

# Submitting Documentation for a Case in the Atrezzo Provider Portal

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## Atrezzo Provider Portal General Information

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.

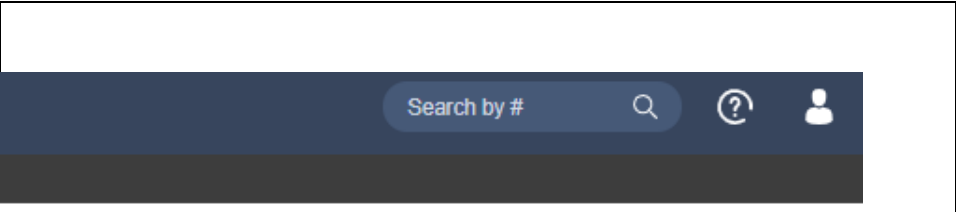
The screenshot shows the Acentra Atrezzo Provider Portal homepage. At the top, there is a navigation bar with the Acentra logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center (with a red notification badge), Reports, and More. Below the navigation bar, there is a section for 'Request Saved But Not Submitted' with a 'Go to Message Center' button. A table displays a list of cases with columns for Contract, Case Type, Consumer ID, Consumer Name, Date of Birth, and Last Modified. The table contains four rows of data. At the bottom of the table, there is a pagination control showing 'Displaying records 1 to 4 of 4 records' and 'Previous 1 Next Show 10 Entries'.

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
Minnesota SUD	UM-OUTPATIENT	TEMP001302022111400000	Member Test	09/14/1989	11/22/2024 12:54:53 PM
Minnesota SUD	UM-OUTPATIENT	TEMP001302022111400000	Member Test	09/14/1989	11/22/2024 12:51:49 PM
Minnesota Medicaid	UM-OUTPATIENT	TEMP001302022111400000	Member Test	09/14/1989	2/21/2024 8:14:26 AM
Minnesota Medicaid	UM-OUTPATIENT	TEMP001302022111400000	Member Test	09/14/1989	2/5/2024 9:01:50 AM

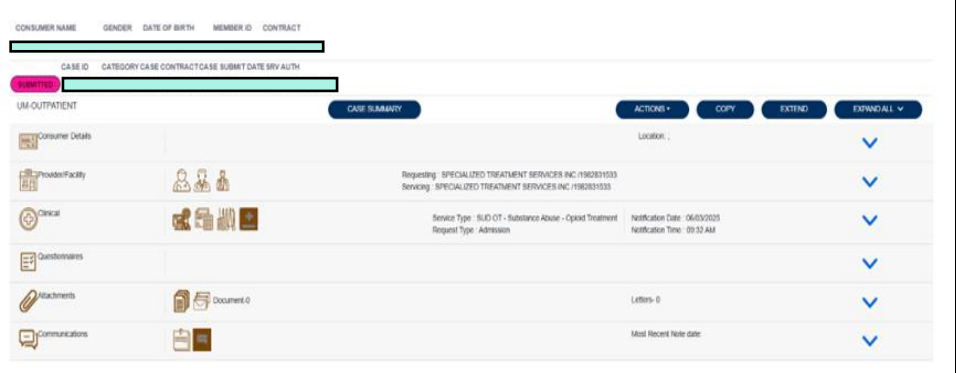
There are two ways to search for cases by CASE ID/Authorization or by CASE STATUS.

### Search for cases by CASE ID or Authorization (TCN) Number

In the upper right-hand corner, place the **Case ID** or **Authorization Number** from the spreadsheet in the "Search by #" box. Hit Enter.

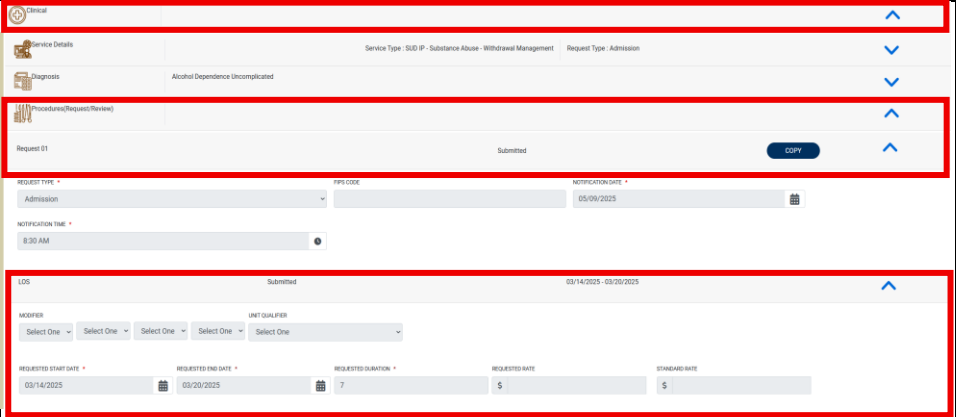


This will pull up a case summary page. You will see the TCN listed under the SRV Auth section.



