



Department Medication Management Referral Process

Atrezzo Training Guide



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Hello and welcome to the Acentra Health Department Medication Management Referral process training. This video has been created to provide general guidance and a basic understanding of the Medication Management Department Referral process.

PART ONE

General Overview



Part one will be a general overview of the Department Med Management Referral

Overview

Acentra Health in collaboration with the Office of Behavioral Health (OBH), has streamlined the process for Department Medication Management Referrals.

Beginning October 18, 2021, the Department will submit Medication Management Referrals to providers via Acentra Health's Atrezzo portal. Receiving providers will need to confirm acceptance of the referral or submit a request to refuse the referral via the Atrezzo portal. Receiving providers who accept a referral or receive a denial from OBH to refuse a referral, will need to submit an authorization request upon the client's admission to the service.



Simple Submission Flowchart

Department assesses the members needs



Department enters Medication Management Referral to Acentra Health's Atrezzo Platform



Receiving provider is notified of Referral through the Daily Authorization Report.



Receiving Provider completes the Referral Acknowledgement questionnaire or submits a Referral Refusal Request in Atrezzo.



This flowchart shows the Medication Management Department Referral process. The Department identifies the members needs and enters the Medication Management Referral in Acentra Health's Atrezzo platform. The receiving provider is notified they have received a referral through the Daily Authorization Report. The receiving provider completes the Referral Acknowledgement Questionnaire and either submits an authorization request or a referral refusal request to Acentra Health.

PART TWO

Atrezzo Submission



Part Two will cover the Atrezzo submission process.

Accessing Atrezzo



Visit www.qualitycareforme.com to access the Atrezzo portal



To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button

Accessing Login

Acentra
H E A L T H

LOGIN OPTIONS

Acentra Health Employees
Use this login button if you have a Acentra Health domain account.

LOGIN

Remember Me

Customer/Provider
Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

Remember Me

If you don't already have a Acentra Health account, you can [register here](#).

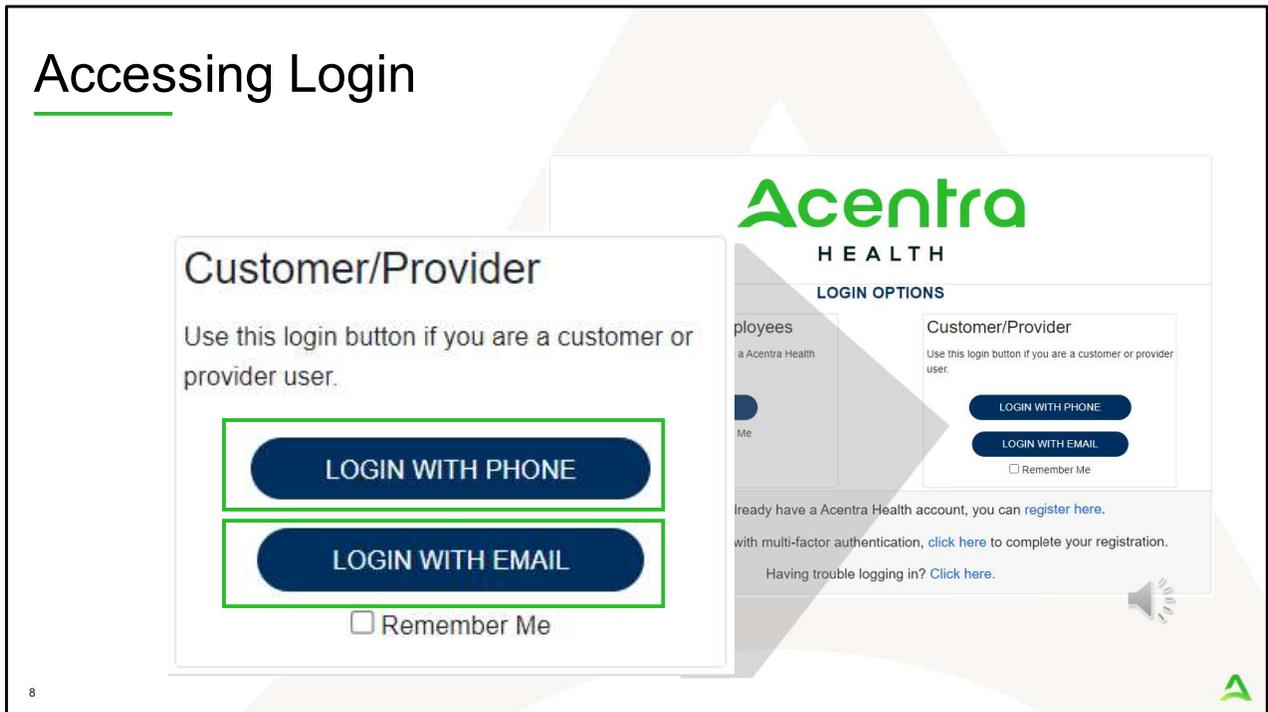
If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

Having trouble logging in? [Click here](#).

