



Arkansas Dental Utilization Management

Atrezzo Provider Portal Case Submission Training



Housekeeping

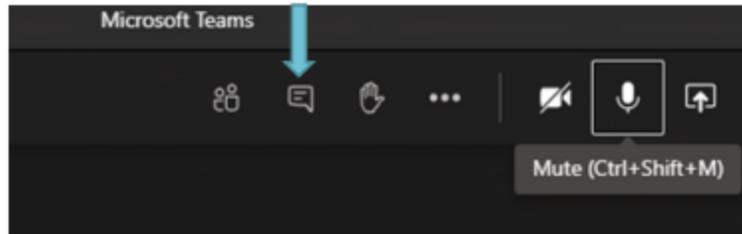
- Audio or sound issues- **Call** into the phone conference line (Audio only)
- If you are experiencing **Registration issues**, please email: arkansaspr@acentra.com
- **Attendance List**- to receive credit for attending the webinar, and to stay updated on upcoming announcements a link to the attendance form will be given at the end of the presentation.
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- **Google Chrome** is the preferred internet browser- to avoid potential technical issues please sign in using Google Chrome.
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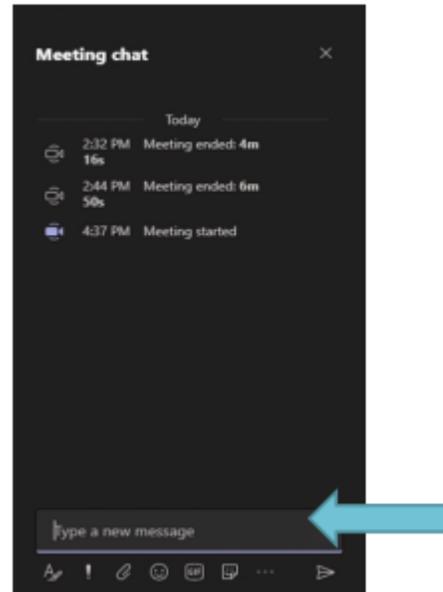
Housekeeping

Accessing Chat in Teams

On the Teams meeting screen → Go to the tool bar and click on the 'Message' button at the bottom half of the screen.



Meeting Chat → You will now see a list (on the right side of the screen) the Meeting chat. Type new message to all participants in the meeting



Agenda

1. Provider Login
2. Creating a Case
3. Submitting Additional Information
4. Requesting a Reconsideration
5. Requesting an Auth Revision
6. Atrezzo Provider Portal



Provider Login

- Acentra encourages requests for prior authorization be submitted through the Atrezzo Provider Portal
 - <https://atrezzo.acentra.com/>
- Once at the login page, all Providers attempting to submit an authorization, respond to a request for additional information, request an authorization revision, or request for a reconsideration should login under the “**Customer/Provider**” Section either by email or phone.

Acentra
HEALTH

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.

LOGIN

Remember Me

Customer/Provider
Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

If you don't already have a Acentra Health account, you can [register here](#).

If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).

Atrezzo Help

Creating a Case

- Once logged in, you will be taken to the **Atrezzo Home Screen**.
- This defaults to display “**Request Saved But Not Submitted**” section where you can resume and complete a request previously started but never submitted. **OR**
- If you need to start a brand new case, click “**Create Case**”.

The screenshot shows the Acentra Health Atrezzo Home Screen. The navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. A search bar and user profile icon are on the right. Below the navigation bar, there's a 'Change Context' button and the current context 'Sara Smiles, Arkansas Medicaid'. A green arrow points to the 'Create Case' menu item. The main content area has a 'HOME' section with a 'Messages' notification and a 'Go to Message Center' button. To the right, there are three columns: 'WORK-IN-PROGRESS' (1), 'NOT SUBMITTED' (1), and 'SUBMITTED' (0). Below this is a section titled 'Request Saved But Not Submitted' with a table of case records.

