary Road	

AVAILABLE USERS FROM YOUR GROUP

Select Any

ASSOCIATED USERS

ASSOCIATED USERS	SELECT ROLE	
Provider one, NE		
Provider, Temporary NE		

SELECT ROLE

- Provider Group Admin
- Provider Admin
- Provider Staff Account
- Provider Group Admin + Reports
- Provider Admin +Reports

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Administrator – Registering Multiple Facilities

Prefer to register more than one facility under your one login?

- On the **Manage Provider Groups** tab, click on “Register new Provider”
- Add the facility NPI and the Registration Code from Kepro
- Search and then choose the facility once displayed
- Click **select** and the new facility will be added to your one username/account (see next slide)
- You can change between facility accounts by clicking on “**Change Context**”

NE PASRR | Homepage x Atrezzo - User Management x

https://portal-uat.kepro.com/UserManagement/Index

Not syncing

Ellen Olsen

Kepro FERNANDINA BEACH REHAB, LLC

Contract: Florida (Change Context)

Search for Case # or Program # SEARCH

HOME CASES CREATE CASE CONSUMERS SETUP MESSAGE CENTER REPORTS Help

SETUP / MANAGE PROVIDER GROUPS

SETUP REGISTER NEW PROVIDER +

Manage Provider Groups (2) Manage Users (3)

FERNANDINA BEACH REHAB, LLC	NPI : 1073174082 / PASRR, Skilled Nursing Facility / 1625 LIME ST	▼
PALM GARDEN OF VERO BEACH LLC	NPI : 1265867212 / PASRR, Skilled Nursing Facility / 1755 37TH ST	▼

GO BACK AutoSaved

New Hampshire PASRR Training

Administrator – Registering Multiple Facilities

Helpful Hints

- Add each facility's NPI and then each unique registration code received from Kepro and click Find Provider and then check the provider box then "select"
- You can add as many facilities as you would like under your role
- You can add users to one or more facility account depending on access needs

Register a New Provider

PROVIDER NPI: *

PROVIDER REGISTRATION CODE: *

FIND PROVIDER

SELECT >

INNOVATIVE MEDICAL MANAGEMENT

SOLUTIONS, LLC - - 1775 HOOKS ST null - CLERMONT FL

FIND PROVIDER

SELECT >

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Administrator – Registering Multiple Facilities

Helpful Hints

- Always use **Manage Providers Groups** Tab to update role access or add someone to a specific facility account
- New users should be created in the appropriate facility but can be added to more than one facility group once created

FERNANDINA BEACH REHAB, LLC

Contract: Florida (Change Context)

SEARCH for Case # or Program #

Ellen Olsen

HOME CASES CREATE CASE CONSUMERS SETUP MESSAGE CENTER REPORTS Help

SETUP / MANAGE PROVIDER GROUPS

SETUP REGISTER NEW PROVIDER +

Manage Provider Groups (3) Manage Users (3)

FERNANDINA BEACH REHAB, LLC	NPI : 1073174082 / PASRR,Skilled Nursing Facility / 1625 LIME ST
INNOVATIVE MEDICAL MANAGEMENT SOLUTIONS, LLC	NPI : 1275006504 / PASRR,Skilled Nursing Facility / 1775 HOOKS ST
PALM GARDEN OF VERO BEACH LLC	NPI : 1265867212 / PASRR,Skilled Nursing Facility / 1755 37TH ST

GO BACK

AutoSaved

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Administrator – Adding Users to Additional Facility Group

Need to add a person to one or more of your facilities?

- On the **Manage Provider Groups** tab, click on the appropriate facility row and add the new user.
- That person will only have access to the facility in which they were added.
- To add the person to one or more other facility accounts, go to the **Manage Provider Groups** tab and click on the appropriate facility row.
- Choose the person from the “Available Users From Your Group” dropdown and then click on **Add**.

The screenshot shows the Kepro web application interface for managing provider groups. The top navigation bar includes the Kepro logo, the facility name 'FERNANDINA BEACH REHAB, LLC', and a search bar. Below the navigation bar, there is a table of facilities with columns for NPI, PROVIDER TYPE, and ADDRESS. The table lists one facility: NPI 1275006504, Skilled Nursing Facility, PASRR, 1775 HOOKS ST. Below the table, there is a section for 'AVAILABLE USERS FROM YOUR GROUP' with a search bar and a list of users: Fred Flinstone, DON DON, and Olsen, Ellen. The 'Olsen, Ellen' user is selected, and the role 'Provider Group Admin' is assigned. The interface also includes a 'GO BACK' button, a 'Privacy Policy/Terms of Use' link, and a footer with copyright information.