The Atrezzo system uses a Multi-Factor Authentication (MFA) login process. Each user who currently has an Acentra Health login, will click here, if this is your first with multi-factor authentication (MFA) to complete your registration.

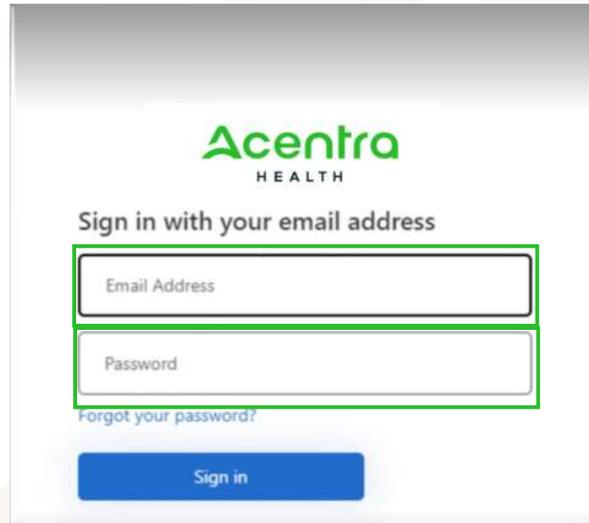


Accessing Login



When you arrive to the login screen, you will use the Customer/Provider login. Here you will choose Login with Phone or Login with email depending on how your registered for the multi-factor authentication. Please note, if you chose to register with phone and you do not currently have your phone you can still login with email. If you click remember me, the system will remember your login for four hours. Please do not use the remember me feature on a shared device. In this demonstration, we will click Login with phone because that is how we registered our multi-factor authentication.

