



## Provider Retrospective Review FAQs

**#1** We have access to the Atrezzo portal for a different audit type w/KEPRO - would these portal users have the same access or do they need to do a completely new registration for ND DHS?

*\*\*if providers already have access to the portal, there is no need to register again\*\**

**#2.** Are there training slides on the website we can print out?

*\*\*yes, training documents, including videos and PowerPoint slides, are on the website\*\**

**#3.** Do the record request letters come individually per patient or do you also get a list of all the record requests?

*\*\* record request letters will be mailed individually to providers\*\**

**#4.** Is there a list of the cases ND Medicaid has contracted with you? (ex: DRGs)

*\*\* NDDHS has pre-determined DRGs which will be requested for review. Providers will be notified of cases when their record request letters arrive in the mail\*\**

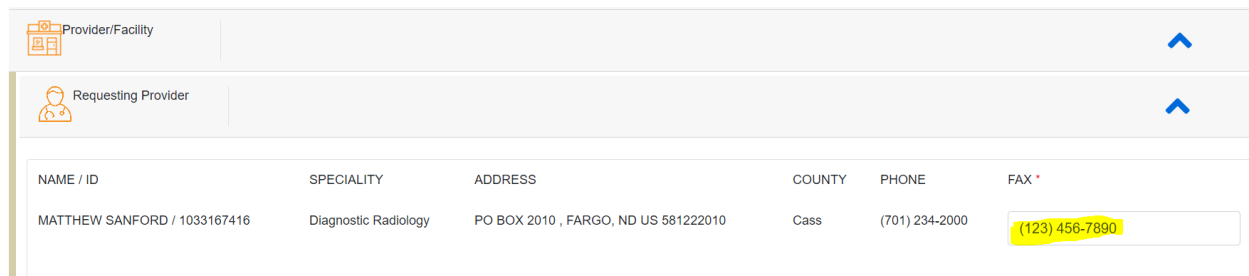
**#5.** Can you see all of the cases for your NPI in the Atrezzo portal all together so providers can see the case status?

*\*\*yes, providers can search the Atrezzo portal by NPI number and all of the cases will be visible\*\**

## Provider Retrospective Review FAQs Cont.

### #6. Where do we look to see what fax # communications will be sent to?

\*\* if a provider's fax information is listed already in the Atrezzo portal, it will be found in the location example depicted below\*\*



NAME / ID	SPECIALITY	ADDRESS	COUNTY	PHONE	FAX *
MATTHEW SANFORD / 1033167416	Diagnostic Radiology	PO BOX 2010 , FARGO, ND US 581222010	Cass	(701) 234-2000	(123) 456-7890

### #7. How long do you estimate it will take to get the results (after records are received)?

\*\* retrospective reviews will be completed within 30 days after receipt of records\*\*

### #8. Is this type of review only for inpatient claims or could there be outpatient as well?

\*\* at this time, Kepro is only requesting inpatient records\*\*

### #9. Are Medicaid Expansion members included in this initiative?

\*\*\* no - Kepro is not reviewing expansion members for ND DHS\*\*\*

