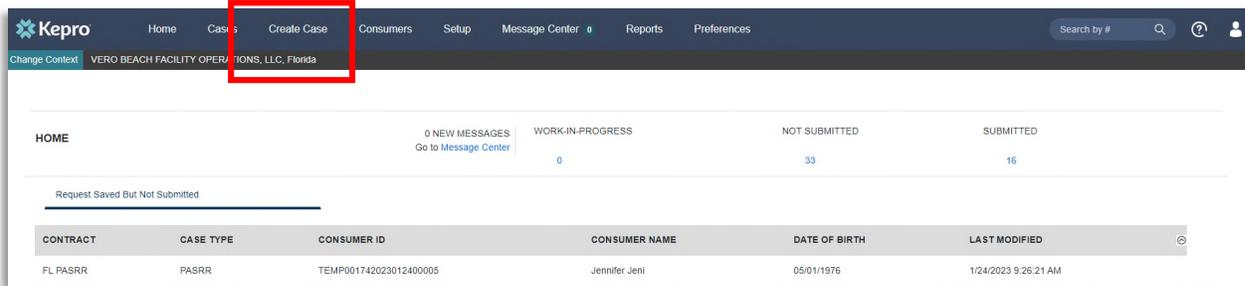
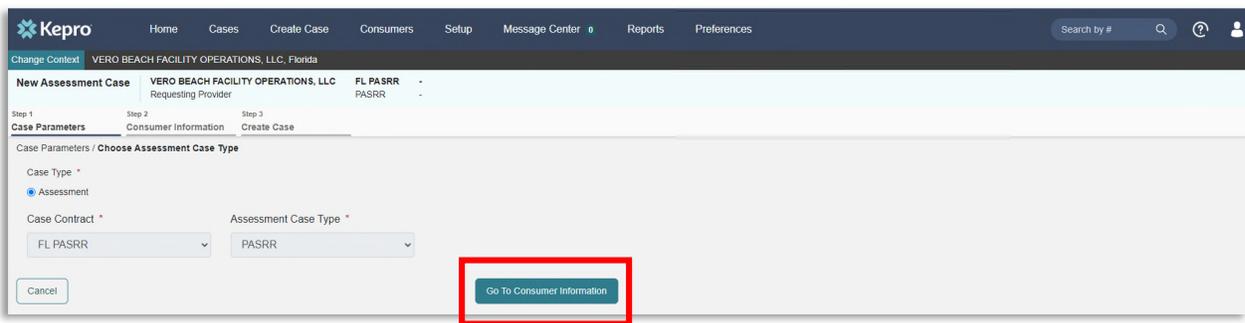


Updated steps to be used when creating a new case:

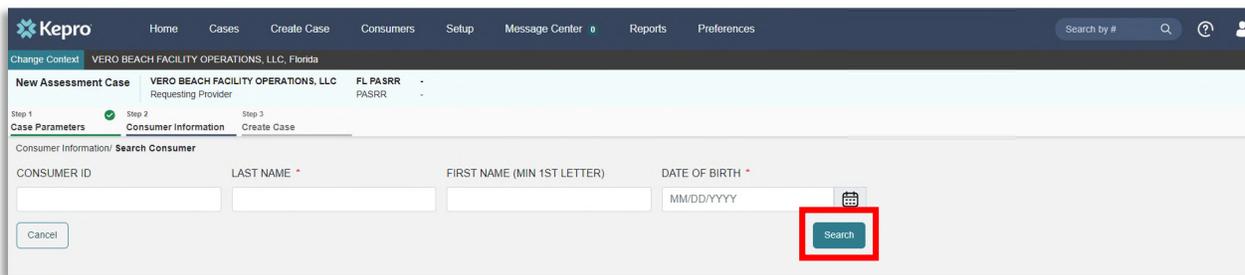
Step 1: Log in and Select *Create Case*.



