



Provider Training for Therapeutic Group Home Providers

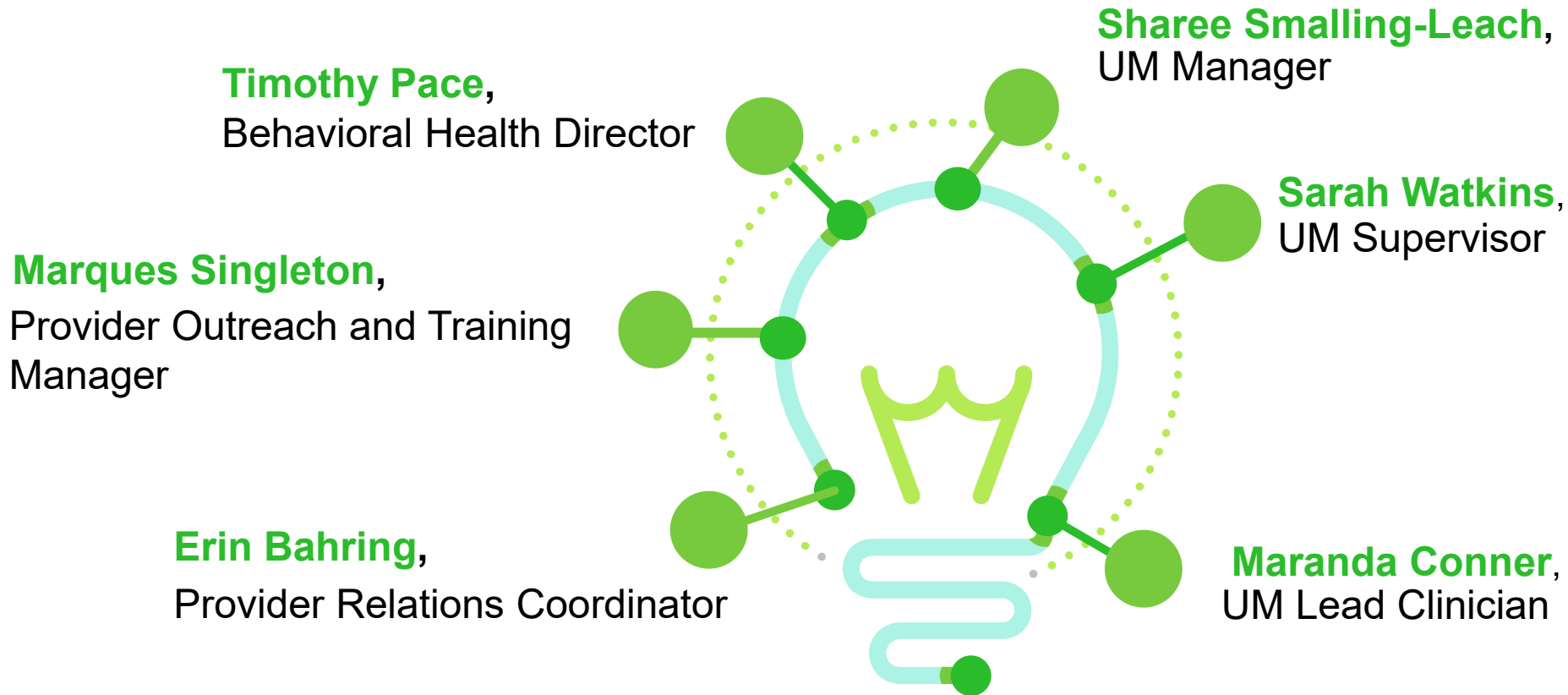
May 19, 2026

Agenda

- Introductions
- Authorization Trends & Challenges
- Tips for Successful Discharges within the Atrezzo Portal
- Questions
- How to Contact Acentra Health



Acentra Health Introductions: Meet the Team



Notable Trends

- Limited communication regarding youth placement changes or discharges
- Incomplete or missing discharge documentation
- Delays or gaps in notification of admission:
 - DSS emergency placements
 - Admission of youth without active Medicaid coverage



Notable Trends

- Billing submitted after discharge or changes in placement
- Providers not maintaining current credentials or eligibility requirements
- Overlapping authorizations when a youth leaves and later returns to a residence
- Inability to end-date authorizations due to billing submitted for the date of discharge



Administrative Challenges

- Transfer to inpatient (Mental Health)
 - Immediate discharge required
 - Readmission = new admission
 - IACCT required (unless the Certificate of Need still valid)
- Temporary Absences (Up to 10 Days)
 - Includes:
 - Home visits
 - AWOL
 - Detention
 - Medical hospitalization
- After 10 days → discharge required



Helpful Tips for a Discharge Submission

Discharge Criteria (Therapeutic Group Home)

- Functioning improved (Youth can maintain progress at a lower level of care)
- No progress toward treatment goals for 60 days
- Stabilization possible with less intensive services

Discharge Reporting Requirements

- Notify Acentra Health within **1 business day** (or within 24 hours)
- Include:
 - Date of discharge
 - Disposition
 - Discharge summary (if available)

Questions?



Acentra Health Contacts & Resources

For technical support or general questions, please contact:

804-622-8900 or **888-827-2884**

- Atrezzo Technical Assistance (log-in, registration, reset passwords, combining user profiles).
- Service Authorization Questions to include submission/status.
- Troubleshooting error code generated by user error.

VAProviderIssues@acentra.com

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

angissues@acentra.com

- Account Issues related to creations, password resets, registration codes, merging accounts, as well as Single-Sign On (SSO) login issues.

DMAS Provider Helpline

For assistance with billing, claims, member eligibility, memos and other regulations, call the Virginia Medicaid Provider Helpline at the toll-free (800-552-8627) or in-state (804-786-6273) phone numbers.



Providers should utilize the ANG Portal to identify the status of their authorizations.

<https://acentra.acentra.com/>



Atrezzo training materials are available online.

<https://dmas.Kepro.com/training>



Read our FAQs.

<https://dmas.Kepro.com/reference-material>



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