Submitting Documentation for a Case in the Atrezzo Provider Portal

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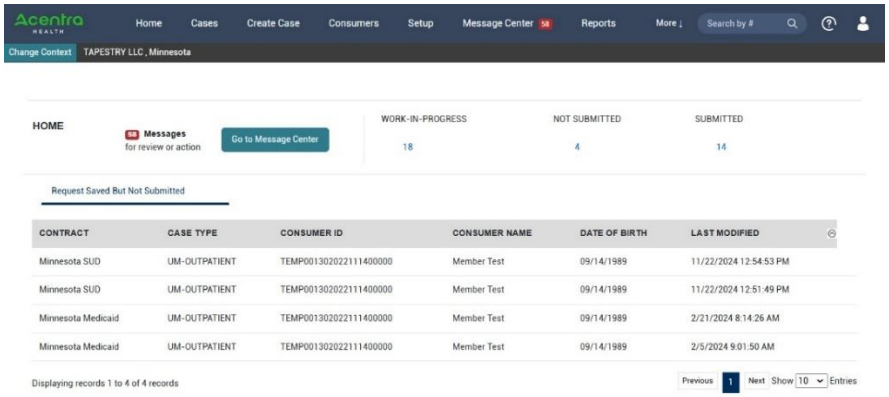
Navigate to the Atrezzo Login page via: https://mhcp.acentra.com/

This will bring you to your homepage.

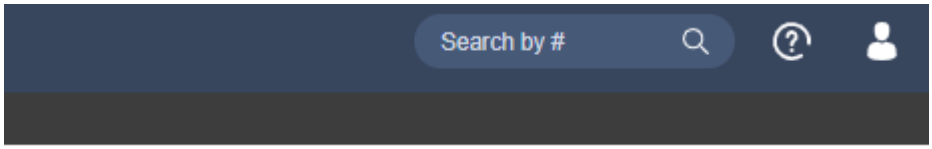
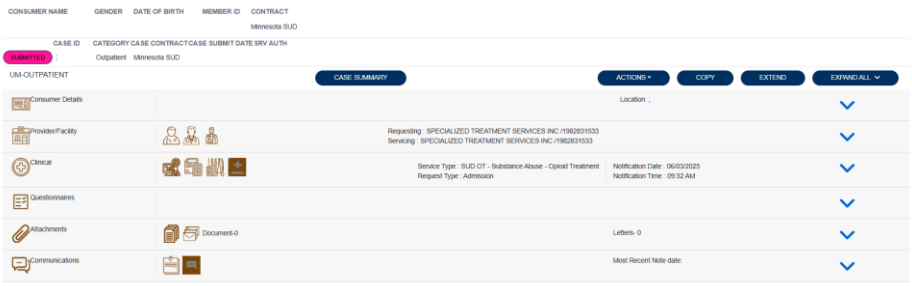
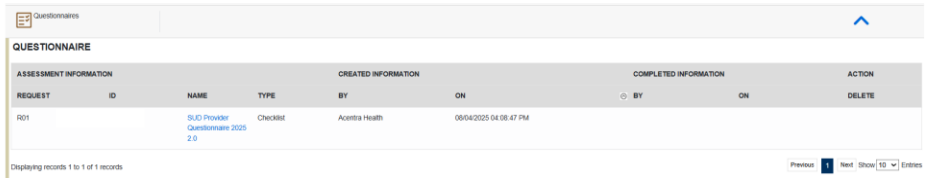
On the homepage you will notice any cases you have started but not submitted to Acentra.

You may also notice a red number next to the **Message Center**. The messages here indicate that clinical reviewers have reached out to you for additional information or you have a notification about a case.



There are two ways to search for cases by CASE ID or by CASE STATUS.