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Helpful Hints

- Click on the **person icon** next to your name to change your security question or to log out.
- “Change Context” link is only used if you have access to submit requests under multiple provider groups.

Homepage Overview

What to Know?

- When you log in, you will see the Home Page. There are several ways to search for consumers and cases in the Provider Portal. You will most commonly want to use the **CREATE CASE** tab when creating a new request.
- You will also want to review the status of your submitted cases, which can be done from the home page or by searching the **CONSUMERS** or **CASES** tabs.

The screenshot shows the Kepro homepage for a Temporary NE Provider. The top navigation bar includes tabs for HOME, CASES, CREATE CASE (highlighted with an orange box), CONSUMERS, SETUP, MESSAGE CENTER, and REPORTS. A search bar is located at the top right. Below the navigation bar, there are summary cards for HOME, NEW MESSAGES, WORK-IN-PROGRESS, NOT SUBMITTED, and SUBMITTED. A table titled 'Request Saved But Not Submitted' displays a list of cases with columns for CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table contains 6 records. At the bottom, there is a pagination control showing 'Displaying records 1 to 6 of 6 records' and a 'Previous 1 Next Show 10 Entries' control.

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
NE PASRR	PASRR	TEMP001962020120100000	December First	12/01/2020	12/1/2020 4:43:24 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/17/2020 12:22:39 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 1:08:30 PM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 11:25:58 AM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 10:57:30 AM
NE PASRR	PASRR	TEMP001962020110400000	Wayne Bolton	12/03/1978	11/16/2020 8:41:56 AM

Search all Cases

Create a new Case (Level I or Resident Review Screen)

Search all Consumers for your Facility

Manage users (Administrators)

Messages from Kepro about submitted cases

REPORTS Coming soon to all Admins! Run reports for your facility

Help Training materials & other resources



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Create Case – Search Consumer

What to Know?

- To add a new case in order to complete a Level I screening, click **CREATE CASE** from the top navigation pane. Case Type is always Assessment.
- Search for the consumer using last name and date of birth.
- If the correct consumer match is found, you can click on the button left of **SELECT MEMBER** and click **NEXT** to proceed with the case.
- If a consumer match is not found, you will be able to add the consumer to the system by clicking on **+ADD TEMPORARY CONSUMER**.

Helpful Hints

- Enter the full last name when you search.
- If you do not find the person in your facility account, you will add them to the system.

Temporary NE Provider

Search for Case # or Program #

SEARCH

Temporary NE Provider

HOME CASES **CREATE CASE** CONSUMERS SETUP MESSAGE CENTER REPORTS Help

CREATE CASE / SELECT CASE TYPE

NEW CASE REQUEST EXPAND ALL

✓ CASE TYPE Assessment

CASE TYPE *

Assessment

○ Consumer Information

SEARCH CONSUMER

CONSUMER ID

LAST NAME * Olsen

DATE OF BIRTH * 12/01/2020

SEARCH

Create Case – Add Consumer

+ ADD TEMPORARY CONSUMER

SELECT MEMBER	NAME	DATE OF BIRTH	CONSUMER ID	CONTRACT	CASE COUNT
No records found.					

Unable to find the consumer you are looking for?
Please refine search to continue.

What to Know?

- After you click on **+ADD TEMPORARY CONSUMER**, add all required fields.
- Contract and Plan dropdowns will always be **NHPASRR and NH LOC**
- **Complete** consumer information for all required fields

CONTRACT INFORMATION

CONTRACT *

NH PASRR and NH LOC

PLAN *

NH PASRR and NH LOC

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Helpful Hints

- Selecting “**Use Facility Address**” will populate the address information to match your facility.
- Once you add a **Consumer**, you will be able to find them for future requests.
- All fields with a red asterisk are required.

Create Case – Add New Consumer

What to Know?

