



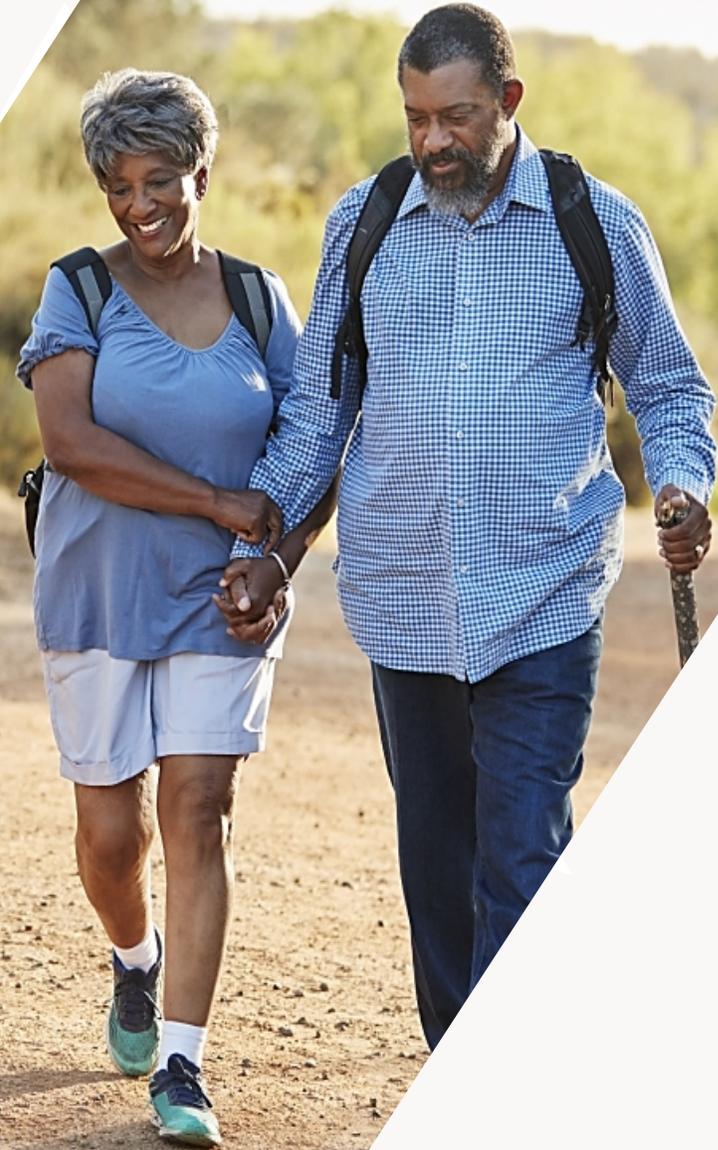
WEST VIRGINIA SOCIALLY NECESSARY SERVICES

**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 (office) must appoint **one person** to be the administrator, or owner, of their provider portal account.
 - The account group 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#.
 - Provider locations need to register one time.
 - After initial registration, the administrator will have the ability to create additional Atrezzo Provider Portal staff user accounts.



Helpful Hints

- You will need the F.A.C.T.S. for your facility.
- The Administrator should be someone on your team who will be able to add and manage users in the system.

Registration Code

New to Atrezzo?

- You will need to designate a Provider Group Administrator for your facility location.
- The Provider Group Administrator will register the provider group account.
- To complete the registration process, the Provider Group Administrator will need the facility F.A.C.T.S. number.
- The Provider Group Administrator will need to add and manage all other users of the Provider Portal.

Creating an Account

Helpful Hints

- Bookmark the Provider Portal URL for future use.
Chrome is preferred browser.
- Facility registration is a one-time process.

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 F.A.C.T.S. number as the NPI and the registration code.

Acentra HEALTH

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.
LOGIN
 Remember Me

Customer/Provider
Use this login button if you are a customer or provider user.
LOGIN WITH PHONE
LOGIN WITH EMAIL
 Remember Me

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

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).

Acentra HEALTH

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 Acentra Health website.



Creating an Account

Helpful Hints

- Consider a standard naming convention when creating usernames
- Fields that have an asterisk (*) by them are required fields.

What to Know

- Complete your **Account Information** by creating a username.
- Complete the **Contact Information** section, click **Next**.
- Review the **Terms of Use**, click the **Acknowledgement** check box, then click **Continue**.

The screenshot shows the Acentra Health account creation interface. At the top is the Acentra Health logo. Below it is a header "Create a New Account - Enter User Information". The main section is titled "Organizational Information" and includes a sub-header "Please enter the required (*) fields". There are three sections: "Account Information" with a "USERNAME" field marked with an asterisk; "Contact Information" with "FIRST NAME" and "LAST NAME" fields marked with asterisks; and "ADDRESS 1" and "ADDRESS 2" fields.