Two things need to occur here.

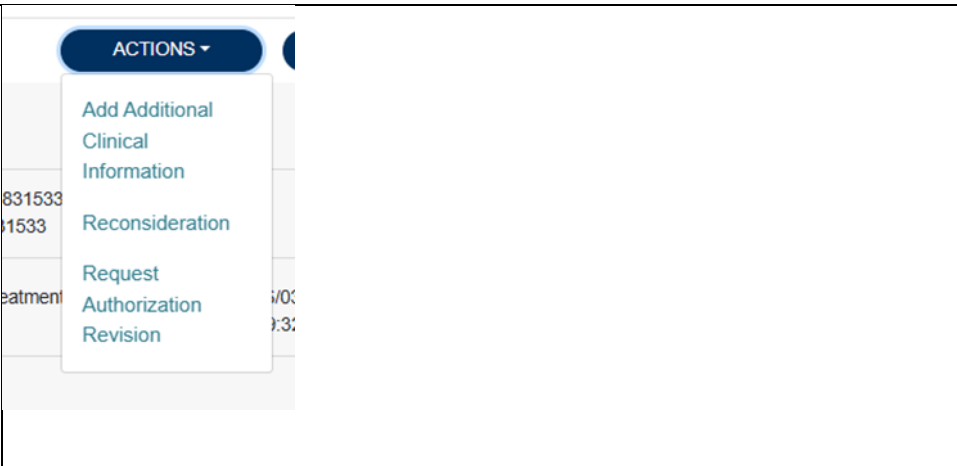
1. Expand the Clinical Section
  - a. Check the requested Start/End Dates and Billing Codes



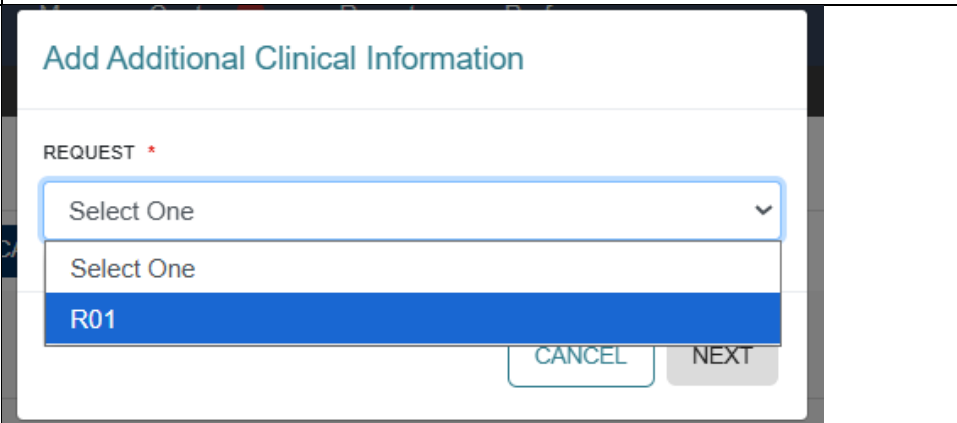
You will need to make sure Procedures (Request/Review) is expanded.

Also expand Request 01.

2. Upload the **required** clinical documentation that correlates to the Request Dates
- At the top of the case summary, click on “Actions.”
  - Click “Add Additional Clinical Information”