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
Arkansas UM	UM-OUTPATIENT	TEMP002322024081200001	Dental Test	02/03/1984	8/13/2024 11:52:10 AM

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries



Creating a Case

- All of the information in this section should prepopulate
- Click on **“Go To Consumer Information”**

Acentra
HEALTH

Home Cases Create Case Consumers Setup Message Center 0 Reports Preferences

Change Context Sara Smiles, Arkansas Medicaid

New UM Case	Sara Smiles	Arkansas UM	-
	Requesting Provider	Outpatient	-

Step 1 Case Parameters Step 2 Consumer Information

Case Parameters / Choose Request Type

Case Type *

UM

Case Contract * Arkansas UM

Request Type * Outpatient

Cancel

Go To Consumer Information



Creating a Case- Consumer Search

- Place the member's Medicaid ID in the Consumer ID box and select “**Search**”.
- If you do not have the member ID, enter the last name and date of birth.
- The Member's name will generate at the bottom.
- Click “**Choose**” to select the appropriate member.

Acentra HEALTH Home Cases Create Case Consumers Setup Message Center 0 Reports Preferences Search by #

Change Context Sara Smiles, Arkansas Medicaid

New UM Case Sara Smiles Arkansas UM -
Requesting Provider Outpatient -

Step 1 Step 2

Case Parameters **Consumer Information**

Consumer Information/ Search Consumer/ **Results**

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

test 02/03/1984

*Combination of DOB and Last Name or Consumer ID

Cancel Search

Name	DOB	Address	Consumer ID	Contract	Case Count	Actions
Dental Test	02/03/1984	Little Rock,AR	TEMP002322024081200001	Arkansas Medicaid	0	Choose

Showing 10 of 1 Previous Page 1 of 1

Creating a Case- Consumer Search

- Review previously submitted requests to ensure there are no duplicates.
- If no duplicates are found, click “**Create Case**”.

The screenshot displays the Acentra Health web application interface. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center (0), Reports, and Preferences. A search bar is located on the right. Below the navigation bar, the current context is set to 'Sara Smiles, Arkansas Medicaid'. The main content area shows a 'New UM Case' form with the following details: Sara Smiles (Requesting Provider), Arkansas UM (Outpatient), and Dental Test () (07/09/2011). The process is in Step 2, 'Consumer Information'. Below the form, there is a table of 'Submitted Requests' and 'Servicing Requests'. The table has columns for Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Actions. A single request is listed with ID 'Request_01', Status 'Submitted', Submit Date '8/13/2024', Category 'Outpatient', Discharge Date 'N/A', Service Type 'Dental', Service Dates '9/15/2024 - 10/15/2024', Procedures 'Approved: 1 View Procedures', and Letters 'No letters available'. The 'Actions' column for this request contains a dropdown menu. At the bottom of the page, there is a message: 'Once you click **Create Case**, your changes will be saved and the case will be created **but not submitted**.' Below this message are two buttons: 'Cancel' and 'Create Case'. A green arrow points to the 'Create Case' button, and a small green Acentra Health logo is visible in the bottom right corner.

Change Context Sara Smiles, Arkansas Medicaid

New UM Case Sara Smiles Arkansas UM Dental Test ()
Requesting Provider Outpatient 07/09/2011

Step 1 Step 2

Case Parameters Consumer Information

Consumer Information/ Search Consumer/ **Consumer Cases**

Submitted Requests Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 242260014									
Request_01	Submitted	8/13/2024	Outpatient	N/A	Dental	9/15/2024 - 10/15/2024	Approved: 1 View Procedures	No letters available	Actions

Showing 10 of 1

Previous Page 1 of 1 Next

Once you click **Create Case**, your changes will be saved and the case will be created **but not submitted**.

Cancel Create Case

Creating a Case

- At this point, the case has been created. Notice the additional steps for case completion now listed across the top.

Acentra HEALTH Home Cases Create Case Consumers Setup Message Center 0 Reports Preferences Search by # ?