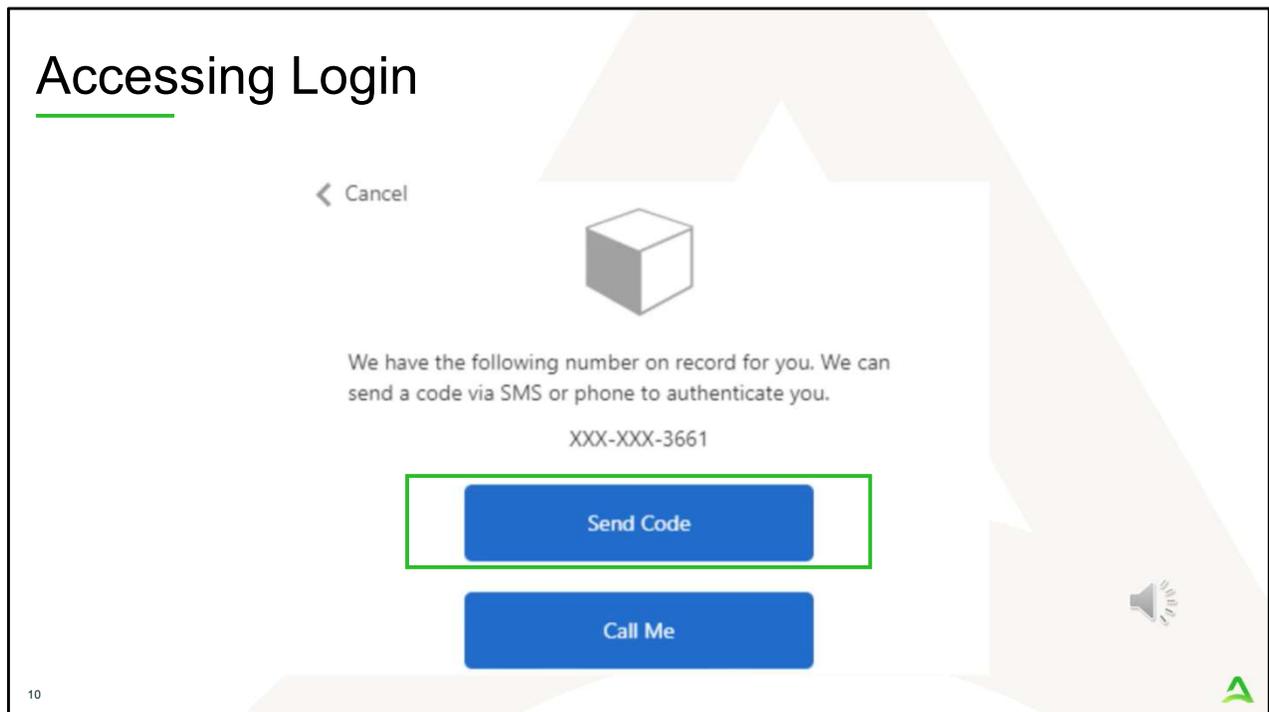
Accessing Login



The image shows a login form for Acentra Health. At the top is the Acentra Health logo. Below it is the text "Sign in with your email address". There are two input fields: "Email Address" and "Password", both highlighted with a green border. Below the "Password" field is a link that says "Forgot your password?". At the bottom of the form is a blue button labeled "Sign in".

To sign in, you will enter your email and password then click Sign in.

Accessing Login



Next, you will choose how you want to receive your verification code. You can click send code or call me. Send code will send a SMS text to your cell phone with your verification code. Call me will prompt a phone call to your phone where you will press a specific digit. In this example, we will chose send code.

Accessing Login

< Cancel



We have the following number on record for you. We can send a code via SMS or phone to authenticate you.

XXX-XXX-3661

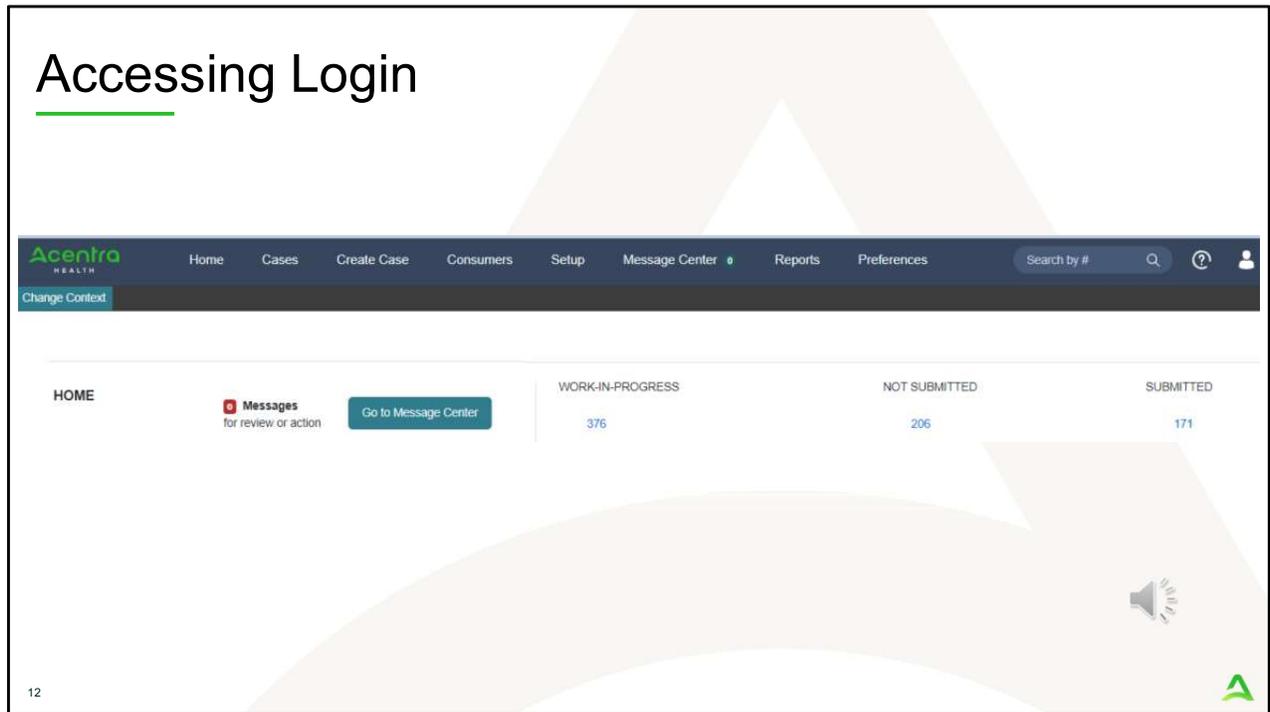
Enter your verification code below, or [send a new code](#)



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Enter in your verification code.

