

Acentra Health has established a monthly schedule that alternates between **Provider Training** and **Provider Open Calls**.

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.

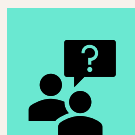
October 2025						
SUN	MON	TUE	WED	THURS	FRI	SAT
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

November 2025						
SUN	MON	TUE	WED	THURS	FRI	SAT
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9	10	11	12	13	14	15
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30						

December 2025						
SUN	MON	TUE	WED	THURS	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Contact Us

Select the Date and Time to Register



Provider Open Calls

ABA Providers

Open Provider Call:
Interoperability

10/22/2025 @ 12pm

12/09/2025 @ 11am



Initial Advisory Meeting

11/12/2025 @ 12pm



Acentra Health Holiday Closures

11/11/2025

11/27/2025

12/25/2025

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

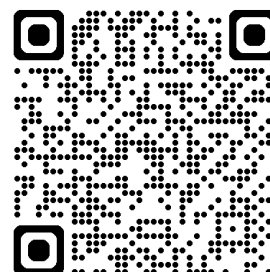
First Point of Contact:
Acentra Health Customer Service

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



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