Change Context Sara Smiles, Arkansas Medicaid

[New UM Case](#) Sara Smiles Arkansas UM Dental Test ()
Requesting Provider Outpatient 07/09/2011

Step 2 Consumer Information Step 3 Additional Providers **Step 4 Service Details** Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires Step 8 Attachments Step 9 Communications Step 10 Submit Case

Additional Providers/ Provider/Facility

Add Attending Physician

Selected Providers

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999	<input type="text" value="###) ###-####"/>	
Servicing	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999		Update Remove

Providers in receipt of faxed determination letters: Official communication of service authorization will be sent to the fax number entered above.

Add a Note Cancel **Go to Service Details**



Creating a Case- Add Providers

- Review selected providers.
- Click **“Update”** to make changes to servicing provider if necessary.

Selected Providers									
Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999	<input type="text" value="(999) 999-9999"/>	
Servicing	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999		<input type="button" value="Update"/> <input type="button" value="Remove"/>

- **Search for new provider.**
- **Click “Choose”** to add the updated servicing provider.

Search Servicing Provider

PROVIDER TYPE *

Facility Provider

FIRST NAME

LAST NAME

NPI

COUNTRY

Canada United States

STATE/PROVINCE

Search Results

First Name	Last Name	Type	Specialty	NPI	Medicaid ID	Address	Country	County	Action
John	Smiles	Dental		1111111111	1111111111	123 Main Street , Temp City, AR US 99999	US		<input type="button" value="Choose"/>

Showing of 1

Previous Page of 1 Next



Creating a Case- Fax Number

- A fax number is required with every case submission. If the fax # does not auto-populate, please enter a fax number where you would like correspondences faxed.
- Click **“Go to Service Details”**

The screenshot shows the Acentra Health interface for creating a case. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The current context is 'Sara Smiles, Arkansas Medicaid'. The case details show 'Sara Smiles' as the Requesting Provider, 'Arkansas UM Outpatient' as the provider type, and 'Dental Test ()' as the service, dated 07/09/2011. The process is at Step 4, 'Service Details', with other steps like 'Consumer Information', 'Additional Providers', 'Diagnoses', 'Requests', 'Questionnaires', 'Attachments', 'Communications', and 'Submit Case' visible. The 'Additional Providers/ Provider/Facility' section has an 'Add Attending Physician' button. Below is a table of 'Selected Providers' with columns for Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. The 'Requesting' provider's 'Fax' field is highlighted with a green box and contains the placeholder '(###) ###-####'. The 'Servicing' provider has 'Update' and 'Remove' actions. At the bottom, there is an 'Add a Note' button, a 'Cancel' button, and a 'Go to Service Details' button, which is pointed to by a green arrow.

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999	(###) ###-####	
Servicing	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999		Update Remove



Creating a Case- Service Details

- Select appropriate options from each of the drop downs.
- Click **“Go to Diagnosis”**.

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center (0), Reports, and Preferences. A search bar labeled 'Search by #' is also present. Below the navigation bar, the current context is 'Sara Smiles, Arkansas Medicaid'. The main content area shows a 'New UM Case' summary with the following details: Sara Smiles (Requesting Provider), Arkansas UM (Outpatient), and Dental Test (07/09/2011). A progress bar indicates the current step is Step 4, 'Service Details', which is highlighted in green. Other steps include Step 2 (Consumer Information), Step 3 (Additional Providers), Step 5 (Diagnoses), Step 6 (Requests), Step 7 (Questionnaires), Step 8 (Attachments), Step 9 (Communications), and Step 10 (Submit Case). The 'Service Details/ Enter Service Details' form contains two dropdown menus: 'Place Of Service' (set to 'Office') and 'Service Type *' (set to 'Select One'). The 'Service Type' dropdown is open, showing options: '- Orthodontia' (highlighted in blue) and '- Dental'. Below the dropdowns is an 'Add a Note' button. At the bottom right of the form, there are two buttons: 'Cancel' and 'Go to Diagnoses'. A green arrow points to the 'Go to Diagnoses' button. A speaker icon is visible in the bottom right corner of the application area.



