

Virginia DMAS Implementation Training Schedule

The below implementation training schedule will begin in early October, approximately four (4) weeks prior to Go Live. The Atrezzo Provider portal will be open for registration beginning Monday, October 2, 2023.

All sessions in each module will portray the same information. Users only need to attend a session once; however, are encouraged to attend more than once if desired.

See the attached Appendix for a monthly calendar display of the training schedule in addition to the separate sessions below. Note all times listed below are in Eastern Time.

Module 1 – Provider Portal Administrator Training 45-minute session; 10 sessions

The objective of this 45-minute training session is to demonstrate 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.

Date	Time (ET)	Module
Monday, October 2	10:15am	Provider Portal Registration
Friday, October 6	12:15pm	Provider Multi-Factor Registration
Tuesday, October 10	1:15pm	Provider Administrator Role
Thursday, October 12	2:15pm	– How to add and manage users
Tuesday, October 17	12:15pm	– Reset accounts
Thursday, October 26	1:15pm	– Registering multiple provider locations (adding multiple NPIs to one account)
Monday, October 30	3:15pm	– Setting preferences
Wednesday, November 1	10:15am	
Monday, November 6	9:15am	
Wednesday, November 8	12:15pm	



Module 2 – Medical Provider Portal System Training

75-minute session; 14 sessions

The objective of this 75-minute training session is to demonstrate how to submit a prior authorization request, upload supporting clinical documentation, view determination letters, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit or review prior authorization requests.

All Medical Providers will need to dedicate a Provider Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to register the provider portal account.

Date	Time (ET)	Module
Wednesday, October 4	2:00pm	Provider Portal Login
Wednesday, October 11	10:00am	Submitting New Requests
Monday, October 16	10:00am	Completing Saved Requests
Wednesday, October 18	12:00pm	Submitted Request Status
Monday, October 23	2:00pm	Viewing Determination Letters
Tuesday, October 24	10:00am	Uploading Additional Clinical Documentation
Friday, October 27	12:00pm	Extending Approved Request
Monday, October 30	10:00am	Copy Current Request
Tuesday, October 31	10:00am	Requesting Authorization Revisions
Tuesday, October 31	2:00pm	Sending/Receiving Messages
Wednesday, November 1	12:00pm	Requesting Reconsideration or Peer to Peer
Thursday, November 2	9:00am	Understanding Admin Set Preferences
Friday, November 3	12:00pm	Changing Provider Context
Tuesday, November 7	11:00am	Forgot/Reset Password



Module 3 – Behavioral Health Provider Dedicated System Training Session

75-minute session; 14 sessions

The objective of this 75-minute training session is to demonstrate how to submit a prior authorization request, upload supporting clinical documentation, view determination letters, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit or review prior authorization requests.

All Behavioral Health Providers will need to dedicate a Provider Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to register the provider portal account.

Date	Time (ET)	Module
Tuesday, October 10	10:00am	Provider Portal Login
Thursday, October 12	9:00am	Submitting New Requests
Friday, October 13	12:00pm	Completing Saved Requests
Thursday, October 19	12:00pm	Submitted Request Status
Monday, October 23	10:00am	Determination Letters
Tuesday, October 24	12:00pm	Uploading Additional Clinical Documentation
Wednesday, October 25	12:00pm	Extending Approved Request
Friday, October 27	10:00am	Copy Current Request
Tuesday, October 31	2:00pm	Requesting Authorization Revisions
Wednesday, November 1	3:00pm	Sending/Receiving Messages
Thursday, November 2	2:00pm	Requesting Reconsideration
Friday, November 3	10:00am	Requesting Peer to Peer
Monday, November 6	12:00pm	Understanding Admin Set Preferences
Tuesday, November 7	2:00pm	Changing Provider Context
		Forgot/Reset Password



Module 4 – CSB/Independent Provider Dedicated System Training Session

75-minute session; 3 sessions

The objective of this 60-minute training session is to demonstrate how to submit a prior authorization request, upload supporting clinical documentation, view determination letters, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit or review prior authorization requests.