Search for cases by CASE ID

(1) In the upper right-hand corner, place the **Case ID** from the spreadsheet in the “Search by #” box. Hit Enter.	
This will pull up a case summary page. You’ll see the TCN listed under the SRV Auth section. You will do two things here. 1 – complete the Questionnaire 2 – Upload additional clinical information	
Click the down arrow next to the Questionnaire section. Click on “SUD Provider	

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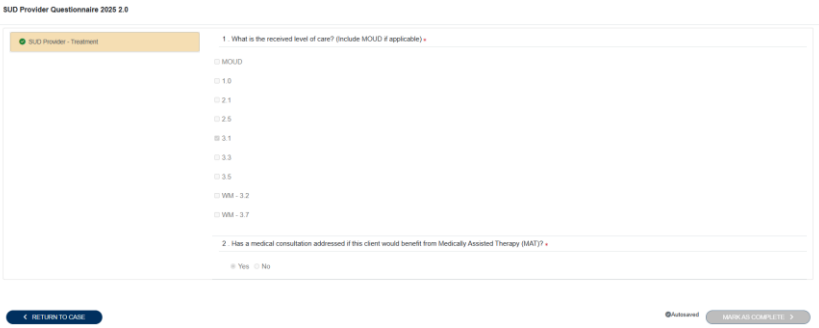
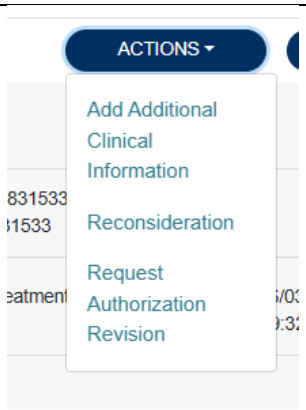
Questionnaire 2025 2.0"	
Complete the two questions here. Click – Mark as Complete. This will return you to the case summary.	
At the top of the case summary, click on “Actions”. Click “Add Additional Clinical Information”	
Choose R01 and click “Next”	

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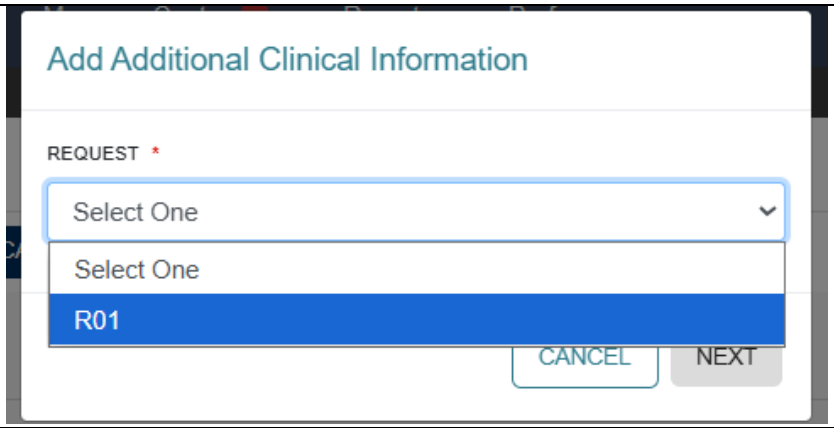
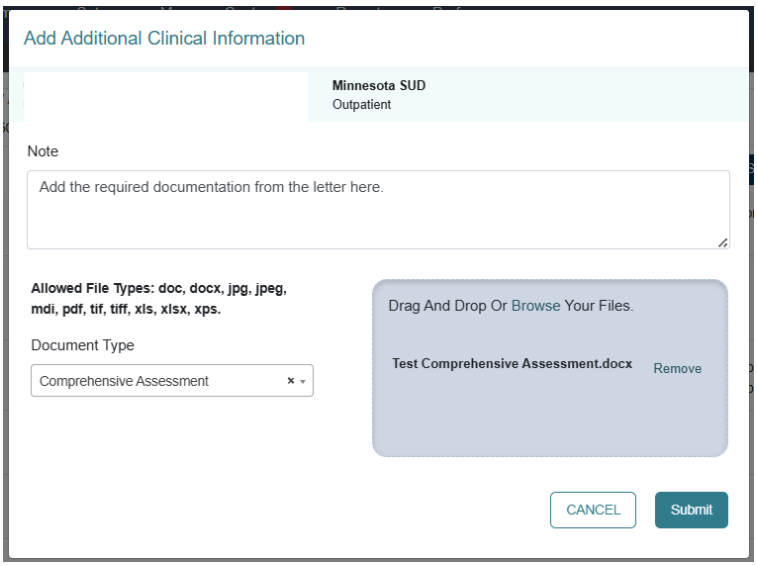
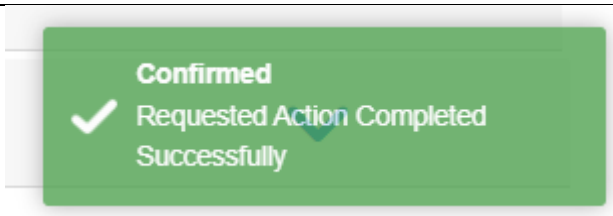
	