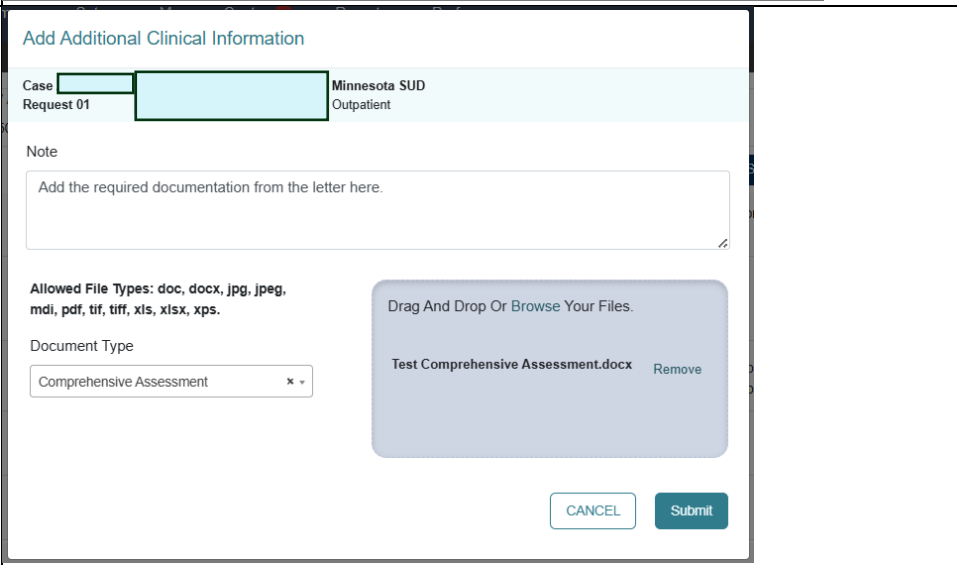


Choose R01 and click “Next”

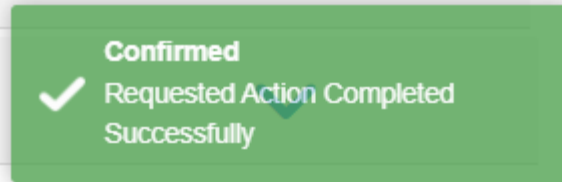


Add **only** the required documentation for the service type here.

Click “Submit”

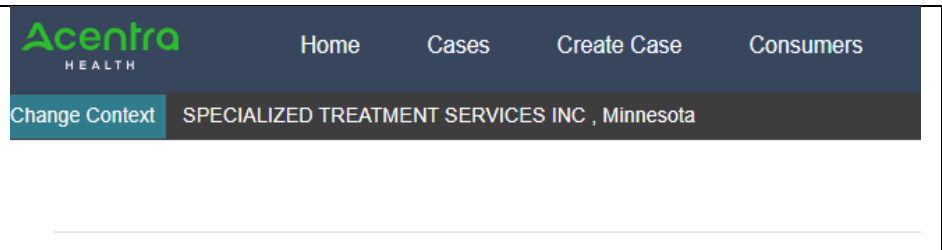


You will receive a confirmation in the lower right-hand corner to indicate success.

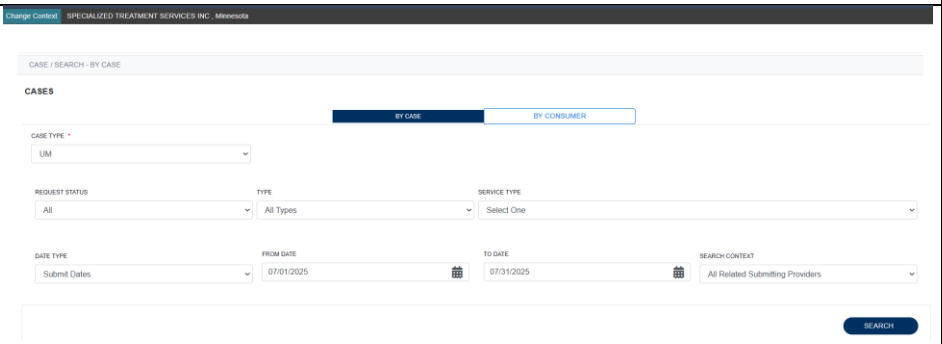


## Search for cases by CASE STATUS

Click on “Cases” in the menu bar at the top of the webpage.

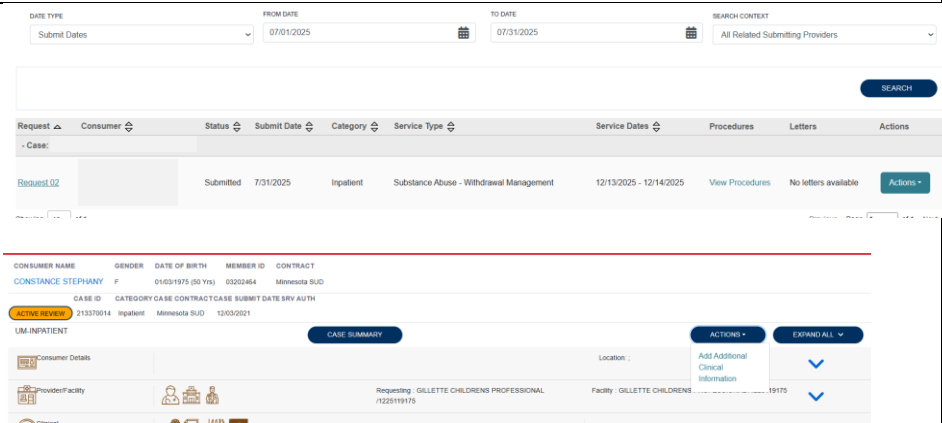


This will bring you to a search function. Input the following information:  
**Case Type:** UM  
**Request Status:** Submitted  
**Type:** All Types  
**Date Type:** Submit Dates (enter one month period)  
 Click “Search”

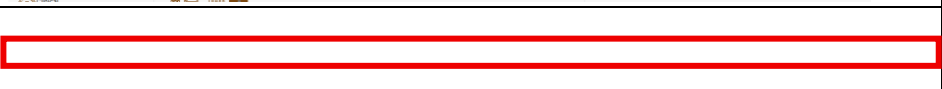


This will return a list of cases.