Creating a Case- Diagnosis

- Select appropriate **Code Type**
- Enter **diagnosis code** or description in search box.
- Select the proper code from the results returned.
- Repeat these steps to add all necessary diagnosis codes.
- To set primary diagnosis, drag and drop it to the top of the list.
- Click **“Go to Requests”** once all diagnosis codes are entered.

The screenshot displays the Acentra Health interface for creating a case. The navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The current case is for Sara Smiles, Arkansas Medicaid, with a dental test scheduled for 07/09/2011. The process is at Step 5, 'Diagnoses', which is highlighted in green. Below the step indicator, the 'Diagnosis/Add Diagnosis' section shows a dropdown menu for 'Code Type' set to 'ICD10' and a search box containing 'Select a Diagnosis Code'. A table lists the added diagnosis:

Order	Rank	Code	Description	Source	Created By	Deactivate
...	1	K02.7	DENTAL ROOT CARIES	Manual	arprov	Remove

At the bottom, there is a 'Showing 10 of 1' indicator, a 'Previous Page 1 of 1 Next' navigation, and a 'Go to Requests' button highlighted with a green arrow.



Creating a Case- Request Type

- Select the “Request Type” from the dropdown.
- Click “Go to Procedures”.

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center 0, Reports, and Preferences. A search bar is located on the right side of the navigation bar. Below the navigation bar, the current context is set to 'Sara Smiles, Arkansas Medicaid'. The main content area shows a 'New UM Case' form with the following details: Sara Smiles (Requesting Provider), Arkansas UM (Outpatient), and Dental Test () (07/09/2011). A progress bar indicates the current step is Step 6, 'Requests', which is highlighted in blue. The 'Requests/Request Details' form contains the following fields: 'Request Type *' (a dropdown menu with 'Select Request Type' and options 'Prior Auth' and 'Retrospective'), 'FIPS Code', 'Notification Date *' (08/13/2024), and 'Notification Time *' (01:23 PM). At the bottom right of the form, there are 'Cancel' and 'Go to Procedures' buttons. A green arrow points to the 'Go to Procedures' button.



Creating a Case- Procedures

- **Code Type** will default but can be changed if needed.
- Select and enter the appropriate code.
- Complete all required fields (**Start Date, End Date, Quantity**).
- Enter **tooth #** for procedure code being requested, if required.
- **NOTE****If you need to request the same code for multiple teeth and/or quadrants, you only need to enter it once and then enter a note for the additional teeth # and/or quadrants that are also needed. Acentra Health clinical staff will add the duplicative line(s).
- Click “Go to Questionnaires”. **NOTE****There currently are no questionnaires for submission. Once on the questionnaire tab, click “Go to Attachments”.



Creating a Case- Procedures

New UM Case Sara Smiles Arkansas UM Dental Test ()
Requesting Provider Outpatient 07/09/2011

Step 2 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires Step 8 Attachments Step 9 Communications Step 10 Submit Case

Requests/Request 01/Procedures

Code Type *
CPT

Search
Search by code or description

Request 01
Un-Submitted 1/0

D0330 Un-Submitted
09/15/2024 - 10/15/2024 1/0

D0330 PANORAMIC RADIOGRAPHIC IMAGE

Unit Qualifier

Step 2 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires Step 8 Attachments Step 9 Communications Step 10 Submit Case

Questionnaires/ Take Questionnaires
No questionnaires have been added yet.

