

1. Who can providers contact for issues?
  - For technical support or general questions contact the Acentra Health Support Center.
    - i. For immediate assistance call Toll Free Phone: 888.827.2884 or the Acentra Local Phone: 804.622.8900
    - ii. Email: [VAproviderissues@kepro.com](mailto:VAproviderissues@kepro.com)
      - Providers will receive receipt of their inquiry within 24 hours and will receive follow-up within 5 business days.
2. Should providers continue submitting CANS in the Magellan portal or is there a space for us to do so in the ATREZZO portal?
  - No, providers should upload their completed CANS or complete the CANS questionnaire in the ATREZZO portal. Providers are not required to do both.
3. When will the new Acentra Health IACCT form templates be available?
  - Acentra Health does not provide templates. All documentation can be submitted via ATREZZO portal. There have not been any chances to the required forms.
4. Where do I find the documents that I will use for IACCT assessments?
  - All forms should be submitted using the ATREZZO system. If supporting documentation needs to be uploaded, the provider can select the upload document option during case creation.
5. How would agencies submit an IACCT inquiry?
  - Inquiry from can be found and submitted at <https://dmas.kepro.com/iacct-inquiry-form>. Providers will receive an email of receipt within 5 business days of submitting the inquiry.
6. Will providers be given grace regarding timeliness of submission through 12/31/23, correct?
  - Yes, provider will be given grace to late submission until 12/31/2023.
7. Would a Provider choose initial if it is an IACCT reassessment?
  - Yes, the Provider can choose “initial” from the drop-down. Acentra Health has data within the system that will route the submissions to the appropriate type.
8. Which selection would a provider select for retro IACCT request?
  - Providers should select “initial” submission from the drop-down box. Acentra Health has data within the system that will route the submissions to the appropriate type.
9. What date is considered the requested start date? Would it be the date of assessment?
  - Yes, the date a provider completes the assessment should be the start date of service.
10. Is there another way to submit authorizations (i.e., fax or call) if the provider types haven't yet been updated in Atrezzo?

- Acentra Health wants to ensure that all requests are submitted through the portal. All providers are encouraged to contact customer service if they are experiencing any issues with submissions.
11. If this process does not produce the questionnaires, what error could we be experiencing?
- One error could be related to the provider type or agency type you are using. Please ensure you are using your organizations NPI and not your individual NPI.
12. How would Acentra Health like to receive the Certificate of Needs (CON) from the provider?
- Providers should receive the CON from the physician and upload it to the request under additional clinical information.
13. If a member is coming from detention to a psychiatric facility, who needs to submit the IAACT assessment?
- IACCT assessment agency should be submitting the request.
14. What follow up does Acentra Health conduct with family prior to meeting with the Assessor?
- After the inquiry form is received, Acentra Health will reach out for a Family Education Session.
15. Does the family get confirmation that their IACCT request was received?
- Yes prior to the assessment, Acentra Health will contact the family by telephone based on the inquiry form. We will attempt two outreaches via telephone then attempt to follow up via email.
16. How will providers be assigned referrals?
- Acentra Health will contact the provider by their noted preferred contact method. Most will receive a secure email.
17. How is notification made when IACCT has been approved?
- Atrezzo will alert the provider that there has been a case update via case update email.
18. How does a provider request an extension?
- Please respond back to the original referral email to request an extension.
19. What date should be to put in the retro Certificate of Need (CON)?
- There is no specific date that we can advise to put for the Retro CON. All signature dates should reflect the actual date the CON was completed. For additional information related to the retro CON, please review the IACCT Provider Manual ([Manual Link](#)). Specifically, Chapter 8: Appendix D IACCT (RTS), provides additional guidance in the sections “Emergency Placements for Foster Care Youth” and “Individuals Not Medicaid Eligible at Admission to Residential Treatment Services.”

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20. Can providers download IAACT documents from the ATREZZO portal?

- Yes, Providers can download all documentation that has been submitted to Acentra.

21. How will a provider know if the member has DMAS or expansion?

- Providers will determine a member's eligibility by checking the MMIS portal under the aid category.