- The contact address that you enter will print on the Level I form so feel free to use the current location (your facility address) by clicking the box next to **Use Facility Address** or enter in a mailing address for the person.
- You must add a third identifier for example **MID, SSN, MEDICARE, OTHER ID**
- When finished, click on **Next** to load information and then click on **Create Case**

CONTACT INFORMATION

USE FACILITY ADDRESS

ADDRESS LINE 1 *	ADDRESS LINE 2	CITY *	COUNTRY *
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select One ▾
STATE/PROVINCE *	COUNTY *	POSTAL CODE *	PHONE NUMBER
Select One ▾	Select One ▾	<input type="text"/>	<input type="text"/>

OTHER INFORMATION

SSN (XXX-XX-XXXX)	SELF PAY	PRIVATE INSURANCE	MEDICAID ID/SUBSCRIBER ID	MEDICARE HICN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
MEDICARE MBI	OTHER ID			
<input type="text"/>	<input type="text"/>			

[← CANCEL](#)

[NEXT >](#)

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Helpful Hints

- The sections that are complete will show a green check mark and the section in progress will show a yellow check mark.
- Your updates in each section are auto-saved as you move through the case.

Create Case – Enter Case Details

What to Know?

- Once you have created a case, you must complete required sections in order to submit for an outcome.
Level I Required Sections:
 - Request Details (See Next Slide)
 - Questionnaires (See Next Slide)
- To open the sections, click the **down arrow** on the right side of the section row and begin.
- Once all required sections are completed, click **Submit**.

The image displays two screenshots of the Kepro web application interface for creating a case. The top screenshot shows the 'CREATE CASE' page with a table of case details and a list of sections to be completed. The bottom screenshot shows the same page with the 'CONSUMER NAME' field highlighted in orange, and the 'SUBMIT' button also highlighted in orange, indicating the next step in the process.

CONSUMER NAME	DATE OF BIRTH	MEMBER ID	CASE TYPE
December First	12/01/2020 (1 Days)	TEMP001962020120200000	PASRR

- Contacts / Legal Representative
- Submitting Provider
- Facility
- Attending Physician
- Request Detail
- Diagnosis
- Documents(0)
- Questionnaires(0 of 0)
- Notes

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Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (*).
- Review all answers carefully, once you mark as complete, answers cannot be changed.

Create Case – Request Detail & Questionnaire

Level I Screen




- In the **REQUEST DETAIL** section, select **PASRR Level I**
- In the **REQUEST TYPE** section, select **PASRR Level I**
- In the **CURRENT LOCATION** section, select **current location**
- In the **QUESTIONNAIRE** section, click on the blue link to complete the assessment:

PASRR Screening Form

Request Detail PASRR Level 1 ^

* fields are mandatory

ASSESSMENT TYPE * REQUEST TYPE CURRENT LOCATION

	NAME	TYPE	QUESTIONNAIRE ID	USER	COMPLETION ON	SCORE	STATUS	
	PASRR Screening Form	Evaluation	7225578	Michelle Kane		0	Not Started	
								

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Helpful Hints

- The questionnaire is auto-saved as you progress through the questions.
- Required questions are marked with an asterisk (*).
- Review all answers carefully, **once you mark as complete, answers cannot be changed.**

Create Case – Request Detail & Questionnaire

Level I screening

- Complete each section of the required questionnaire by answering a series of questions and inputting information where needed.
- When finished, click **Mark as Complete**.

<input checked="" type="checkbox"/> SECTION 1. IDENTIFYING INFORMATION	1 . Determination to be faxed to (if different than person submitting this form) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 2. SCREENING FOR MENTAL ILLNESS (MI)	2 . Fax Number (Please do not include dashes. 603-555-5555 should be entered as 6035555555) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 3. SCREENING FOR INTELLECTUAL DISABILITY/ DEVELOPMENTAL DISABILITY (ID/DD)	3 . Marital status <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Single <input type="radio"/> Widowed
<input checked="" type="checkbox"/> SECTION 4. SCREENING FOR RELATED CONDITION (RC)	4 . Current living situation * <input type="radio"/> Group home <input type="radio"/> Home alone <input type="radio"/> Homeless <input type="radio"/> Home with family <input type="radio"/> Hospital <input type="radio"/> Nursing facility <input type="radio"/> Other
<input checked="" type="checkbox"/> SECTION 5. UNDIAGNOSED CONDITION	5 . Other method of contact, If applicable (email, alternative phone number) <input type="text"/>
<input checked="" type="checkbox"/> SECTION 6. EXEMPTION/EXCLUSION	
<input checked="" type="checkbox"/> SECTION 7. CATEGORICAL DETERMINATIONS	
<input checked="" type="checkbox"/> SECTION 8. LEVEL I SCREENING SUMMARY	