Add a Note

Jump to Submit Cancel Go to Attachments

09/15/2024 10/15/2024

Requested Duration * 31 Requested Quantity * 1 Requested Frequency Select One

Dental

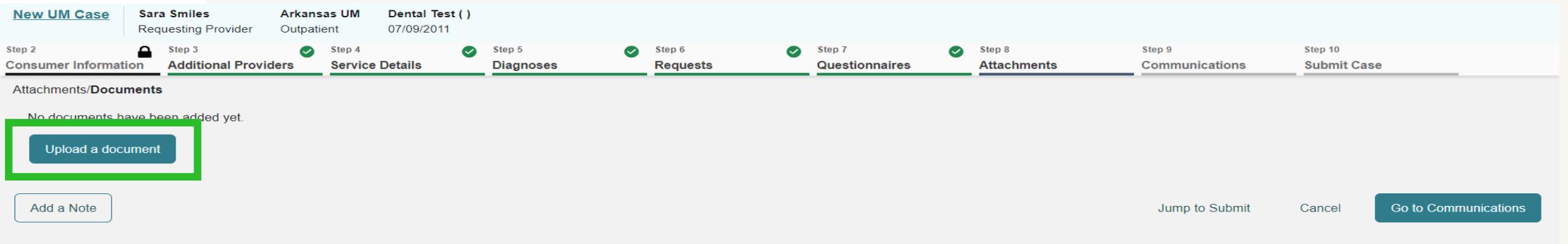
Tooth Surface
Select One Select Any

Jump to Submit Cancel Go to Questionnaires



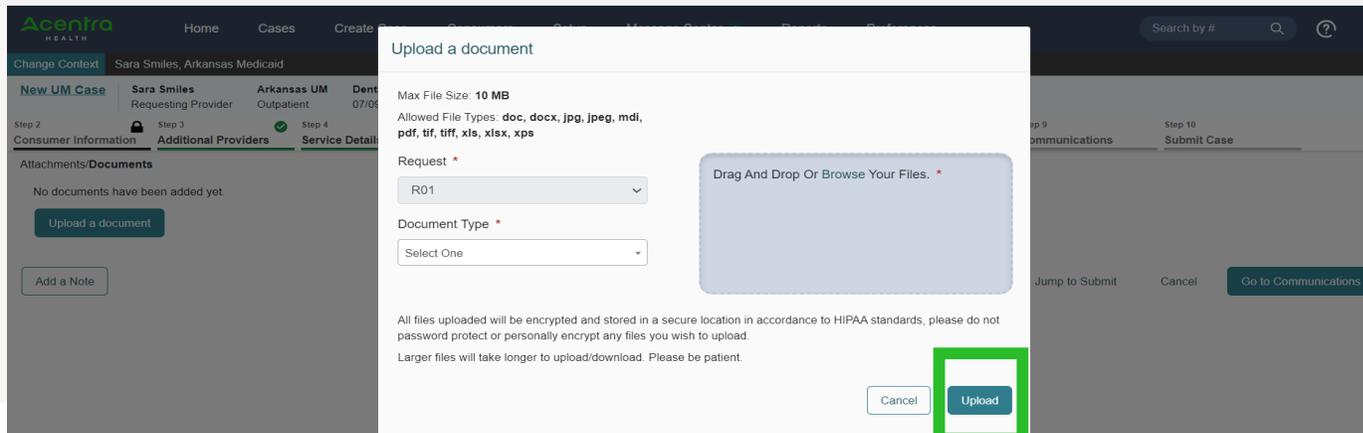
Creating a Case- Attachments/Documents

- Click **“Upload a Document”** to attach any needed clinical or other documentation.
- Select the appropriate **Document Type**.
- Add the document by dragging and dropping or by clicking **“Browse”**.
- Click **“Upload”**



The screenshot shows the 'New UM Case' form with the following details:

- Case Information:** Sara Smiles, Requesting Provider; Arkansas UM, Outpatient; Dental Test (), 07/09/2011.
- Progress:** Step 2 (Consumer Information), Step 3 (Additional Providers), Step 4 (Service Details), Step 5 (Diagnoses), Step 6 (Requests), Step 7 (Questionnaires), Step 8 (Attachments), Step 9 (Communications), Step 10 (Submit Case).
- Attachments/Documents Section:** No documents have been added yet. A blue button labeled 'Upload a document' is highlighted with a green box. Other buttons include 'Add a Note', 'Jump to Submit', 'Cancel', and 'Go to Communications'.



