

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 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		

May 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						

June 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				

Select the Date and Time to Register

Provider Trainings

Training for TGH Providers Training for PRTF Providers



5/19/26 @10am

5/21/26 @ 11 am

Provider Open Calls

Open Provider Call for TFC- Case Management Providers



06/16/2026 @ 11am

Acentra Health Closures



5/25/26

6/19/26

Contact Us

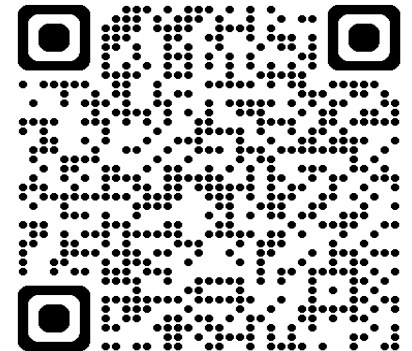
- First Point of Contact:**
Acentra Health Customer Service
804-622-8900 or 888-827-2884
- Atrezzo technical assistance
 - Authorization submission/status
 - Troubleshooting error codes
 - Service authorization questions

- Atrezzo Account Issues**
ANGissues@acentra.com
- Questions related to registration codes, password resets, account lock outs, merging accounts, or escalated issues associated with Atrezzo User Accounts

- 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 below:



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