

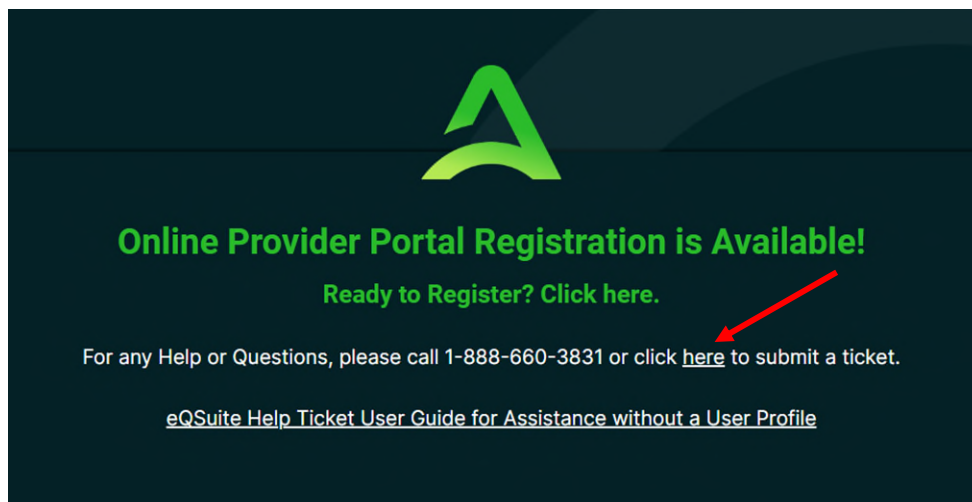
## Submitting a Help Ticket without a Profile User Guide

**Purpose:** A reference for providers and DHS representatives, without a profile/user account in our portal, on how to submit a help ticket.

### How to access our website:

Go to [ar.acentra.com](http://ar.acentra.com)

You will then see “**Need help... Click [here](#) to submit a ticket.**” Click on “here.”



You will be taken to our support form and need to fill out all required fields:

- First and Last Name
- Email Address
- Phone Number
- Subject
- Detailed Description

**AR Technical Support Form**

Full Name:   
*field is required.*


Email Address:

Phone Number:

Alt Phone Number:

Subject:

Detailed Description:



Attachment: *In accordance to HIPAA regulation never send PHI with ticket submission, either through data or attachments.*

Drop your files here to upload

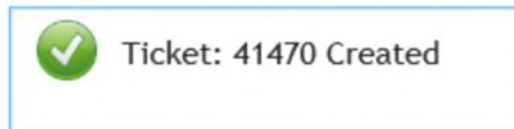
**Please note:** In accordance with HIPAA regulations, never send protected health information (PHI) with ticket submission, either through data or attachment.

If there is a need to identify the beneficiary or a prior authorization (PA), please submit the case or PA#. You can also submit a help ticket with the situation/issue and request a call back to give specifics regarding the beneficiary.

If you are needing to put an end date on the PA, please include the following information:

- Directions, such as “Please end PA”
- PA #
- End date

Once you click 'submit', a ticket number will generate and you will also receive an email notification with the ticket details such as below:



Thank you for contacting the Service Desk. Your ticket information is below. Please retain this information for reference purposes. One of our representatives may contact you if more information is needed. If you have any additional information to add, please reply to this notification without modifying the subject line.

**Ticket:** 41470

**Status:** Open

**Date and Time created:** 2/18/2020 11:45:14 AM

**Contact Name:** Rebecca Mason

**Contact Email:**

**Contact Phone:**

**Alternate Contact Information:**

Mobile:

Pager:

Alternate Number:

**Description:**

TESTING

You can communicate with the team in charge of your ticket by replying to this email.

### [Checking the status of your ticket](#)

You can check the status of your ticket, by replying to the email above or by calling our Intake team at 888-660-3831.

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