The 'Upload a document' modal dialog includes the following fields and options:

- Max File Size:** 10 MB
- Allowed File Types:** doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps
- Request:** R01 (dropdown menu)
- Document Type:** Select One (dropdown menu)
- Drag And Drop Or Browse Your Files:** (text area)
- Buttons:** Cancel and Upload (the 'Upload' button is highlighted with a green box).
- Disclaimer:** All files uploaded will be encrypted and stored in a secure location in accordance with HIPAA standards, please do not password protect or personally encrypt any files you wish to upload. Larger files will take longer to upload/download. Please be patient.



Creating a Case- Add Communications

- To add additional information, click “Add a Note”.
- If additional information is not needed, click “Go to Submit”.

New UM Case | Sara Smiles (Requesting Provider) | Arkansas UM (Outpatient) | Dental Test () (07/09/2011)

Step 2 Consumer Information | Step 3 Additional Providers | Step 4 Service Details | Step 5 Diagnoses | Step 6 Requests | Step 7 Questionnaires | Step 8 Attachments | Step 9 Communications | Step 10 Submit Case

Communications/Notes

No notes have been added yet.

Add a Note (highlighted)

Cancel **Go to Submit** (highlighted with green arrow)

Add a Note

Note Type *

External

Note *

Please add Px code D0330 again for teeth #2, 3, 5, 6, 8, 9

Notes cannot be modified or deleted after being saved.

Cancel **Add Note** (highlighted)



Creating a Case- Review Case

- The review page will now display a card of all information entered.
- If needed, click “**Update**” on the appropriate card to edit a specific section.
- Once your review is complete, click “**Submit**”.

Acentra HEALTH Home Cases Create Case Consumers Setup Message Center 0 Reports Preferences Search by #

Change Context Sara Smiles, Arkansas Medicaid

New UM Case Sara Smiles Arkansas UM Dental Test ()
Requesting Provider Outpatient 07/09/2011

Step 2 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires Step 8 Attachments Step 9 Communications Step 10 Submit Case

Submit Case/ Review

Providers	Service Details	Diagnoses	Requests	Questionnaires	Attachments	Communications	
Requesting Sara Smiles Servicing Sara Smiles Update Providers	Service Type - Dental Update Service Details	1 Diagnosis K02.7 Update Diagnoses	Notification Date N/A Request Type Prior Auth Update Requests	1 Procedure D0330 Update Procedures	0 Questionnaires View Questionnaires	0 Documents Update Documents	1 Note Update Notes

Cancel **Submit**



Creating a Case- Case ID

- The system will submit the case and the submitted case will display.
- Make note of the **Case ID** which is specific to this request and can be used for tracking status later.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
DENTAL TEST		07/09/2011 (13 Yrs)	TEMP002322024081200000	Arkansas UM

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
242260051	Outpatient	Arkansas UM	08/13/2024	

UM-OUTPATIENT

[CASE SUMMARY](#) [ACTIONS ▾](#) [COPY](#) [EXPAND ALL ▾](#)

Consumer Details	Location: 1234 Dental Lane Little Rock Arkansas;		▾
Provider/Facility	Requesting : Sara Smiles/1111111114 Servicing : Sara Smiles/1111111114		▾
Clinical	Service Type : - Dental Request Type : Prior Auth	Notification Date : 08/13/2024 Notification Time : 01:44 PM	▾
Questionnaires			▾
Attachments	Document-0	Letters- 0	▾



Helpful Tips

- When creating a case, please ensure that the “Servicing” provider in Atrezzo reflects the NPI# that will be entered in the “Billing Dentist or Dental Entity” field on the ADA Dental Claim Form. The system automatically defaults the “Servicing” Provider NPI# to the NPI# that the authorization request is being submitted under. To change the “Servicing” Provider, click “Update”.