Accessing Login



The system will automatically verify your account and you will be logged into the home screen.

Creating the Request



To create a new request, click on the create case tab.

Step 1 – Case Parameters

The screenshot shows the Acentra Health interface for creating a new UM case. The navigation bar includes Home, Cases, Create Case, Consumers, Setup, and Message Center. The main content area is titled 'New UM Case' and shows the 'Case Parameters' step. The 'Case Type' field has 'UM' selected. The 'Case Contract' dropdown is set to 'Maine ASO'. The 'Request Type' field has 'Outpatient' selected. A 'Go To Consumer Information' button is located at the bottom right, and a 'Cancel' button is at the bottom left. Green circles with numbers 1, 2, 3, and 4 highlight the 'UM' radio button, the 'Maine ASO' dropdown, the 'Outpatient' radio button, and the 'Go To Consumer Information' button, respectively.

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Step 1 – Case Parameters:

1. Select UM for **Case Type**
2. Select Maine ASO for **Case Contract**
3. Select Outpatient for the **Request Type**
4. Click **Go to Consumer Information**. Note: Go to Consumer will remain grayed out until all required fields are completed.

Step 2 – Consumer Information

The screenshot shows the 'New UM Case' form in the Acentra Health system. The 'Consumer Information' step is active. The form includes the following fields and elements:

- Consumer ID:** 00000001A (marked with a green circle 1)
- Last Name:** (empty)
- First Name (MIN 1ST LETTER):** (empty)
- Date of Birth:** MM/DD/YYYY (with a calendar icon)
- Search Button:** (marked with a green circle 2)
- Search Results Table:**

Name	DOB	Address	Consumer ID	Contract	Case Count	Action
Test Member 1	01/01/1960	123 St Anywhere, ME	00000001A	Maine DHHS	45	Choose (marked with a green circle 3)

Additional elements include a 'Cancel' button, a 'Search' button, and a 'Choose' button. The table also includes columns for 'Name', 'DOB', 'Address', 'Consumer ID', 'Contract', and 'Case Count'. A 'Showing 10 of 1' indicator and a 'Previous Page' button are also visible.

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Step 2 – Consumer Information

1. In the **Consumer ID** box enter the Member's MaineCare number. You may also search for the Member by using their last name and Date of Birth.
2. Click **Search**.
3. Review the search results. If the correct member match is found, click **Choose**.

Step 2 – Consumer Information

The screenshot displays the Acentra Health interface for creating a new case. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The main content area is titled 'New UM Case' and shows the following details:

- Requesting Provider: Maine ASO
- Outpatient: Test Member 1 (M)
- Member ID: 01/01/1960

The 'Case Parameters' section is active, showing a table of previous cases:

Request ID	Status	Outpatient	N/A	Service	Period	View Procedures	No letters available	No actions available	
Request 01	Un-Submitted	Outpatient	N/A			View Procedures	No letters available	No actions available	
Request 01	Un-Submitted	Outpatient	N/A	Section 65 Behavioral Health Services	2/1/2021 - 1/31/2022	View Procedures	No letters available	No actions available	
Request 01	Un-Submitted	Outpatient	N/A	Section 97 Private Non-Med Institution (PNMI)	2/16/2021 - 2/15/2022	View Procedures	No letters available	No actions available	
Request 01	Submitted	2/16/2021	Outpatient	N/A	Section 97 Private Non-Med Institution (PNMI)	2/16/2021 - 3/15/2021	View Procedures	No letters available	Actions

At the bottom, there is a 'Create Case' button with a green '1' notification badge, a 'Cancel' button, and a note: 'Once you click **Create Case**, your changes will be saved and the case will be created **but not submitted**.'

Step 2 – Consumer Information

1. If there have been previous submissions for this member under your agency, those will display here. Click on Create Case. Otherwise, if this is the first case that is being created for this member under your agency, you will not have this page and you will be immediately brought to step 3.

