

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.

October 2024						
		1	2	3	4	5
6	7					
13	14					
20	21					
27	28					

November 2024						
					1	2
3						
10						
17						
24						

December 2024							
	1	2	3	4	5	6	7
8	9						
15	16						
22	23						
29	30						

Provider Trainings

10/8 ABA Providers
Topic: Atrezzo Submissions

12/10 Inpatient Psych Providers
Topic: Atrezzo Submissions

Click to Register

10/8 10 am

10/8 3 pm

12/10 10 am

12/10 3 pm

Provider Office Hours

10 am

11/12 ARTS Providers (ASAM 2.1 and Higher)
Dedicated time for ARTS Providers to discuss challenges.

Click to Register

11/12 10 am

Meet Acentra Health!

- 10/2-10/4** VACSB October Public Policy Conference
- 10/28-10/29** VACBP Fall Conference
- 11/4** VARO Conference

Acentra Health Holidays

Acentra Health holiday closures.

V

 Virtual

O

 Onsite

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:
vapviderissues@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>.