Atrezzo Provider Portal Training Frequently Asked Questions

The information below will provide an overview of frequently asked questions during provider portal training sessions. The questions are grouped by Portal Registration Questions and Request Submission Questions.

Portal Registration Questions

Is the registration process for the system admin only?

Yes, initial registration should only be completed by the individual that intends to be the account group admin. The account group admin is then responsible for creating all additional user and/or admin accounts.

What if you have multiple NPI's under one tax ID?

Each NPI number associated provider type and location will have a different registration code. After initial registration, the group admin will have the ability to register all additional associated provider types and/or locations to the existing account.

Is the fax number where the auth letters will be faxed?

Yes, the fax number associated with each user will be set up to receive authorization letters. All registered users will also be able to access auth letters directly in the provider portal.

Can you have more than one admin (as a backup admin)?

Yes, you are able to designate more than one admin. After initial account creation, the admin has the ability to create user accounts and change roles to admin as they deem necessary.

Will a user be deactivated for "nonuse"?

Yes, a user account will be deactivated for nonuse after 30 days. All users must access their Atrezzo account once every 30 days. Should a user account be deactivated for non- usage, please contact Acentra Customer Service to regain access.

Will the determination letter be sent to the fax number the group admin set up or the fax number for each individual user?

Determination letters will be available in the portal for all registered users. For faxed letters, it will be based on the user logged in who submitted the request.

When will the portal be ready for registration?

The provider portal is already set up and ready for registration. For questions or issues with registration, please contact the Acentra Customer Support team at 888.801.1910 or via email at msum@kepro.com.

If we bill with a group NPI, will all the individuals under that NPI need to be registered individually?

No, only the individual NPIs will need to be registered.

Can a separate fax be set for each user?

Yes, each registered user can have a separate fax number.

When trying to register, I'm entering what I thought was the BCBS ID under provider registration code but get an error message stating "NPI/Regcode is not valid. Please try different NPI/Regcode". How do we find our BCBS ID?

The BCBS ID can be found on the claims receipt when payment is received from BCBS. If you experience difficulty with completing registration, contact Acentra Customer Support for assistance at 888.801.1910 or via email as msum@kepro.com.

Will the MD offices have to register themselves or do we register for them?

This will depend on your workflow and preferences. Each MD office can register individually, or they can be added into 1 group with individual users for each office. Most organizations will register just one main account then add the MD offices to manage as a group.

Do we register under the group or under the individual providers?

The group admin will have the ability to add individual users to as many individual providers as needed. The registration and multi-factor authentication process is a one-time process only and will encompass all providers the user is assigned to.

Request Submission Questions

What if you are not the requester, but need to see if auth was requested? How can you look up without a case #?

Any provider, and user under the registered provider group, listed as the requesting, servicing, or attending provider will be able to view the auth number in the provider portal. A search can be completed by member if the Case ID is not available.

When submitting an auth requesting inpatient behavioral health, what option is selected for service type?

Service type options include the various inpatient scenarios. For Behavioral Health, the appropriate selection would be "Residential Treatment Facility".

Is authorization required for maternity stays?

No, maternity admissions do not require prior authorization**.** Although all service requests are reviewed by Acentra, the benefits did not change. All inpatient admissions require auth by Acentra except routine maternity admissions.

For OP services, Home Infusion, If the orders are extended, do we have the same option to extend as the IP function or do we have to start another request?

Yes, for service with an extension under the original authorization number, an extension can be submitted. If the new request requires a new authorization number, a new request should be submitted instead of an extension.

Can concurrent reviews be faxed instead of being submitted online? If so what is the fax #?

Yes, requests can be submitted to the provider portal directly or sent via fax to the Acentra toll-free fax: 833-505-1992. The UM Fax Request Form is available [here,](#) or on our website under [Links.](#)

For Outpatient Procedures, if it is approved for a specified amount of time (for example, 30 days) and the patient cancels, is there a way to extend the request? Also, if the end date has passed, do we need to start a new request?

A new request is needed if a new or separate authorization number is needed. However, an extension can be submitted for any service with an updated end date to the existing authorization number.

Will retro authorizations be allowed?

Yes, retro authorizations are permitted up to a 12-month lookback period. Retro authorizations can be submitted via the provider portal or fax. If submitting via fax, obtain the UM Fax Request form here and fax to 833.505.1992.

Can one nurse begin a concurrent review, and another nurse complete it?

Yes, as long as both nurses have access to the same provider group either nurse can complete the saved (but not submitted) request.

Can you submit a NICU baby online since they will not have their own policy yet?

If the NICU baby already has their Health Plan ID number, the request can be submitted the provider portal. However, if the NICU baby does not yet have their Health Plan ID, the provider will need to call Acentra Customer Support for assistance at 888.801.1910.

What will the turnaround time be for both Inpatient and Outpatient submissions?

The below timeframes are in effect based on the type of request submitted.

Outpatient	2 business days
Inpatient Emergent	1 business day
Inpatient Elective	2 business days
Retrospective Reviews	30 calendar days
Appeals	30 calendar days

Will Kepro handle Outpatient Diagnostic Procedures?

No, pre-cert is not required for outpatient diagnostic procedures. Although all service requests are reviewed by Acentra, the benefits did not change.

Are Behavioral Health inpatient admissions submitted in the provider portal the same way as other inpatient admissions?

Yes, pre-cert is required for Inpatient Behavioral Health Services and the requests can be submitted via the provider portal.

Can you have more than one document attachment if there are several supporting pages?

Yes, you can attach as many documents as needed to provide sufficient supporting clinical information.

Will we use Acentra to request additional outpatient PT, OT and ST visits?

No, Physical Therapy, Occupational Therapy, and Speech Therapy do not require precertification by Acentra. Home Healthcare services do require prior authorization.

What about inpatient emergent cases that occur over the weekend?

Requests can be submitted via the provider portal 24/7/365.

If you have additional notes to document, can you go back and add more or a new additional note?

Yes, once the request has been submitted, you can add additional notes or upload additional supporting clinical information.