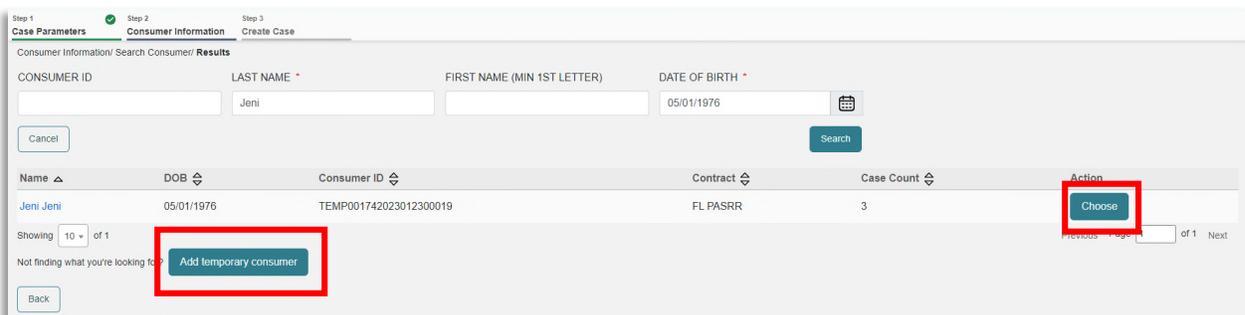
Step 2: Confirm contract and case type information is correct then select *Go to Consumer Information*.



Step 3: At a minimum, enter consumer's full last name and date of birth and then select *Search*.

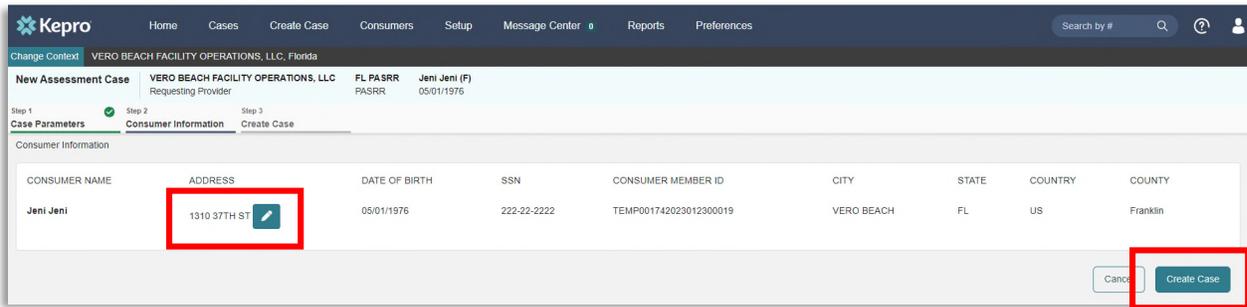


Step 4: If you see your consumer, select *Choose* on the consumer's row under the Action column. Then follow steps 4a through 4c, starting on page 3. If consumer is not found, select *Add temporary consumer* and skip to step 5, starting on page 4.



Visit the KEPRO Provider Portal (Atrezzo) login page: <https://portal.kepro.com/>. Log in with your work email address and password. Never share emails or passwords!

Step 4a: If you found and chose an existing consumer, review the current location/ mailing address and ensure accuracy. If address is no longer accurate, edit by clicking on the pen icon, update the address, and save. Then, select **Create Case**. This confirms the consumer information.

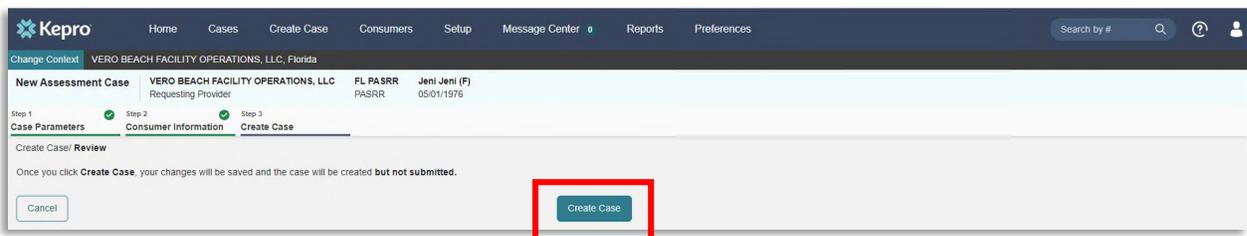


Consumer Information

CONSUMER NAME	ADDRESS	DATE OF BIRTH	SSN	CONSUMER MEMBER ID	CITY	STATE	COUNTRY	COUNTY
Jeni Jeni	1310 37TH ST	05/01/1976	222-22-2222	TEMP001742023012300019	VERO BEACH	FL	US	Franklin

Buttons: Cancel, Create Case

Step 4b: Select **Create Case**.