Click on “Request 02” (or whichever request is needed) to open the Case Summary page.



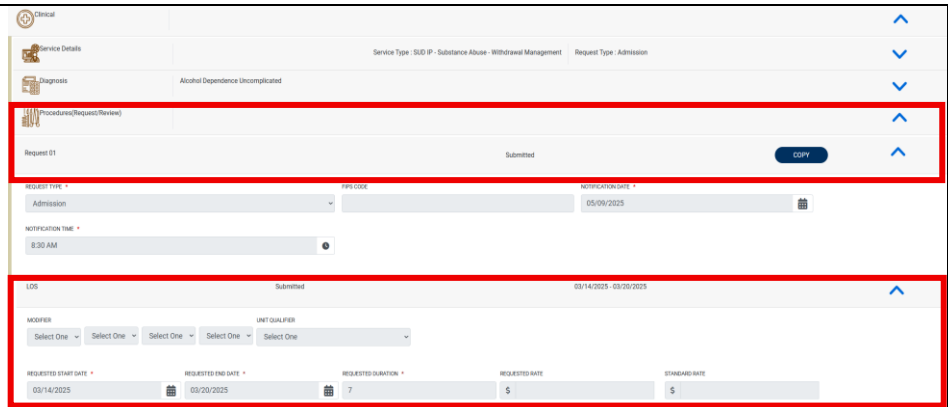
1. Expand the Clinical Section.



- a. Check the requested Start/End Dates and Billing Codes

You will need to make sure Procedures (Request/Review) is expanded.

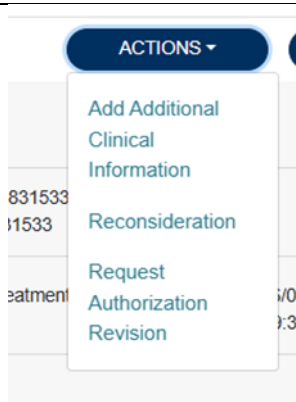
Also expand Request 01.



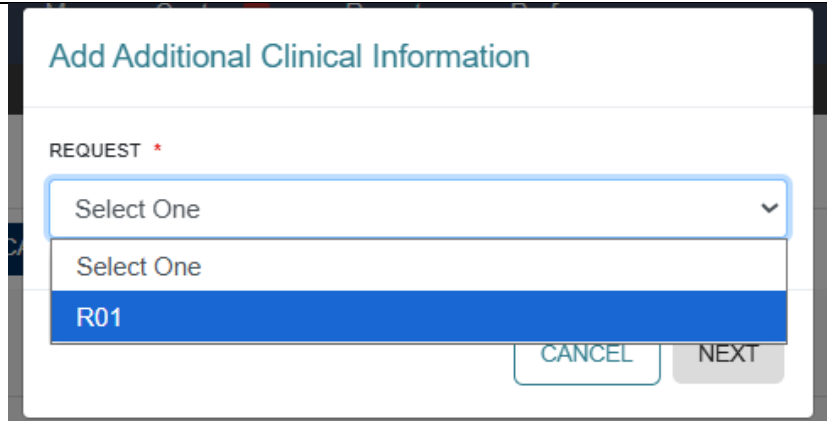
- 2. Upload the **required** clinical documentation that correlates to the Request Dates

- a. At the top of the case summary, click on "Actions."

Click "Add Additional Clinical Information"



Choose R01 and click "Next"



Add **only** the required documentation for the service type here.

Click "Submit"

Add Additional Clinical Information

Case Request 01 [redacted] Minnesota SUD Outpatient

Note

Add the required documentation from the letter here.

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

Document Type

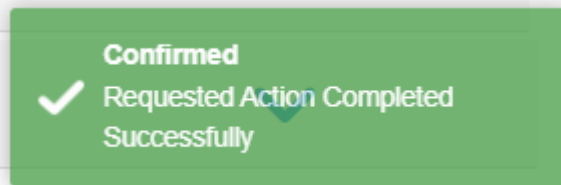
Comprehensive Assessment x

Drag And Drop Or Browse Your Files.

Test Comprehensive Assessment.docx Remove

CANCEL Submit

You will receive a confirmation in the lower right-hand corner to indicate success.



The case/documents have now been successfully submitted to the Acentra Review team!