

Habilitative and Rehabilitative Therapy – Frequently Asked Questions

General Portal and Registration (Atrezzo)

When/how do I get a registration code?

Email MNProviderIssues@acentra.com. Registration codes can only be used once per NPI.

Will there be a user guide that we can print?

Materials and videos are on the website. For additional portal support, see the [Atrezzo Help - Acentra Health](#) page.

Will this site be used for all MN Medicaid Authorizations for PT and OT? Even for HealthPartners MA and UCare MA, etc? Or just straight MN Medicaid plans?

Only Minnesota MA (FFS)

Can this system be used for surgery authorizations or only PT and OT?

This can be used for all Medical Assistance services that require authorization.

When submitting through the portal, are we required to provide the billed amount for the therapy services?

No. Billed amounts are not required.

Where can I find additional answers to my portal questions?

Visit the Atrezzo Help page: [Atrezzo Help - Acentra Health](#) page.
