

ACENTRA HEALTH AND DMAS NEWSLETTER



Spring 2026



Acentra
HEALTH

 **CardinalCare**
Virginia's Medicaid Program



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Visit <https://vamedicaid.dmas.virginia.gov/sa> for Provider training materials, FAQs, forms, and other useful content.

- [Service Authorization-Related Forms](#)
- [DMAS Provider Manual Library](#)
- [Acentra Health Portal Trainings and Service Authorization Presentations](#)
- [Acentra Health Portal and Service Specific FAQs](#)
- [Member Resources](#)

ANNOUNCEMENTS

Single Sign On

Beginning **April 27, 2026**, Providers will access **Acentra Health's Atrezzo Next Generation (ANG)** for **Fee-for-Service (FFS)** service authorization requests through a new **Single Sign-On (SSO)** tile in the **DMAS Medicaid Enterprise System (MES)**.

Providers may continue using their current direct access to ANG through **May 31, 2026**.

Starting **June 1, 2026**, all Providers must access ANG exclusively through the **MES Single Sign-On** using the new **FFS Service Authorization** tile.

What Providers Need to Know

- ✓ A new MES tile called **"FFS Service Authorization"** will automatically appear for all existing DMAS-MES users.
- ✓ Providers will use their **current MES login credentials**, no new username or password is required.
- ✓ Users will receive a **welcome email** confirming access to the new FFS Service Authorization tile.
- ✓ Training materials are available in the **Atrezzo / MES Login Training Aid**.
- ✓ Additional details can be found in the **Single Sign-On Requirement Memo**.

ANNOUNCEMENTS

Atrezzo (ANG) Portal Refresh Coming June 2026

In **June 2026**, Providers will notice a **refreshed look** for the Atrezzo (ANG) portal. The update features **cleaner visuals and an improved layout** to make the system easier and more intuitive to navigate.

There are **no changes to functionality or workflows**. Providers will continue to submit service authorization requests the same way they do today. This enhancement is designed solely to support a **better overall user experience**.





REMINDERS

Response to Addition Information Request



Expedited service authorization requests are processed **within 72 hours**. **Providers have 24 hours to respond** to requests for additional information.

If information is not received within this timeframe, Acentra Health may review the request with incomplete documentation, which could result in a denial.





REMINDERS

Eligibility Checks

Providers should continue to verify Member eligibility on a consistent basis. This is to ensure that authorizations can be reviewed and processed in a timely manner. Failing to do so may delay claims being processed.

Providers can also verify a Member's eligibility without the Virginia Medicaid identification card using two other identification keys, such as full name, Social Security Number, and date of birth.

[Click Here to Visit MES' Provider Resources](#)

[Click Here to Learn More About Member Eligibility Checks](#)

BH Service Authorization and Registration Grid

Providers should continue to review the Registration Grid to ensure all required criteria are met before submitting service requests.

[BH Service Authorization Registration Grid](#)

Your Shortcut to Better Workflow: Acentra Health Provider How-To

How to Obtain Registration Codes

✓ **First Step:** Call our **Customer Services Department** at **1-888-827-2884** if you are:

- A newly enrolled provider or needing to complete a new registration in the MES system.

✓ **Second Step:** Email our **ANG Issues Provider Inbox** at ANGissues@acentra.com if you:

- Continue to experience issues with obtaining registration codes or registration challenges that have not been resolved within 24hrs.

Trouble Finding New Servicing Locations in MES?

Even if your new service location is active in the MES system and can be found manually in Atrezzo, it **must still be officially registered in Atrezzo**. This is necessary so that **Provider Group Administrators can add users** to the location.

To register for the location in Atrezzo, follow the same steps as registering for a new location. You will need:

- The **NPI number**
- The **correct registration code**

Atrezzo Login Issues?

Contact **Customer Services first** (1-888-827-2884); if you experience issues after that initial call, email the ANG Issues Provider Inbox ANGissues@acentra.com.

Reconsiderations Request and Appeals



To ensure the security and confidentiality of our members' information please follow these guidelines:

- **Individual Member Request:** To maintain HIPAA compliance and confidentiality, requests should be submitted individually for each member rather than in bulk or grouped formats
- **Secure Information Storage:** Our system securely stores member information in compliance with HIPAA regulations, similar to electronic health records (EHR).
- **HIPPA Compliance:** This ensures that protected health information (PHI) is handled securely and appropriately.



Steps for Reconsiderations and Appeal Submission:

1. Reconsiderations Request Submission:

- **Timeline:** The provider has 30 calendar days from the initial denial to submit a reconsideration request through the Atrezzo Portal.
- **Action:** The reconsiderations are reviewed by the medical team, who will assess the information available at the time of reconsideration.
- **Outcome:** A decision is made based on the reconsiderations request, which may result in either an approval or a continued denial.

2. If Reconsideration is Denied:

- **Next Step:** If the reconsiderations request is denied, the provider can then submit an appeal to DMAS.
- **Action:** DMAS will review the appeal and render a final decision.
- **Outcome:** DMAS will inform the provider of the outcome of the appeal, including whether the request is approved or denied.

Acentra Health has established a monthly schedule of Provider Trainings and Open Calls dedicated to 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	THUR	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	THUR	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	THUR	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

5/19/26 @ 10am

Training for PRTF Providers

5/21/26 @ 11am

Provider Open Calls



Open Provider Call for TFC – Case Management Providers

6/16/26 @ 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

Questions about Atrazzo technical assistance, Authorization submission/status, troubleshooting error codes, Service Authorization questions.

Atrazzo Account Issues:

ANGIssues@acentra.com

Questions about registration codes, password resets, account lock outs, merging accounts, login issues with Single Sign On (SSO), or escalated issues associated with Atrazzo User Accounts.

Escalated Issues:

vaproviderissues@acentra.com

Questions about processes that have not been resolved within one week and technical issues requiring escalation.



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Just scan the QR code

CONTACT US

For initial outreach, please always contact Acentra Health Customer Service at 888-827-2884.

Acentra Health Customer Service

888-827-2884

Initial outreach.

Minor Atrezzo Portal issues.

Inability to log into Atrezzo.

Registration challenges.

Account lockouts.

Passwords combining user profiles.

General questions associated with the Atrezzo Provider Portal.

Acentra Health Provider Email

vaproviderissues@acentra.com

Escalated concerns associated with submission issues.

Authorization statuses/ challenges.

Provider Type and Specialty Type issues.

Complex technical issues that inhibit a Provider from submitting an authorization.

Troubleshooting error codes generated by potential user or system errors

angissues@acentra.com

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

DMAS

enhancedBH@dmass.virginia.gov

General BH Service Auth-related questions

PAUR06@dmass.virginia.gov

General Medical Service Auth-related questions.

Conduent

Toll-Free (Out-of- State): 1-800-552-8627
Local (In-state): 1-804-786-6273

All Claims issues.

Gainwell

VAMedicaidProviderEnrollment@gainwelltechnologies.com

804-270-5105 or 888-829-5373

All Provider enrollment issues.



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