



Open Provider Call for Therapeutic Foster Care- Case Management Providers

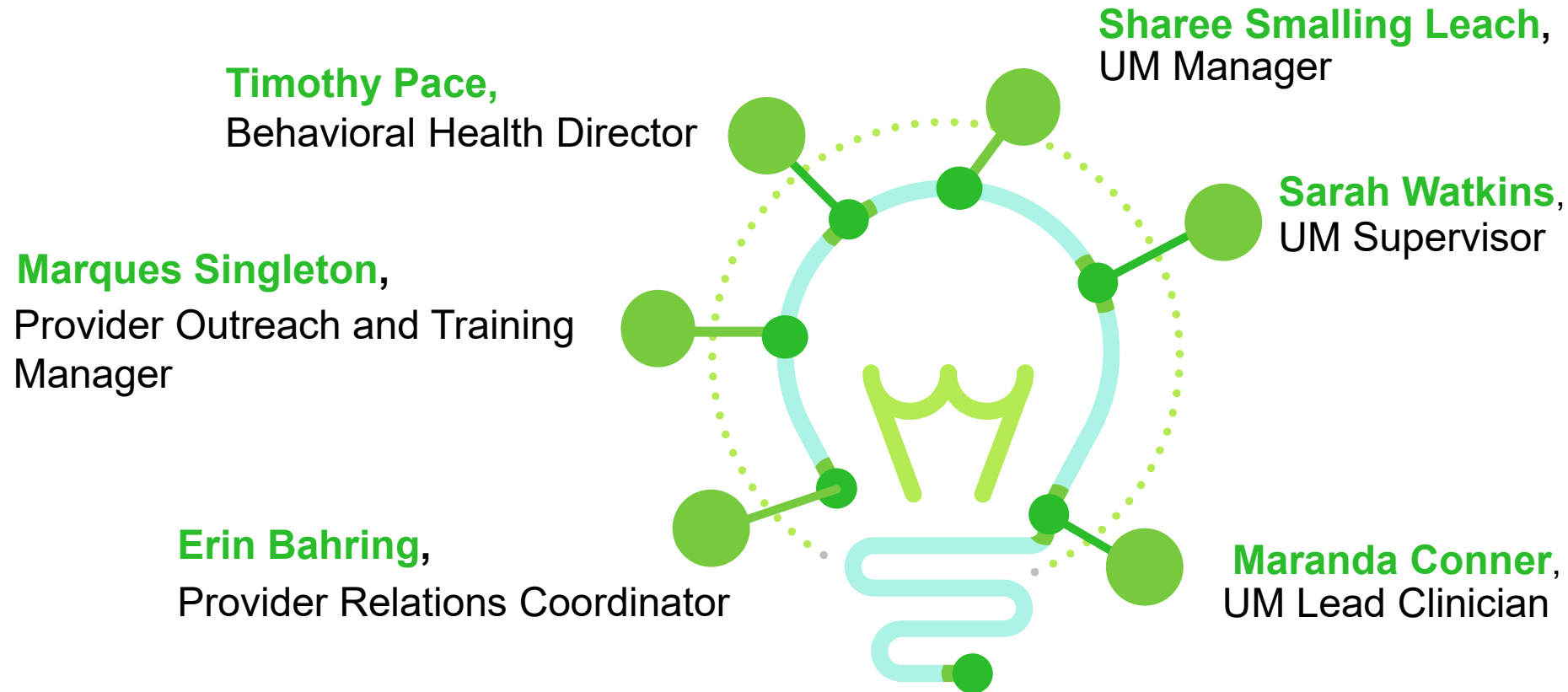
June 16, 2026

Agenda

- Introductions
- Authorization Trends & Challenges
- Questions
- How to Contact Acentra Health



Acentra Health Introductions: Meet the Team



Notable Positive Trends

- Improved clinical documentation submitted with service authorization
- Consistency in submitting CANS assessment to align with the dates of service.
- Increase in timely submission of authorizations to Acentra Health.



Notable Challenges

- Lack of communication with Acentra Health when youth discharges from care.
- Incomplete documentation missing from discharges already submitted to Acentra Health.
- Providers Maintaining Credentials/ Eligibility



Notable Challenges

- Authorization requests exceeding the 12-month or 12-unit service limit.
- Delayed or not response to requests for additional information in the Atrezzo Portal.
- FAPT Assessments are missing required signatures or are not included at all.



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).
- Authorization submission/status.
- Troubleshooting error code generated by user error.
- Service authorization questions

VAProviderIssues@acentra.com

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

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://portal.kepro.com/>



Atrezzo training materials are available online.

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



Read our FAQs.

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

Acentra

HEALTH

Accelerating
Better Outcomes

Appendix

- **15A — Level 1**

- **Level 1:** Moderate impairment with one or more moderate risk factors as documented on the state--designated uniform assessment instrument (CANS):
 - Needs intensive supervision to prevent harmful consequences
 - Moderate/frequent disruptive or noncompliant behaviors in the home setting that increase risk to self or others
 - Needs assistance from trained professionals as caregivers
- **Provider Prompt:**

Tell us what problems the child has that make daily life harder. Explain what the child does, how often it happens, how severe the behavior is, and where it occurs. Describe why the child needs TFC Case Management to help prevent the situation from getting worse.



Appendix

- **15B — Level 2**

- **Level 2:** Significant impairment with issues related to authority, impulsivity, and caregiver concerns as documented on the CANS. For example, the individual must:

- Be unable to manage the emotional demands of family living
- Require 24--hour immediate response to crisis behaviors
- Display severe disruptive peer and authority interactions that increase risk and impede development

- **Provider Prompt:**

Describe the child's more serious behavior problems. Provide examples from the past 1–3 months when the child needed immediate support due to acting out, struggling with emotions, or not following rules. Explain how these issues make daily life difficult and why the child needs TFC Case Management to prevent the situation from escalating.



Appendix

- **15C — Level 3**

- **Level 3:** Significant impairment with severe risk factors as documented on the CANS. The child must demonstrate risk behaviors that create a significant danger to self or others.

- **Provider Prompt:**

Describe any serious behaviors that place the child or others at risk. Explain what happened, when it occurred, and whether emergency help was needed. Describe why the child requires TFC Case Management to maintain safety.