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Helpful Hints

- Once the case is submitted, you can still add additional documents, notes and send messages to the Kepro team, this is especially critical if the case requires a Level I review or a Level II evaluation.
- If a Level II is required, Kepro will initiate a new case for you.

Submit Case & Review Outcomes

Almost Done

- After completing the electronic Level I questionnaire, you have completed all of the case details. Next, click **Submit** for your results.
- You will be redirected back to the **Case Summary** page with all information submitted with the case as well as the status and outcome of the request.
- You will also be able to view, print letters, and the entire case summary from this screen under the **Letters/Reports** tab.
- **Letters/Reports** tab will have your completed Level I screen form titled "NHPASRR-LvlIScreeningForm" to print for the provider's signature.

● Contacts / Legal Representative

● Submitting Provider Temporary NE Provider / 9999999999 // NE

● Facility

● Attending Physician

● Request Detail PASRR Level 1

● Diagnosis

● Documents(0)

● Questionnaires(1 of 1) PASRR Level I and RR Screening

● Notes

AutoSave

CANCEL CASE

SUBMIT

CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
203370012	NE PASRR	12/2/2020 4:51:11 PM	Negative Level I PAS	May Be Admitted

Completed

Case Overview Letters/Reports(0) Notes(0) Messages(0)

EXPAND ALL

Case Overview Letters/Reports(2)

File Name	Fax Number
NHPASRR-LvlIScreeningForm-221870007.pdf	

Positive Level I – Requires Clinical Review

Level I Clinical Review

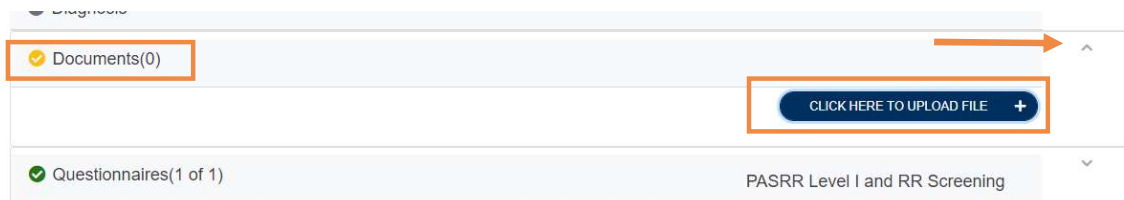
- The Outcome and Reason sections will tell you if the outcome is positive and a Level I Clinical Review is required.
- Make sure to send supporting documentation if the individual has a categorical determination request or if you think a Level II evaluation is required. This will assist us in making the determination quickly and avoid delays in nursing home admissions.
- After obtaining the signatures needed, upload or fax the completed Level I screen form with the needed supporting documents.
- Documents can be uploaded or faxed to us at 844-490-9555.
- The status of the case will remain **“In Review”** until the determination has been made. Once it has been made, the status will change to green and show **Completed**.

IN-REVIEW	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
	203370016	NE PASRR	12/2/2020 5:07:48 PM	Positive Level 1 PAS	Level I Clinical Review Required

Uploading Documents to the Level I Case

Level I Clinical Review Required

- Go to the Documents section, expand the row by clicking on the down arrow at the right side of the row and then click on **“CLICK HERE TO UPLOAD FILE”**.
- Browse your files for the correct document to upload.
- Choose the file and then click on **Upload**



Helpful Hints

- Multiple file types are acceptable up to 12 MB
- You can upload as many documents as you would like

FILE UPLOAD ✕

* fields are mandatory

SELECT FILE *

BROWSEMAX FILE SIZE: 12 MB

Acceptable File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, txt, xls, xlsx, xps .

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

Larger files will take longer to upload/download. Please be patient.