Selected Providers									
Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999	(999) 999-9999	
Servicing	Sara Smiles	1111111114		1111111114	123 Main Street , Temp City, AR US 99999		(999) 999-9999		Update Remove

- If you need to request the same procedure code for multiple teeth or quadrants, you only need to enter the procedure code once with a tooth # or quadrant. Then, you can enter a note advising that the procedure code is also needed for additional teeth or quadrants (Example: Procedure code X is also needed for teeth # 2,15). To reduce provider burden, our clinical staff will add the additional procedure codes lines to the request.
- Requests for Procedure Code D5110, D5120, D5211, and D5212 must list the “Servicing” Provider as NPI# 1659727469 (Green Dental). Due to this requirement, these 4 codes cannot be combined with any other procedure codes when submitting an authorization request. If additional procedure codes are needed to be authorized, you will need to submit a second authorization request with the correct “Servicing” Provider NPI#.



Submitting Additional Information

- Once a case is submitted you are still able to submit additional information, request a revision, or a reconsideration.
- To do so, click “**Actions**” and select the appropriate option.

The screenshot displays a case management interface. At the top, a table lists case details:

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
DENTAL TEST		07/09/2011 (13 Yrs)	TEMP002322024081200000	Arkansas UM

Below this, another table shows case submission details:

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
SUBMITTED 242260051	Outpatient	Arkansas UM	08/13/2024	

The main section shows a card for 'UM-OUTPATIENT' with a 'CASE SUMMARY' button and an 'ACTIONS' dropdown menu. The 'ACTIONS' menu is open, showing the following options:

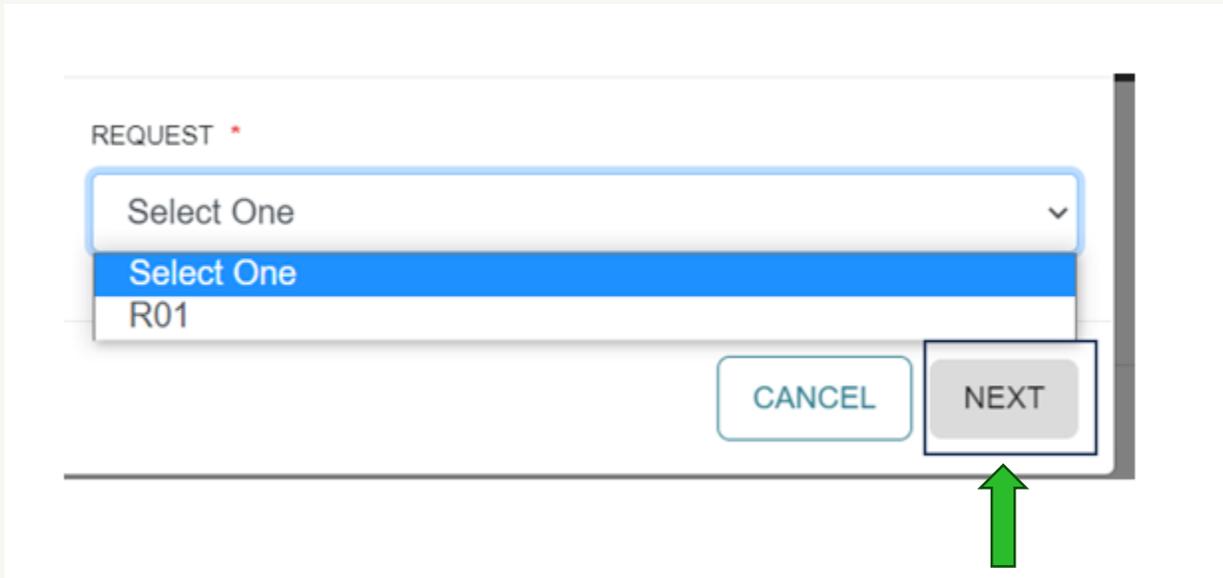
- Add Additional Clinical Information
- Request Authorization Revision
- Request Peer To Peer Review

The card also displays icons for 'Consumer Details', 'Provider/Facility', 'Clinical', and 'Questionnaires'. The 'Clinical' section includes icons for a computer, a document, a stethoscope, and a clock, along with the text: 'Service Type : - Dental' and 'Request Type : Prior Auth'. The 'Provider/Facility' section includes icons for three people and the text: 'Requesting : Sara Smiles/1111111114' and 'Servicing : Sara Smiles/1111111114'. A green arrow points to the 'ACTIONS' button.



