Acentra HEALTH | Accelerating Better Outcomes

April – June 2025
VA DMAS Provider Training and Office Hours Schedule

Acentra Health has established a monthly schedule that alternates between **Provider Training, Provider Open Calls, and Provider Lunch & Learn sessions.**

Provider Training will follow a pre-determined agenda and will include time for answering questions on the training topic. **Provider Open Calls** 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.

April 2025

SUN	MON	TUE	WED	THURS	FRI	SAT
		1	2	3	4	5
6	7	8	9 (Open Call)	10	11	12
13	14	15 (Training)	16	17	18	19
20	21 (Open Call)	22	23	24	25	26
27	28	29	30			

May 2025

SUN	MON	TUE	WED	THURS	FRI	SAT
				1	2	3
4	5	6 (Open Call)	7	8 (Open Call)	9	10
11	12	13 (Open Call)	14	15 (Open Call)	16	17
18	19	20	21 (Meet)	22 (Meet)	23 (Meet)	24
25	26 (Closure)	27	28 (Training)	29	30	31

June 2025

SUN	MON	TUE	WED	THURS	FRI	SAT
1	2	3 (Open Call)	4	5	6	7
8	9	10	11	12 (Open Call)	13	14
15	16 (Open Call)	17 (Open Call)	18	19 (Closure)	20	21
22	23	24 (Open Call)	25 (Training)	26	27	28
29	30 (Open Call)					

Select the Date and Time to Register

Provider Trainings

Provider Portal System Training for Admins
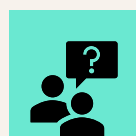- 4/15/25 @ 10 am
- 5/28/25 @ 10 am
- 6/25/25 @ 10 am

Provider Portal System Training for Users
- 4/15/25 @ 3 pm
- 5/28/25 @ 3 pm
- 6/25/25 @ 3 pm

Provider Open Calls

TFC-CM Providers
- 4/9/25 @ 11 am

Medical Outpatient Providers
- 4/21/25 @ 11 am

ARTS Providers 2.5 and Below
- 5/6/25 @ 9am

ARTS Providers 3.1 and Higher
- 5/8/25 @ 1pm

Medical Imaging Providers
- 5/13/25 @ 11am

Medical Inpatient/ Surgical Providers
- 5/15/25 @ 2pm

Waiver Providers
- 6/3/25 @ 10am

EBH-IOP Providers
- 6/10/25 @ 10am

Medical Inpatient Providers
- 6/12/25 @ 11am

EPSDT Private Duty Nursing Providers
- 6/17/25 @ 10am

DME Providers
- 6/24/25 @ 11am

Appeals for Medical and BH Providers
- 6/30/25 @ 10am

Meet Acentra Health
- 5/21-5/23/25 — VARO Conference in Charlottesville, Virginia

Acentra Health Holiday Closures
- 5/26/25
- 6/19/25

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

Stay in the Know and Sign Up for the Acentra Health Newsletter!
Just scan the QR code:

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