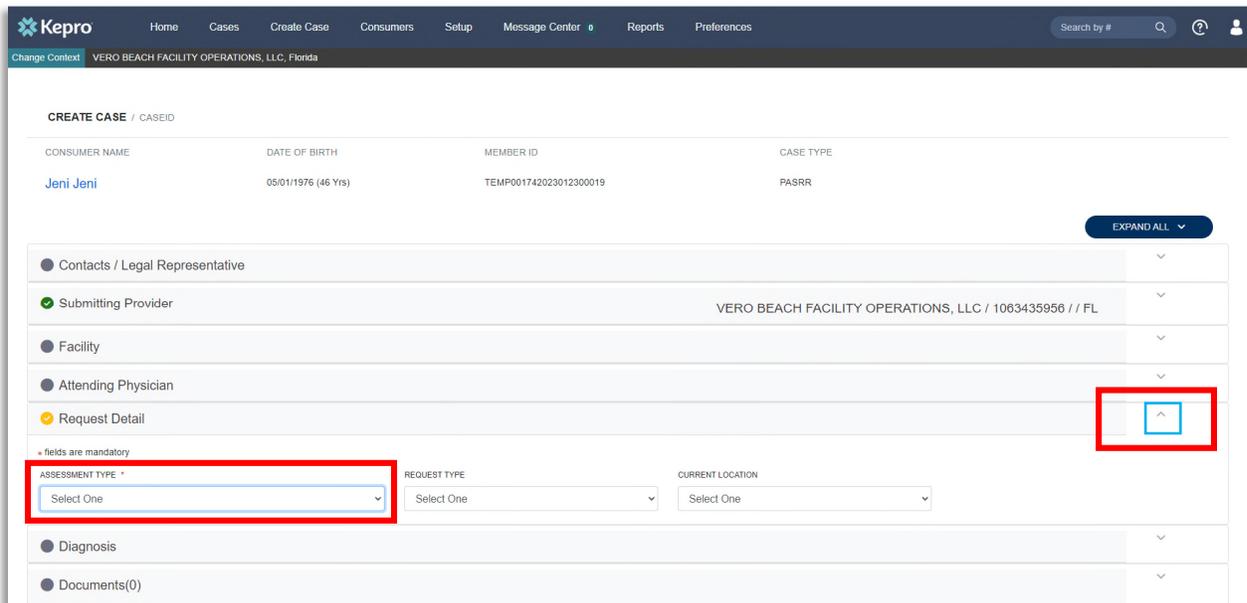


Create Case/ Review

Once you click **Create Case**, your changes will be saved and the case will be created **but not submitted**.

Buttons: Cancel, Create Case

Step 4c: No other steps have changed. As before, expand the **Request Detail** row to select the **Assessment Type** for the case and complete the remaining steps to submit the case.



CREATE CASE / CASEID

CONSUMER NAME	DATE OF BIRTH	MEMBER ID	CASE TYPE
Jeni Jeni	05/01/1976 (46 Yrs)	TEMP001742023012300019	PASRR

EXPAND ALL

- Contacts / Legal Representative
- Submitting Provider: VERO BEACH FACILITY OPERATIONS, LLC / 1063435956 // FL
- Facility
- Attending Physician
- Request Detail (Expanded)
- Diagnosis
- Documents(0)

