



Beginning December 1, 2023, we will launch a new way to securely submit requests for prior authorization review. All review requests for New Mexico Medical Insurance Pool (NMMIP) will be securely submitted online via Atrezzo provider portal at **NMMIP.Kepto.com**

The Atrezzo portal allows for expedient review determinations and notifications to providers. Live Instruction training sessions to review registration and request submission will begin on November 13th via Microsoft Teams.

Please refer to **NMMIP.Kepto.com** for more information and training registration dates and time.

**No lost requests: Easily manage and track requests in Atrezzo**

Providers can manage and track what requests have been submitted or are pending submission. Atrezzo saves requests and shows the user any unsubmitted requests on their home screen so they can follow-up appropriately.

**Transparency**

All requesting information, notes and communication materials are available to the provider in real time. At the time of determination, providers are able to view if approved, denied or additional information is being requested.

**Submit complete and accurate requests through Atrezzo**

Providers can easily submit requests for authorization of all service types which require medical necessity review. Submission is simple and Atrezzo guides the user intuitively through the steps to submit required information.

**Atrezzo's easy registration and account management**

Provider Administrators can set up and manage their own locations/sites, as well as create and manage accounts for their users. This avoids having to depend on a separate entity to set up or deactivate user accounts.

**Kepto's Customer Support**

Kepto's Customer Support Center will be available 8:00 am -5:00 pm CST Monday through Friday, excluding holidays. Knowledgeable staff will be available to help with issues and support providers.

**NMMIP.Kepto.com**

**844-547-4255**