


# July – September 2026 VA DMAS Provider Training Schedule

Acentra Health has established a quarterly schedule that varies 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.

July 2026						
SUN	MON	TUE	WED	THURS	FRI	SAT
			1	2		4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20		22	23	24	25
26	27	28	29	30	31	

August 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		19	20	21	22
23	24	25	26	27	28	29
30	31					

September 2026						
SUN	MON	TUE	WED	THURS	FRI	SAT
		1	2	3	4	5
6		8	9	10	11	12
13	14		16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## Select the Date and Time to Register



### Provider Trainings

DME Coverage: Wheelchair Submissions: What You Need to Know

07/21/2026 @11am

Understanding the CCC Plus Waiver: Key Insights and Requirements

08/18/2026 @11am

Streamlining User Management: Quick Tips for Adding Users & Password Resets

09/15/2026 @11am



### Acentra Health Closures

07/03/2026

09/07/2026

## Contact Us

**First Point of Contact:**  
Acentra Health Customer Service  
804-622-8900 or 888-827-2884

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

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

Questions about registration codes, password resets, account lock outs, 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 and technical issues requiring escalation.

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