fields are mandatory

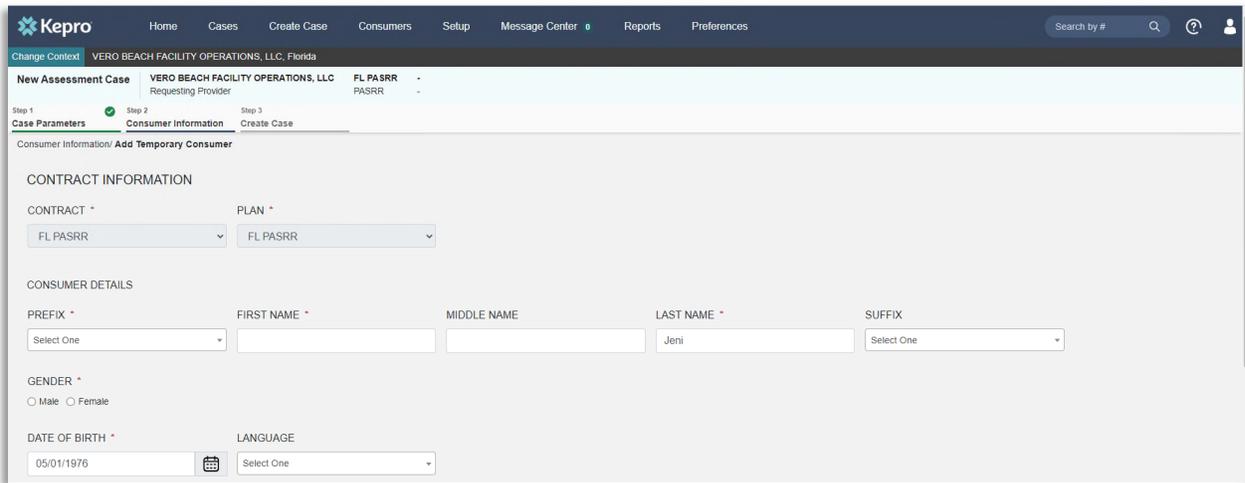
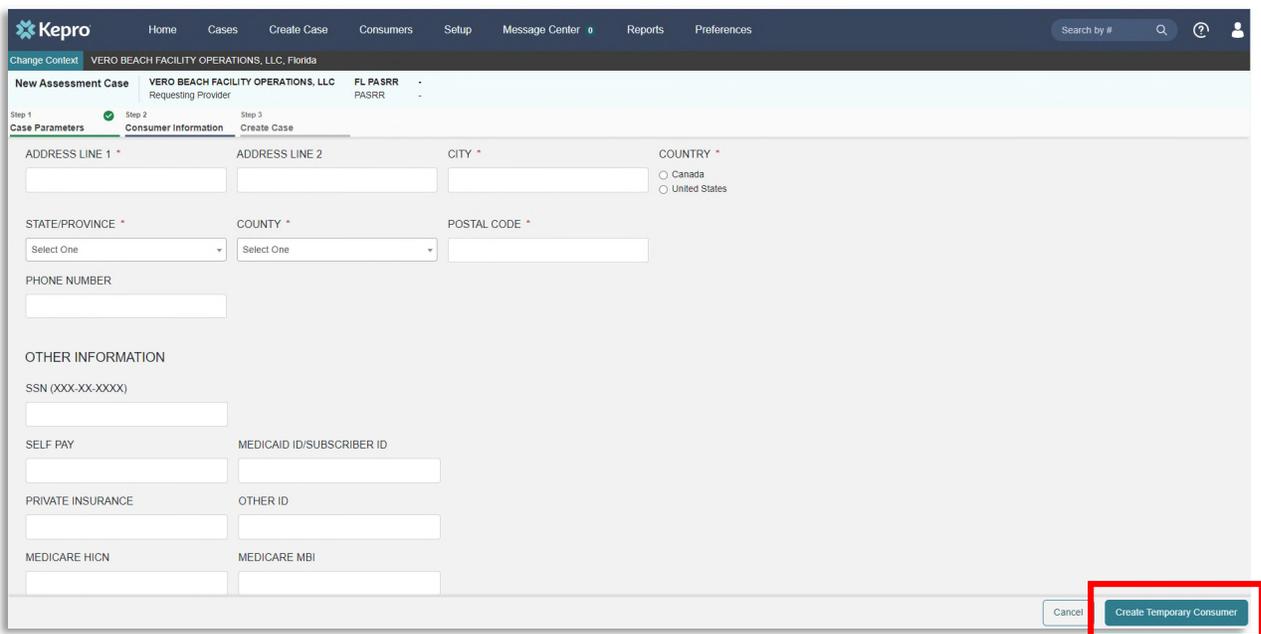
ASSESSMENT TYPE: Select One

REQUEST TYPE: Select One

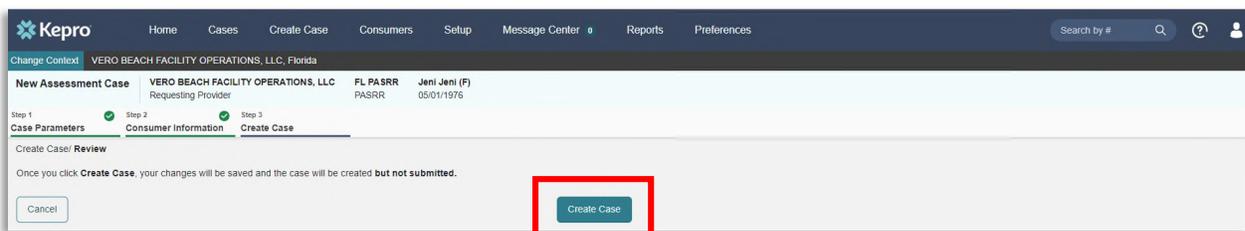
CURRENT LOCATION: Select One

Visit the KEPRO Provider Portal (Atrezzo) login page: <https://portal.kepro.com/>. Log in with your work email address and password. Never share emails or passwords!

