

# **2024 VA DMAS Provider Training and Office Hours Schedule**

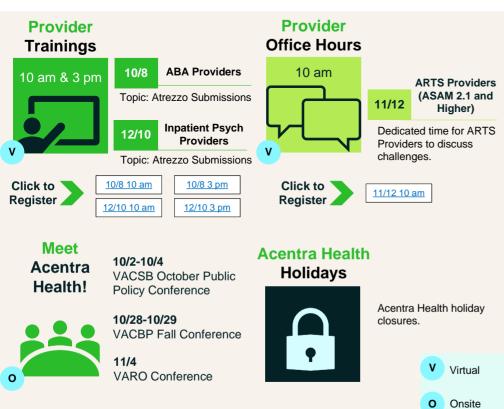
Acentra Health has established a monthly schedule that alternates between Provider Training and Provider Office Hours.

Provider Training will follow a pre-determined agenda and will include time for answering questions on the training topic. Provider Office Hours are dedicated times for Providers who have technical issues that require escalation or questions about processes that have not been resolved within one week. Please note: no PHI will be shared during these calls.



November 2024						
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3	4	5	6	7	8	9
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17	18	19	20	21	22	23
24	25	26	27	<b>1</b> 28	<b>Q</b> <sup>29</sup>	30





### Contact Us

#### **First Point of Contact:**

**Acentra Health Customer Service** 

#### 804-622-8900 or 888-827-2884

- Atrezzo technical assistance
- Authorization submission/status
- Troubleshooting error codes
- Service authorization questions

#### **Escalated Issues:**

#### vaproviderissues@acentra.com

- Questions about processes that have not been resolved within one week
- Technical issues requiring escalation

## Take Our Provider Satisfaction Survey

before October 27, 2024!



For more information about Acentra Health, Provider Manuals, training materials, and reference guides,, please visit https://vamedicaid.dmas.virginia.gov/sa.