Add the required documentation for your Level of Care here. Click “Submit”	
You will receive the below confirmation in the lower right-hand corner to indicate success.	

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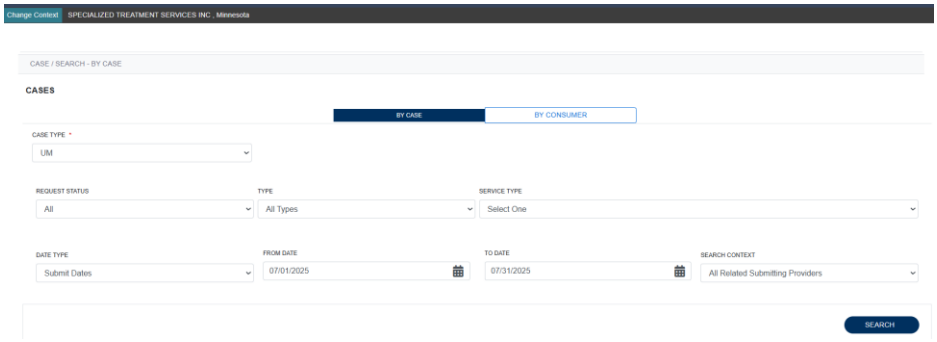
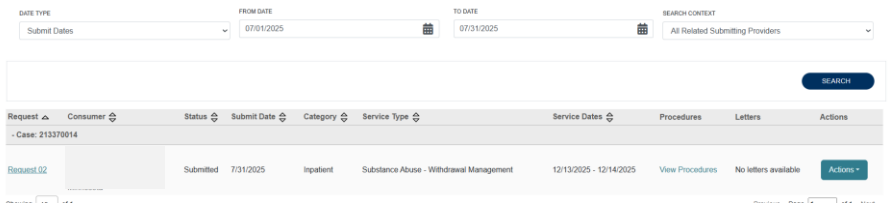
Search for cases by CASE STATUS

Click on “Cases” in the bar at the top	
This will bring you to a search function. Input the following information: Case Type: UM Request Status: Submitted Type: All Types Date Type: Submit Dates (enter one month timeframe) Click “Search”	
This will return a list of cases	