CLOSE

UPLOAD +

Positive Level I – Requires Level II Evaluation

Level II Evaluation

- The Outcome and Reason sections and the printable Level I form will tell you if the outcome is positive and if a Level II Evaluation is required.
- We have **7 business days** to complete the Level II Evaluation and Determination.
- Make sure to send all required and supporting documentation. This will assist us in making the determination quickly and avoid delays in nursing home admissions. If missing, you will receive a Pend letter from Kepro detailing what is needed to complete the case. Please note turnaround time does not start until all required documentation is received.
- Documents can be uploaded or faxed to us at 844-490-9555.
- The status of the case will remain **“In Review”** until the determination has been made. Once it has been made, the status will change to green and show **Completed**.

	CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
IN-REVIEW	203370013	NE PASRR	12/2/2020 5:03:56 PM	Positive Level 1 PAS	May Not Be Admitted: Level II Required

Upload Documents to Level I Case or Level II Case

Level II

- When a Level II is required, Kepro will create a new case for the individual. Required documents can be faxed or uploaded to either the original Level I case or the new Level II case, whichever is preferred.
- Browse your computer files and then click on the document(s) from your computer to upload. Once chosen, click **UPLOAD**. You can attach most types of files, up to 12MB, as shown below.

Required documents include:

- History and Physical
- Relevant case notes or records of treatment
- Medication administration records (MAR)
- Therapy notes
- Psychiatric or psychological evaluation, if available

FILE UPLOAD ✕

* fields are mandatory

SELECT FILE *

BROWSE...MAX FILE SIZE: 12 MB

Acceptable File Types: pdf, tiff, tif, doc, docx, xls, txt, rtf, gif, jpg, jpeg.

All files uploaded will be encrypted and stored in a secure location in accordance to HIPAA standards, please do not password protect or personally encrypt any files you wish to upload.

CLOSE **UPLOAD** +

Level II Cases & Outcomes

Level II

- It's always a good idea to add a note or send a message to let us know additional details on the case. **Need an expedited review?** Adding it to the note section works as well as a phone call or an email.
- Once the review is completed, the status changes from **"In Review"** to **"Completed"** and you will be able to immediately see the outcome in the **OUTCOME** section and access determinations and notices in the Letters/Reports tab.

Documents(1) ✓

Questionnaires(0 of 0)

Notes ✓

ADD NEW NOTE

This individual is independent and does not have a legal representative. Call me directly with questions at 123-456-7890.

Notes cannot be modified or deleted after being saved

ADD NOTE +

ATREZZO - CASE DASHBOARD

CONSUMER NAME: Jon Doe | GENDER: Female | DATE OF BIRTH: 06/01/1948 (72 Yrs) | MEMBER ID: TEMP001742020061100000 | CASE TYPE: PASRR | CONSUMER CONTRACT: FL PASRR

CASE ID	CASE CONTRACT	SUBMITTED ON	REASON	OUTCOME
201630004	FL PASRR	6/11/2020 3:42:31 PM		

Case Overview | Letters/Reports(0) | Notes(1) | Messages(0)

New Hampshire PASRR Training

Review Case Status & Messages

Helpful Hints

- For Level I cases that are negative, hospital exemption, or dementia exclusion you will receive an automatic determination.
- For Level I clinical review and Level II cases, you will be able to check the status of Kepro's review by entering the case.

What to Know?

- Messages from Kepro about the case will be accessible from the **MESSAGE CENTER** on the top navigation pane as well as directly within the **CASE** in the Messages tab.
- You can add additional documents within the **Case Overview** section and add notes within the **Notes** section.

The screenshot shows the Kepro web application interface. At the top, there is a search bar with the text "Search for Case # or Program #". Below the search bar is a navigation menu with the following items: HOME, CASES, CREATE CASE, CONSUMERS, SETUP, MESSAGE CENTER (highlighted with an orange box and a red notification badge), and REPORTS. Below the navigation menu, there is a status bar with the following items: HOME, 1 NEW MESSAGES (highlighted with an orange box and a link "Go to Message Center"), WORK-IN-PROGRESS (0), NOT SUBMITTED (7), and SUBMITTED (30). Below the status bar, there is a message "Request Saved But Not Submitted". At the bottom, there is a table with the following columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED.

Additional Resources & Support

Contact Info

 Toll-free 603-810-1186

 NHreviews@kepro.com

 <http://nh.kepro.com>

