ATREZZO PROVIDER TRAINING: GENERAL SYSTEM & ADMINISTRATOR

FREQUENTLY ASKED QUESTIONS

10/18/2023

1) **What is the Provider Registration Code and how can I obtain it?**
   a) Provider Registration Code is the date of your last Remittance Notice. However, if you do not have it readily available, please contact Acentra Health Customer Services: vaproviderissues@kepro.com or call Customer Services 888-827-2884 or 804-287-2884

2) **Can multiple location IDs be setup under one administrator login?**
   a) Yes. You can add as many locations as needed.

3) **Who can I contact for technical assistance?**
   a) For technical support or questions contact the Acentra Health Support Center.
   b) Phone: 888.827.2884
   c) Email: VAproviderissues@kepro.com
   d) Alternate number 804.622.8900

4) **Can all registrations be submitted under one provider group?**
   a) Yes, the provider bills under that specific location, then they must submit under that provider group.

5) **Does Acentra Health process provider claims?**
   a) No, Acentra Health processes service authorizations and registration requests. Please review the Claims Payment Process Memo which can be found on the DMAS website at https://vamedicaid.dmas.virginia.gov/bulletin/changes-claimspayment-process-behavioral-health-providers-effective-november-1-2023

6) **If a provider has several service locations under one Tax ID, does each NPI need to be registered separately?**
   a) Yes, a provider with multiple NPI numbers can register multiple accounts, however; it is not required. A provider can also register one NPI and add the additional NPI's and provider locations to one account.

7) **How long does it take to get the registration code after we send the email?**
   a) Providers will receive a response within 1 business day.

8) **Does each NPI # need to be registered or can you register all NPI's under one registration?**
   a) A provider can register both NPI numbers under 1 account. After the registration is complete, the other NPI number can be registered under the set-up option to add a Provider/NPI.

9) **How can a provider access a previous account?**
   a) The provider can email their NPI to vaproviderissues@kepro.com and state their issue.

10) **Can the provider utilize an email address as their username?**
    a) Yes, but the provider must initially use their first name last name during registration, then change their username to the email once the provider has registered.

11) **Will the provider be able to fax authorizations?**
    a) No, all service authorization requests must be submitted via ATREZZO (Portal).

12) **Will providers receive a recording of this training?**
    a) Yes, all training materials, including this video, are located on the website at https://dmas.kepro.com/training.

13) **Can multiple location IDs be setup under one administrator login?**

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a) Yes. You can add as many locations as needed.

14) **When can an administrator add additional providers?**

a) An administrator can add providers once they have registered in ATREZZO.

15) **Can a provider have more than one administrator?**

a) Yes, once the initial administrator is registered, that administrator may add additional administrators, as needed.

16) **How would a provider search for a code type?**

a) CPT drop down box will provide you with the applicable code type.

17) **Where would a provider find the "Action" button?**

a) During case submission, the provider should see the "Action" button.

18) **Does this questionnaire "time out" if a provider gets interrupted during this process?**

a) Yes, ATREZZO will time out, but will save your progress if the case creation process has begun.

19) **How can a provider attach documentation in ATREZZO or an extension?**

a) Providers will need to select case -> actions -> extend -> add documentation and attach the document to the note section.

20) **Will acute care facilities be able to search for authorizations submitted by the provider on this website?**

a) Yes, if they are the servicing facility. They must be linked to the case to view the request, to ensure our system is HIPPA compliant. The requesting provider and the servicing provider can see the case in ATREZZO.

21) **Is there a size limit for uploading supporting documentation?**

a) The live site can hold large uploads, however, if you see this is an issue the size can be customized to the provider's needs. The provider would need to contact us at Acentra Health Customer Services: vaproviderissues@kepro.com or call Customer Services 888-827-2884 or 804-287-2884.

22) **Do providers have to enter the diagnostic codes when submitting for the same individual?**

a) Yes, the diagnostic code will have to be submitted.

23) **Can providers check the case status of submissions in the ATREZZO portal?**

a) Yes, the case status can be checked by the provider who made the submission, the servicing facility/provider, and the administrator on the account.

24) **Will a provider be able to submit "Retro Requests".**

a) Yes, a provider will be able to submit a Retro Request in ATREZZO. When the provider chooses the request type as retrospective from the dropdown.

25) **What is the difference between quantity and duration?**

a) Quantity refers to units and duration is length of stay or how long the service authorization will be valid.

26) **When choosing the diagnosis codes, how would a provider change a code to become the primary code if you have more than one?**

a) The first code entered will be the primary code. Once all the codes have been added, the providers can drag the diagnosis into the appropriate order.

27) **Is there a way to print/download the service authorization submission?**
    a) Yes, providers will select a case summary, to get printer friendly view, which will appear as a tiny icon in upper right corner, and print.