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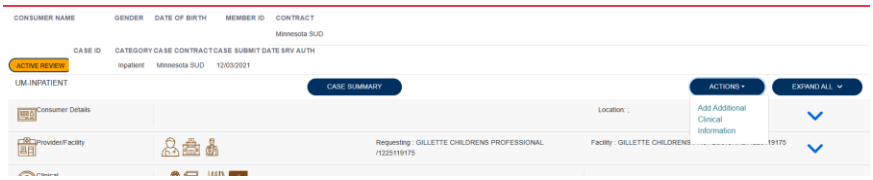
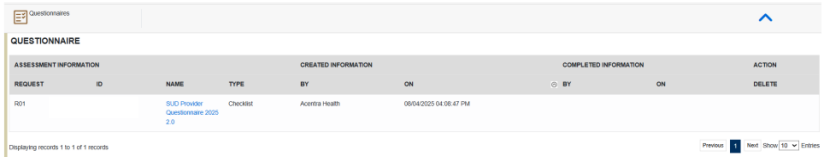
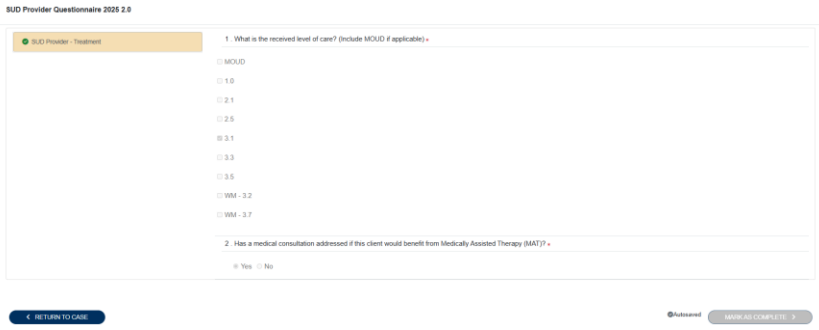
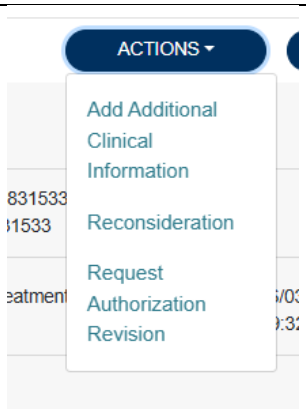
Click on “Request 02” to open the Case Summary page.	
Click the down arrow next to the Questionnaire section. Click on “SUD Provider Questionnaire 2025 2.0"	
Complete the two questions here. Click – Mark as Complete. This will return you to the case summary.	
At the top of the case summary, click on “Actions”. Click “Add Additional Clinical Information”	

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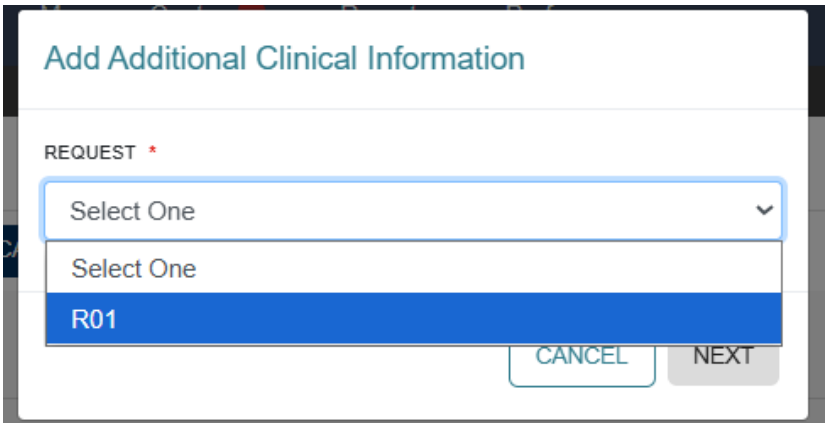
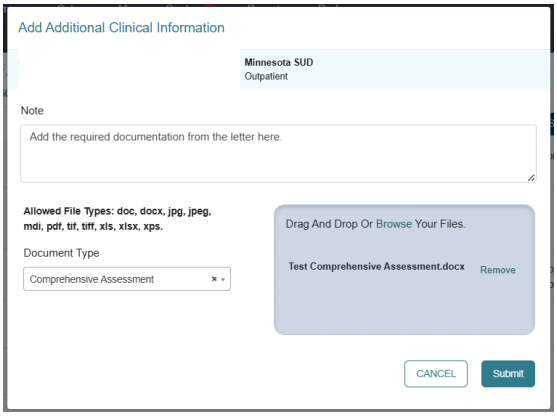
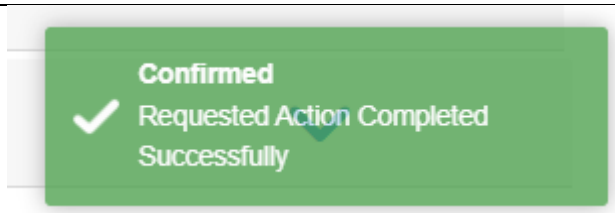
Choose R01 (or R02) and click “Next”	
Add the required documentation for your Level of Care here. Click “Submit”	
You will receive the confirmation in the lower right-hand corner to indicate success.	
Your case has now been successfully submitted to the Acentra Review team!	

Date Published: 8/1/2025