

MN SUD FAQs

Medical Records Request

- 1. Can you please tell me who within our organization will receive the list of SUD patients needing case review with Acentra?**
 - a. Acentra staff sends the monthly records request to the individual who originally reached out from your agency for an account to be created. This is the standard process unless they have directed us to send the request to others in their organization.

- 2. Can more than one person get the records request?**
 - a. Yes, more than one individual can be included on the monthly records request email. All we need is to know all the email addresses needed for the records request.

- 3. How many user accounts can our agency have?**
 - a. One agency can have as many user accounts as needed.
 - b. With HIPPA and Technology Security we do recommend having individual user accounts and not sharing 1 account between multiple individuals.

- 4. How do we change who gets the monthly request?**
 - a. You can update who gets the monthly letters here: [MN SUD Provider Contact Form](#).

- 5. We are unsure who will receive the information request, and what format it will be in (Email, Excel spreadsheet, Fax, Other?).**
 - a. We send out monthly emails that include which clients need documentation submitted.
 - b. This email will come encrypted from minnesotaasam@acentra.com and will include 2 documents (records request letter and a pdf of all cases that need documentation).

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- 6. Is there any indication when we will begin receiving such requests?**
 - a. 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.

Submission Process

- 1. What has changed in the submission process?**
 - a. We are no longer requiring providers to submit documentation for a client's entire length of stay at the identified level of care.
 - b. We are also reducing the load for the providers in initial vs continued stay request that started July 1, 2025.
 - c. As of April 2026, the Medical Records Request Letter now has a more simplified list of documents and what time frames they are to include.
- 2. What is an Initial Review?**
 - a. As of April 2026, we are no longer doing Initial Reviews
- 3. What is a Continued Stay Review?**
 - a. As of April 2026, we are no longer doing Continued Stay Reviews
- 4. Do we have to create the case ourselves?**
 - a. No, as of July 1, 2025, we implemented an automatic case creation process. Our system creates the required cases, and the MN SUD Team sends an email to each provider that includes the Case ID, Authorization Number (TCN), Client Name and Provider Name.
- 5. Who do we contact if there are questions about the portal or submission process?**
 - a. MinnesotaASAM@acentra.com is our shared mailbox for the Acentra MN SUD team. We can answer most of the questions via email.
 - b. If additional assistance is determined to be necessary, then our Provider Relations Coordinator will reach out with information on scheduling a Teams meeting for additional training.

Acentra Trainings

- 1. What happened to Acentra Lunch and Learn and ASAM Insights?**



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- a. Since training is being provided by Train for Change, Acentra has stopped providing Lunch and Learn and ASAM Insights.