Step 3 – Additional Providers

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a breadcrumb trail shows 'Change Content' > 'PINES HEALTH SERVICES, Maine DRHS'. The main content area is titled 'New UM Case' and shows details for 'Maine ASO' and 'Test Member 1 (M)'. A progress bar indicates the current step is 'Step 3: Additional Providers', with other steps like 'Consumer Information', 'Service Details', 'Diagnoses', 'Requests', 'Questionnaires', 'Attachments', 'Communications', and 'Submit Case' visible. The 'Additional Providers: Provider/Facility' section includes an 'Add Attending Physician' button and a table of 'Selected Providers'. The table has columns for Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. Two providers are listed, both with the name 'PINES HEALTH SERVICES' and NPI '1922449834'. A green circle with the number '1' and a 'Go to Service Details' button are visible at the bottom right of the provider table area.

Provider Type	Name	Medicaid ID	Specialty	NPI	Address	County	Phone	Fax	Action
Requesting	PINES HEALTH SERVICES	PMP0000023088520	No Specialty Required	1922449834	1260 MAIN ST , WADE, ME US 04786	Aroostook	(207) 498-1164	(123) 456-7890	
Servicing	PINES HEALTH SERVICES	PMP0000023088520	No Specialty Required	1922449834	1260 MAIN ST , WADE, ME US 04786	Aroostook	(207) 498-1164		Update Remove

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Step 3 – Additional Providers

1. The Requesting and Servicing providers will automatically be indicated based on the NPI number your login is associated with. Click on Go to Service Details

Step 4 – Service Details

The screenshot displays the Acentra Health web application interface. At the top, a navigation bar contains links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a header indicates the current context: PINES HEALTH SERVICES, Maine DHHS. A sub-header shows 'New UM Case' with details for the Requesting Provider (PINES HEALTH SERVICES), Patient (Maine ASO), and Member (Test Member 1 (M) with DOB 01/01/1960). A progress bar below the header shows steps 2 through 8, with Step 4 'Service Details' highlighted. The main form area is titled 'Service Details/ Enter Service Details' and contains two dropdown menus: 'Place Of Service' (set to 'Select One') and 'Service Type' (set to '220 - Section 65 Behavioral Health Ser...'). A green circle with the number '1' is placed over the 'Service Type' dropdown. At the bottom of the form, there are buttons for 'Add a Note', 'Cancel', and 'Go to Diagnoses'. A second green circle with the number '2' is placed over the 'Go to Diagnoses' button. A speaker icon is visible in the bottom right corner of the form area.

Step 4 – Service Details:

1. In the service type box, enter in Section 65 Behavioral Health Services. The place of service field is not required; however, you can complete this field if you choose to.
2. Click Go to Diagnosis.

Step 5 – Diagnosis

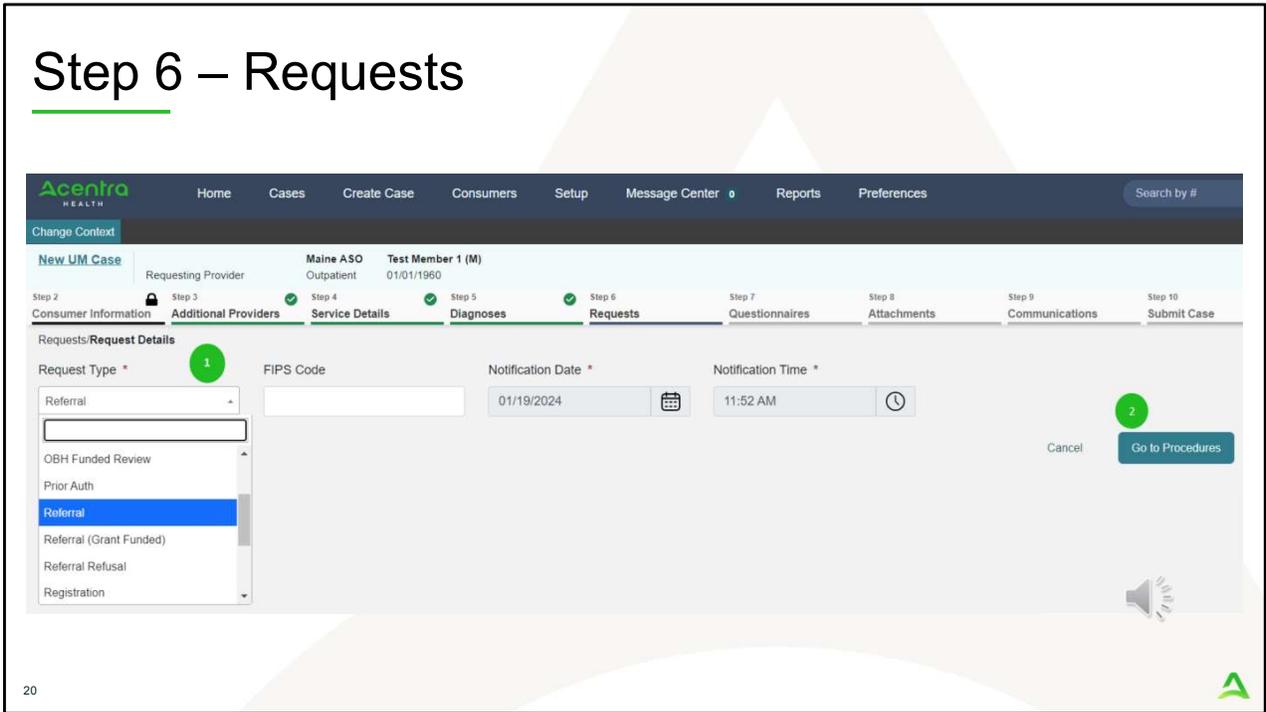
The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a 'Change Context' dropdown is visible. The main content area shows a case management workflow with steps 2 through 10. Step 5, 'Diagnoses', is currently active. The 'Diagnosis/Add Diagnosis' section features a 'Code Type' dropdown set to 'ICD10' and a 'Search' box containing 'f33 9'. A dropdown menu below the search box lists 'Preferred' and 'All' options. Below the search results, there is a table with columns for 'Order Rank', 'Code', 'Source', 'Created By', and 'Deactivate'. The table contains two rows of diagnosis codes. A 'Go to Requests' button is located at the bottom right of the interface.

