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# MN SUD ASAM Case Submission Process FAQ

**1. Can you please tell me who within our organization will receive the list of SUD patients needing case review with Acentra?**

*The person we send the request to is the one who reached out for an account to be created. This is unless they have directed us to send the request to others in their organization.*

**2. How do we change who gets the monthly request?**

*You can update who gets the monthly letters here: [MN SUD Provider Contact Form](#).*

**3. We are unsure who will receive the information request, and what format it will be in (Email, Excel spreadsheet, Fax, Other?).**

*We send out monthly emails that include which clients need documentation submitted.*

**4. Is there any indication when we will begin receiving such requests?**

*This is based on when we get the list from DHS for random sampling. If your organization has cases on that random sample list, then you will receive an email from us.*

**5. What has changed in the submission process?**

*We are no longer requiring providers to submit documentation for a client's entire length of stay at the identified level of care.*

*Starting July 1, 2025, when a client is first identified for review, we are only looking at a specific set of documents. If that same client is chosen for review again (different month) then there is different documentation we will be looking at.*

**6. What is an Initial Review?**

*The client has been chosen for review for the first time for that episode of care.*

**7. What is a Continued Stay Review?**

*The client has previously been chosen for review for that episode of care and has been chosen again during the same episode of care.*

**8. Do we have to create the case ourselves?**

*No, as of July 1, 2025, we are implementing automatic case creation. Our system will create the cases, and we will send an email with the Case ID, Provider NPI and Provider Address.*

**9. What happened to Acentra Lunch and Learn?**

*Since trainings are being provided by Train for Change, we have moved away from Lunch and Learns. We will be starting a new 1-hour forum July 2025 called ASAM Insights.*

*ASAM Insights will be Acentra's new open forum for clinicians to come ask ASAM Certified Trainers questions about ASAM, 6-dimensional assessment, documentation standards, treatment planning, continued service, transfer and discharge management. Participants will have the opportunity to share case studies and receive guidance on how to use ASAM to make informed decisions with the client across the continuum of care. This is an open forum guided by the participants at each session.*

**[ASAM Insights Meeting Link: 2<sup>nd</sup> Friday each month @ 11:00am CST](#)**