



VA INSIDER

FALL 2023 • ACENTRA HEALTH



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Welcome To Acentra Health's Virginia DMAS Newsletter

Through a competitive procurement process, the Department of Medical Assistance Services (DMAS) has awarded the new Service Authorization and Specialty Services Contract for Medicaid fee-for-service (FFS) behavioral health and medical service authorization (SA) processing to Acentra Health (formerly Kepro).

IMPORTANT CHANGES

FEE FOR SERVICE (FFS) BEHAVIORAL HEALTH CLAIMS PROCESSES

Effective April 1, 2023, Virginia Medicaid MCOs will begin to initiate provider terminations and/or payment suspensions for network providers not enrolled with the Virginia Department of Medical Assistance Services (DMAS) through the Provider Services Solution (PRSS) portal.

To become a Medicaid provider in an MCO's network, you need to follow a two-step process. First, enroll through PRSS (Provider Reimbursement and Support Services), and then contact the specific MCO(s) you want to work with to meet their requirements. If you are already enrolled with Medicaid fee-for-service (FFS) as an MCO network provider, you don't need to re-enroll through PRSS. For the mandatory enrollment process, you can visit virginia.hppcloud.com for instructions.



MCO PROVIDER NETWORK CHANGES

DMAS released a bulletin on August 17, 2023, informing Behavioral Health providers of actions they must take to continue to receive payments without interruption after November 1, 2023. Behavioral Health refers to both mental health (MH) and addiction and recovery treatment services (ARTS) providers.

Read the bulletin for details about changes to the claims/payment process for behavioral health providers effective on November 1, 2023: Changes to Claims/Payment Process for Behavioral Health Providers. ([MEMO](#))



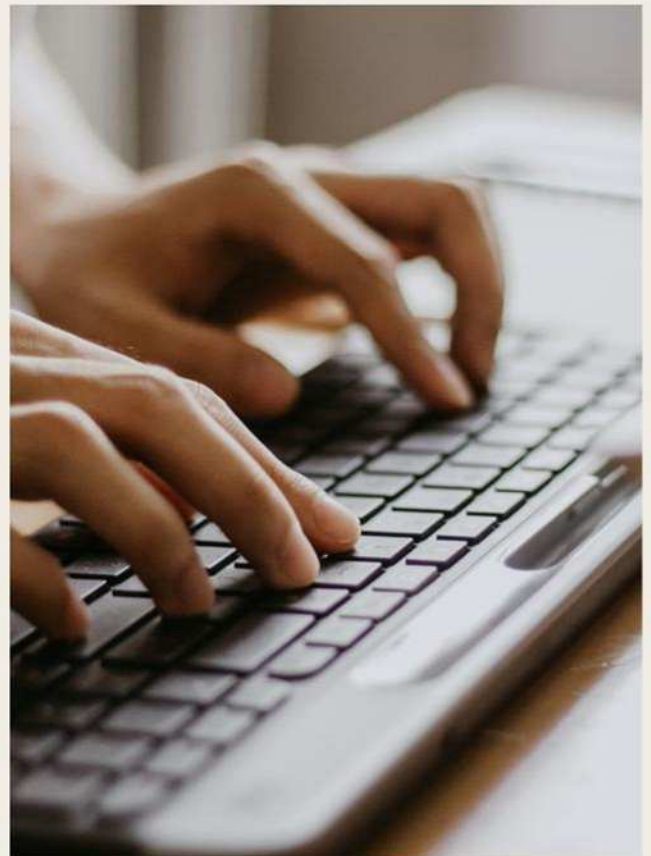
WEBSITE UPDATES

In the coming weeks, users will notice an enhanced website. This includes design enhancements, such as an improved user interface, enhanced visual elements, and streamlined navigation. Additionally, users will see content enhancements, such as updated and expanded training PowerPoints and Checklists.

ATREZZO UPDATES

ATREZZO PROVIDER PORTAL REGISTRATION

Providers will utilize the Atrezzo Provider portal to submit all behavioral health service registration and authorization requests. The Atrezzo Provider Portal will be open for registration beginning Monday, October 2, 2023. For technical support or questions contact the Acentra Health Support Center at 888.827.2884



ATREZZO PROVIDER TRAININGS

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

Acentra Health has scheduled targeted provider training sessions to commence in early October through November, as well as ongoing and on-demand web-based materials. Atrezzo provider training videos are currently available. These sessions will focus on guiding you through registering in the Atrezzo system and submitting service authorization requests. We highly recommend that administrators, directors, and company leaders attend.

Administrator Training for the Atrezzo Provider Portal

The objective of this 45-minute training session is to demonstrate for **Administrator users** how to register with the new Atrezzo Provider Portal and the Administrator role functions. During this session, users will learn how to login, complete multi-factor authentication (MFA) registration, and all administrative functions including adding and managing users, adding additional NPIs (if needed), and resetting MFA for additional users.

This session is for all Administrator users. An administrator is commonly a supervisor or manager as they will have the highest system permissions. Initially only one administrator should be designated to register the provider portal. Additional administrators can be added once initial registration is complete.

Monday, October 2, 2023 10:15am EST	Monday, October 6, 2023 12:15pm EST
Tuesday, October 10, 2023 1:15pm EST	Thursday, October 12, 2023 2:15pm EST
Tuesday, October 17, 2023 12:15pm EST	Thursday, October 26, 2023 1:15pm EST
Monday, October 30, 2023 3:15pm EST	Wednesday, November 1, 2023 10:15am EST
Monday, November 6, 2023 9:15am EST	Wednesday, November 8, 2023 12:15pm EST

BEHAVIORAL HEALTH & ARTS SERVICE CODE REFERENCE

To ensure accurate service coding all providers should reference the designated Behavioral Health and ARTS service types. Additionally, all ARTS registration and service authorization requests should be submitted under "Outpatient" in our Atrezzo system. This integration aims to simplify and consolidate the process for ARTS-related services, providing a more efficient experience for all providers. It is important to note that this change applies to all ARTS-related service requests, including initial registrations and subsequent service authorizations starting November 1st, 2023.



PROVIDER MEETINGS

The Department of Medical Assistance Services (DMAS) will hold their Monthly Provider Focus Group Meeting on Monday, November 13, 2023, from 11:00 am – 12:30 pm.

If you are interested in attending, please register by sending an email to

providerfocusgroup@dmas.virginia.gov

DEPARTMENT OF MEDICAL ASSISTANCE SERVICES (DMAS)

General **BH Service Authorization** related questions:

EnhancedBH@dmas.virginia.gov

General **Medical Service Authorization** related questions:

PAUR06@dmas.virginia.gov

CONTACT US

ACENTRA HEALTH

General questions related to Acentra Health Services:

Email: Vaproviderissues@kepro.com

Toll free telephone: **888-827-2884**

When sending an email, providers must not include any Protected Health Information (PHI) Acentra Health will provide a response within 2 business days.

