Acentra HEALTH | Accelerating Better Outcomes

October – December 2026
VA DMAS Provider Training and Office Hours Schedule

Acentra Health has established a quarterly schedule that varies between **Provider Training, Provider Open Calls, and Provider Lunch & Learn sessions.**

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.

October 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
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November 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	18	19	20	21
22	23	24	25	26	27	28
29	30					

December 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	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Select the Date and Time to Register

Provider Trainings

Office Hours: ARTs Providers

10/27/2026 @11am

Office Hours: Re-Entry Targeted Case Management Training

11/03/2026 @11am

Provider Training:
Atrezzo User Tips for Provider Group Administrators

11/17/2026 @11am

Office Hours: ABA Providers

12/15/2026 @11am

Acentra Health Closures

11/11/2026

11/26/2026

12/25/2026

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:
vaproviderissues@acentra.com

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

Stay in the Know and Sign Up for the Acentra Health Newsletter!

Just scan the QR code below:

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