All CSB/Independent Providers will need to dedicate a Provider Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to register the provider portal account.

Date	Time (ET)	Module
Wednesday, October 11	12:00pm	Provider Portal Login
Friday, October 20	2:00pm	Submitting New Requests
Wednesday, October 25	9:00am	Completing Saved Requests Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Authorization Revisions Sending/Receiving Messages Requesting Reconsideration Requesting Peer to Peer Understanding Admin Set Preferences Changing Provider Context Forgot/Reset Password



Module 5 – Heath Department Dedicated System Training Session

75-minute session; 3 sessions

The objective of this 75-minute training session is to demonstrate how to submit a prior authorization request, upload supporting clinical documentation, view determination letters, and all provider portal functions. This session will be for all users who will have access to the provider portal to submit or review prior authorization requests.

All Health Department Providers will need to dedicate a Provider Administrator that needs to attend Module 1 – Provider Portal Administrator Training to learn how to register the provider portal account.

Date	Time (ET)	Module
Tuesday, October 17	10:00am	Provider Portal Login
Thursday, October 26	9:00am	Submitting New Requests
Monday, October 30	12:00pm	Completing Saved Requests Submitted Request Status Determination Letters Uploading Additional Clinical Documentation Extending Approved Request Copy Current Request Requesting Authorization Revisions Sending/Receiving Messages Requesting Reconsideration Requesting Peer to Peer Understanding Admin Set Preferences Changing Provider Context Forgot/Reset Password

Training Evaluation

In evaluating the effectiveness of training delivery, information will be used from the following areas:

- Evaluation from survey results post training,
- Feedback from trainers on training problems or individuals who have experienced learning difficulties, and
- Feedback from the call center regarding provider questions and experienced difficulties.

To assist with the evaluation process, providers will be given a survey link to complete an evaluation survey. This information will be used to measure the satisfaction of providers and cumulative learning outcomes post-training and revise the training materials by incorporating the feedback from providers.

Appendix: Training Calendar

This appendix is a visual representation of the training dates and times listed above.



October 2023

Monday	Tuesday	Wednesday	Thursday	Friday
DMAS REGISTRATION OPEN 2 10A - MOD 1 Administrator	3	4 2P – MOD 2 Medical	5	6 12P - MOD 1 Administrator
COLUMBUS DAY 9	10 10A – MOD 3 BH 1P - MOD 1 Administrator	11 10A – MOD 2 Medical 12P – MOD 4 CSBs	12 9A – MOD 3 BH 2P – MOD 1 Administrator	13 12P – MOD 3 BH
16 10A – MOD 2 Medical	17 10A – MOD 5 Health Dept 12P - MOD 1 Administrator	18 12P – MOD 2 Medical	19 12P – MOD 3 BH	20 2P – MOD 4 CSBs
23 10A – MOD 3 BH 2P – MOD 2 Medical	24 10A – MOD 2 Medical 12P – MOD 3 BH	25 9A – MOD 4 CSBs 12P – MOD 3 BH	26 9A – MOD 5 Health Dept 1P - MOD 1 Administrator	27 10A – MOD 3 BH 12P – MOD 2 Medical
30 10A - MOD 2 Medical 12P - MOD 5 Health Dept 3P - MOD 1 Administrator	31 10A – MOD 2 Medical 2P – MOD 3 BH	GO LIVE Nov 1 10A - MOD 1 Administrator 12P – MOD 2 Medical 3P – MOD 3 BH	Nov 2 9A – MOD 2 Medical 2P – MOD 3 BH	Nov 3 10A – MOD 3 BH 12P – MOD 2 Medical
NOV 6 9A - MOD 1 Administrator 12P – MOD 3 BH	NOV 7 11A – DMAS - MOD 2 MED	NOV 8 12P - MOD 1 Administrator	NOV 9	NOV 10