Step 5: If you chose **Add Temporary Consumer**, enter required demographic information including a valid SSN, Medicaid ID and/or Medicare MBI, select **Create Temporary Consumer**.

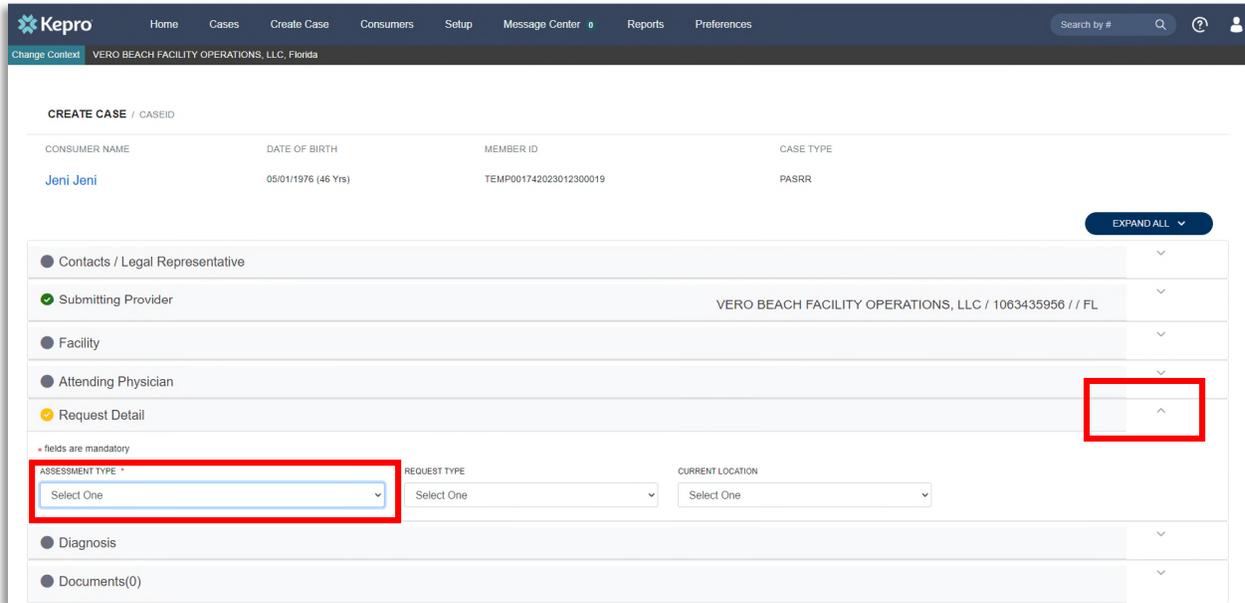



Step 5a: Select **Create Case**.



Visit the KEPRO Provider Portal (Atrezzo) login page: <https://portal.kepro.com/>. Log in with your work email address and password. Never share emails or passwords!

Step 5b: No other steps have changed. As before, expand the **Request Detail** row to select the **Assessment Type** for the case and complete the remaining steps to submit the case.



The screenshot shows the 'CREATE CASE' form in the Kepro portal. The consumer information is as follows:

CONSUMER NAME	DATE OF BIRTH	MEMBER ID	CASE TYPE
Jeni Jeni	05/01/1976 (46 Yrs)	TEMP001742023012300019	PASRR

The form includes several expandable sections:

- Contacts / Legal Representative
- Submitting Provider (VERO BEACH FACILITY OPERATIONS, LLC / 1063435956 // FL)
- Facility
- Attending Physician
- Request Detail** (Expanded)
- Diagnosis
- Documents(0)

Within the 'Request Detail' section, the following fields are visible:

- ASSESSMENT TYPE**: A dropdown menu with 'Select One' selected, highlighted with a red box.
- REQUEST TYPE**: A dropdown menu with 'Select One' selected.
- CURRENT LOCATION**: A dropdown menu with 'Select One' selected.

A note indicates that fields are mandatory. The 'Request Detail' section is also highlighted with a red box.

Visit the KEPRO Provider Portal (Atrezzo) login page: <https://portal.kepro.com/>. Log in with your work email address and password. Never share emails or passwords!