Submitting Additional Information

- Select the appropriate request (usually R01) and click “**Next**”.



REQUIREMENT *
REQUEST *

Select One

Select One

R01

CANCEL NEXT

A green arrow points to the 'NEXT' button.



Submitting Additional Information

- Add a clinical note to the reviewer if needed.
- Select the **Document Type**.
- Upload clinical documentation if applicable.
- Select **“Submit”**.

The screenshot shows a web form titled "Add Additional Clinical Information". At the top, there is a header with the title. Below the header is a table with three columns: "Case 242260051 Request 01", "Dental Test () 07/09/2011", and "Arkansas UM Outpatient". Below the table is a "Note" section with a large text input field. A green arrow points to this field from the left. Below the note field is a section for "Allowed File Types" listing various formats: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps. Below this is a "Document Type" section with a dropdown menu currently showing "Select One". A green arrow points to this dropdown from below. To the right of the document type section is a large blue box with the text "Drag And Drop Or Browse Your Files.". At the bottom of the form are two buttons: "CANCEL" and "Submit". A green arrow points to the "Submit" button from the right. A speaker icon is visible in the bottom right corner of the form area.



Reconsideration

- Add a clinical note to the reviewer if needed.
- Select the **Document Type**.
- Upload clinical documentation if applicable.
- Select **“Submit”**.

Reconsideration

Case 242260051 Request 01	Dental Test () 07/09/2011	Arkansas UM Outpatient
------------------------------	-------------------------------	---------------------------

Note

Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps.

Document Type

Select One ▾

Drag And Drop Or Browse Your Files.

CANCEL Submit



Authorization Revision

- Add a clinical note specifying what revisions are needed.
- Select the **Document Type** if applicable.
- Upload clinical documentation if applicable.
- Select **“Submit”**.

Request Authorization Revision

Case 242260051 Request 01	<u>Dental Test ()</u> 07/09/2011	Arkansas UM Outpatient
------------------------------	--------------------------------------	---------------------------

Note

Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, tif, tiff, xls, xlsx, xps.

Document Type

Select One ▾

Drag And Drop Or Browse Your Files.

CANCEL Submit



Atrezzo Provider Portal

- 24-hour/365 days provider Atrezzo Portal may be accessed at: <https://atrezzo.Acentra.com>
- System Training materials (including Video recordings and FAQs) and the Provider Manual are located at: <ar.Acentra.com>
- Provider Communication and Support email: arkansaspr@acentra.com



Acentra

HEALTH

Accelerating
Better Outcomes



Contact Information

- **Atrezzo Provider Portal Registration Questions/Issues**

- Acentra Health Phone: (888) 660-3831
- Acentra Health Email: ArkansasPR@acentra.com
- Acentra Health Arkansas Medicaid Website: ar.acentra.com
- Acentra Health Atrezzo Provider Portal Website: atrezzo.Acentra.com

- **MMIS Billing Team**

- Assist providers with claim submission, verify a remittance advice and the status of claims, and review beneficiaries' eligibility.
- Phone: 501-906-7566
- Billing Specialist map: <https://medicaid.afmc.org/dental-billing>

- **AFMC Provider Relations (PR) Team**

- Serve as the link between providers and Arkansas Medicaid
- Educate on AR Medicaid policies, procedures, and new initiatives
- Email: ProviderRelations@afmc.org
- PR Outreach Specialist map: <https://medicaid.afmc.org/dental>

- **Provider Questions**

- Email: dentalproviderquestions@dhs.arkansas.gov

- **Beneficiary Questions**

- Email: dentalclientquestions@dhs.arkansas.gov

- **DMS Website: Resources for Providers**

- <https://humanservices.arkansas.gov/divisions-shared-services/medical-services/healthcare-programs/dental/>