Order Rank	Code	Source	Created By	Deactivate
1	F33.9 MAJOR DEPRESSIVE D/O RECURRENT UNS	Manual	pinest	Remove
2	F41.1 GENERALIZED ANXIETY DISORDER	Manual	pinest	Remove

Step 5 – Diagnosis:

1. In the Diagnosis **Search** box, start typing in either the diagnosis code or the description of the code. You will need to enter in at least three characters for the search feature to start finding results. Once you have found the diagnosis code, click on it to automatically add it to your request. Repeat the same search process for each additional diagnosis code.
2. If you have added more than one diagnosis code, you can rearrange the order of how the diagnosis codes appear by clicking on the diagnosis line and dragging it up or down in the list.
3. If you have added a diagnosis code in error, you may remove it by clicking on the **Remove** link. Please note: Once your request has been submitted, you will not be able to remove the diagnosis code.
4. When you have finished added the diagnosis code(s), click on **Go to Requests**

Step 6 – Requests



Step 6 – Requests:

1. Select Referral from the Request Type drop down
2. Click Go to Procedures

Step 6 – Requests Continued

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with links for Home, Cases, Create Case, Consumers, Setup, and Message Center. Below this, a 'Change Context' dropdown is set to 'PINES HEALTH SERVICES, Maine DHHS'. A 'New UM Case' section shows details for 'Maine ASO' and 'Test Member 1 (M)' with a birth date of 01/01/1960. A progress bar indicates the current step is Step 6, 'Requests', with previous steps (Step 2: Consumer Information, Step 3: Additional Providers, Step 4: Service Details, Step 5: Diagnoses) marked as complete. The main content area is titled 'Requests/Request 01/Procedures'. It features a 'Code Type *' dropdown menu set to 'CPT' and a search box. The search box contains the text 'H2010' and a dropdown list of search results. The first result, 'H2010 Comprehensive med svc 15 min', is highlighted in blue. Other visible results include 'H2010AF Adult Medication Management – Physicians', 'H2010BH Adult Ancillary Medication Management', and 'H2010GT Adult Medication Management-Telehealth'. A green circle with the number '1' is overlaid on the search box, indicating the first step of the instruction. A speaker icon is visible on the right side of the interface.

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Step 6 – Requests Continued:

1. In the search box enter H2010 for the Adult Medication Code. It will appear in the search box as H2010 Comprehensive Med Svc. 15 min. You will need to enter in at least three characters for the search feature to start finding results. When the code appears, click on it to add it to your request.