The screenshot shows the "Terms of Use Agreement" page. It contains the following text: "THE ACENTRA HEALTH PORTAL IS SUBJECT TO AND GOVERNED BY TERMS AND CONDITIONS OF USE. BY PROCEEDING OR USING THE ACENTRA HEALTH 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 ACENTRA HEALTH PORTAL. UNAUTHORIZED ACCESS TO THE ACENTRA HEALTH PORTAL IS PROHIBITED." Below this is the heading "ACENTRA HEALTH PORTAL TERMS OF USE" followed by a paragraph of legal text. At the bottom, there is a checkbox labeled "I have read and agree to these terms of use." and a blue "CONTINUE" button with a right-pointing arrow.



Adding New Users

Helpful Hints

- Users will receive email with link to complete registration.
 - The link will expire after 2 days.
- Always use Manage Providers Groups Tab

What to Know

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

The screenshot shows the Acentra Health web application interface. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup' (highlighted with a red box), 'Message Center', 'Reports', and 'Preferences'. Below the navigation bar, the 'SETUP / MANAGE PROVIDER GROUPS' section is visible. Underneath, the 'SETUP' section has a 'REGISTER NEW PROVIDER' button. The 'Manage Provider Groups (1)' tab is active, showing a table with one provider: 'Temp Provider' with NPI '9999999999' and address '123 Temporary Road'. A red box highlights an upward-pointing arrow icon on the right side of the table. Below the table, the 'AVAILABLE USERS FROM YOUR GROUP' section shows a dropdown menu set to 'Select Any' and an 'ADD' button. A red arrow points to the 'ADD NEW USER' button.

The screenshot shows the user registration form. It includes the following fields:

- USER NAME *
- PASSWORD *
- CONFIRM PASSWORD *
- CONTACT INFORMATION:
 - FIRST NAME *
 - LAST NAME *
 - EMAIL *
 - CONFIRM EMAIL *
 - ADDRESS LINE 1
 - ADDRESS LINE 2
 - CITY
 - STATE/PROVINCE (dropdown menu)
 - POSTAL CODE
 - PHONE
 - FAX *

A note at the bottom states: "Note: Providers in receipt of Faxed Determination Letters: Official Communication of service authorization will be sent to the fax number entered above." A 'CREATE' button is located at the bottom right.



Registration Code

Helpful Hints

- Always use **Manage Providers Groups Tab**
- Any role with “**Admin**” in the name works the same
- Provider Staff Account is a general user account
- Provider Admin will have the ability to add/manage users for the provider assigned
- Provider Group Admin will have the ability to add/manage users for all providers in the group.

Need to Deactivate or Change a User Role?

- On the **Manage Users** tab, you may select a user and edit a user’s information or delete the user.
 - Expand specified user by clicking arrow on right
- 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.

Manage Provider Groups (1) Manage Users (3)

A Provider / 5555555

USER NAME	EMAIL	FAX	
		5555555555	<div style="border: 1px solid red; padding: 2px;"> ✎ 🗑️ </div>

AVAILABLE PROVIDER GROUPS NOT YET ASSOCIATED: Select Any | PROVIDER GROUP ROLE: Select One ADD

ASSOCIATED PROVIDER	PROVIDER TYPE	CONTRACT	ADDRESS	SELECT ROLE
				PROVIDER GROUP Provider Group Admin 🗑️

Click Pencil icon to edit, Trash Can icon to delete user



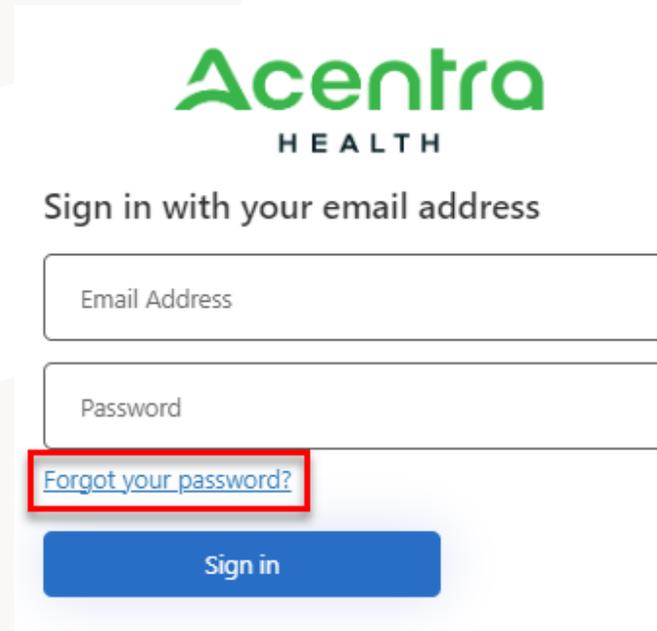
Staff User Login & Reset Password

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.

What to Know?

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



Acentra
HEALTH

Sign in with your email address

Email Address

Password

[Forgot your password?](#)

Sign in

Additional Resources & Support

Contact Info



800.461.9371



Wv_bh_sns@kepro.com



<https://wvaso.kepro.com/>



Accelerating
Better Outcomes

