Office Hours: ARTs Providers

October 27th , 2026

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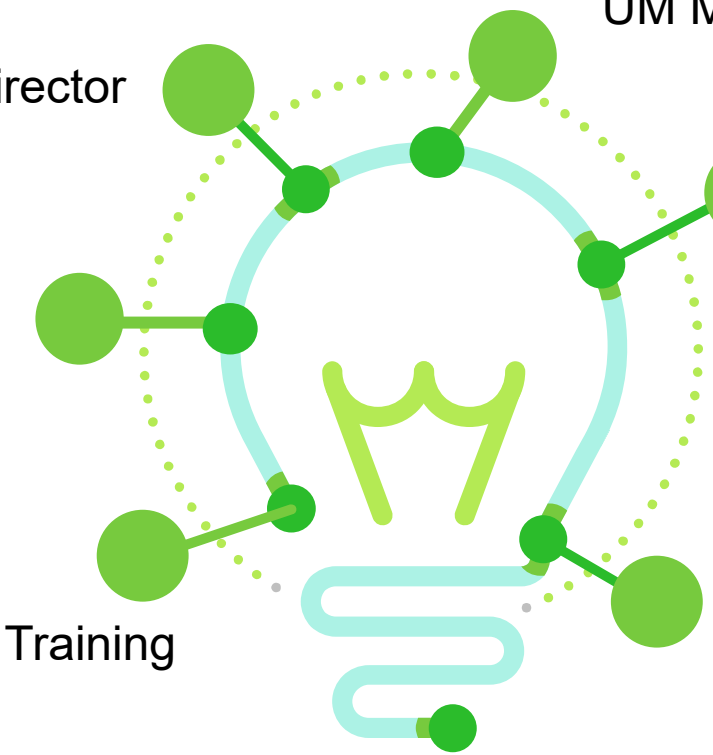
Acentra Health Introductions: Meet the Team

Timothy Pace,
Behavioral Health Director

Sharee Smalling Leach,
UM Manager

Sarah Watkins,
UM Supervisor

Marques Singleton,
Provider Outreach and Training Manager



Dane McClendon,
Provider Outreach and Training Coordinator

Maranda Conner,
UM Lead Clinician

Notable Trends

- Timely submission of discharge request have improved.
- Reduction in overlapping authorizations
- Providers have consistently submitted more complete questionnaires and clinical documentation over the past six months.
- Assessment quality has improved, with stronger supporting documentation that better justifies requested services and supports clinical decision-making.

Clinical Tips of a Successful Submission

- Verify member eligibility at admission and throughout the treatment period.
- Submit authorization requests to **Acentra Health** as early as possible to avoid delays.
- Continuity of Care request should be submitted when a member transitions from a Managed Care Organization (MCO) to Traditional FFS Medicaid. When doing so, please submit the DOS approved by the MCO along with the original authorization.
- Submit retrospective requests as one complete authorization whenever possible. Include all retrospective dates and supporting clinical documentation in the initial submission to support a timely and comprehensive review.
- If a member is experiencing eligibility issues or has lost eligibility, please communicate with Acentra Health as soon as possible.

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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Better Outcomes

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