

# Jan – March 2026 VA DMAS Provider Training and Office Hours Schedule

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.

January 2026						
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

February 2026						
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
23	24	25	26	27	28	29

March 2026						
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 Trainings

Training for IACCT  
Providers

Training TGH &  
PRTF Providers

02/10/2026 @ 10am

03/18/2025 @ 11am

**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

**Atrezzo Account Issues:**  
ANGissues@acentra.com

- Questions related to registration codes, password resets, account lockouts, merging accounts, or escalated issues associated with Atrezzo User Accounts

**Escalated Issues:**  
vaprovderissues@acentra.com

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



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