Step 6 – Requests Continued

The screenshot displays the Acentra Health software interface for a case titled "H2010 (Un-Submitted)". The case is currently in the "Requests" step (Step 6) of a 10-step process. The form is titled "Adult Medication Management" and contains the following fields:

- Modifier:** Select One
- Unit Qualifier:** Select One
- Requested Start Date:** 02/13/2024 (annotated with a green circle and the number 1)
- Requested End Date:** 02/15/2024
- Requested Duration:** 3 (annotated with a green circle and the number 2)
- Requested Quantity:** 1 (annotated with a green circle and the number 3)
- Requested Frequency:** Select One
- Requested Rate:** \$

At the bottom of the form, there is a "Go to Questionnaires" button (annotated with a green circle and the number 4) and a speaker icon. The interface also includes a "Jump to Submit" button and a "Cancel" button.

Step 6 – Requests Continued:

1. In the Requested Start Date box, enter in the date you are submitting the referral.
2. In the Requested Duration box, enter 3. This will automatically populate your end date out 3 days.
3. In the Requested Quantity box, enter in one 1. Click Go to Questionnaires

Step 7 - Questionnaires

The screenshot shows the Acentra Health software interface. At the top, there is a navigation menu with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below the menu, the case details are displayed: 'New UM Case', 'PINES HEALTH SERVICES, Maine DHS', 'Maine ASO Outpatient', and 'Test Member 1 (M) 01/01/1980'. A progress bar indicates the current step is 'Step 7: Questionnaires'. Below the progress bar, there is a table of questionnaires.

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3762044	Prior Authorization	* Referral Acknowledgement	Acentra Health	02/13/2024 12:03:21 PM			0	Open
R01	3762042	Prior Authorization	* Referral Management	Acentra Health	02/13/2024 12:03:18 PM			0	Open

Below the table, there is a 'Showing 10 of 2' indicator, a 'Previous Page 1 of 1 Next' navigation, and buttons for 'Add a Note', 'Jump to Submit', 'Cancel', and 'Go to Attachments'. A speaker icon is visible in the bottom right corner of the interface.

Step 7 – Questionnaires:

1. The Referral Management and Referral Acknowledgement questionnaires will be attached to your case. The Department will complete the Referral Management questionnaire. Click on Open. The Referral Acknowledgement questionnaire will be completed by the receiving provider.

Step 7 – Questionnaires Continued

The screenshot shows the Acentra Health Referral Management interface. At the top, there is a navigation bar with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this is a search bar and a user profile section for 'Test Member 1 (M)' with details like 'Maine ASO', '01/01/1960 (84 Yrs)', 'UM', and '00000001A Member ID'. The main content area is titled 'Referral Management' and contains a 'Referral' section with a green circle '1' next to it. A warning message states: '***IMPORTANT!! If selecting SECTION 28, please make sure you are selecting the correct type. Please take careful note of the HOME BASED and SCHOOL BASED options, and select the correct one***'. Below this is a question: '1. Select the type of referral:'. The options are: Section 13 Targeted Case Management (TCM) Services, Section 97 Intensive Temporary Residential Treatment (ITRT) Services, Section 17 Community Support Services, Section 28 Rehabilitative and Community Support (RCS) Services, Section 28 Rehabilitative and Community Support (RCS) Services (School-Based), Section 65 Home and Community Based Treatment (HCT) Services, Section 65 Medication Management (selected with a blue dot and a green circle '1'), Section 92 Behavioral Health Home (BHH) Services, and Section 97 Children's Residential Care Facilities (CRCF). At the bottom of the form, there is a field for '1.6.1 Client's Address'. The interface includes a 'RETURN TO CASE' button with a green circle '2', an 'Autosaved' indicator, and a 'MARK AS COMPLETE' button. The number '24' is visible in the bottom left corner.

In Step 7 – Questionnaires:

1. The questionnaire will open in a separate window. Begin by answering the first question. Please note, that as you answer questions, additional questions may cascade.
2. **All** questions of the questionnaire **must be** filled out. When you have finished filling out the questionnaire, click on **Return To Case**. **DO NOT** mark the questionnaire as complete. This is because if information changes such as the referent, you can update the questionnaire. If you mark the questionnaire as complete, it will require you to fill out an entire questionnaire again.

Step 7 – Questionnaires Continued

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation bar with the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right side of the navigation bar. Below the navigation bar, the main content area shows a 'New UM Case' for 'Maine ASD Outpatient' with 'Test Member 1 (M)' (DOB: 01/01/1960). A progress bar indicates the current step is 'Step 7: Questionnaires', with previous steps (Consumer Information, Additional Providers, Service Details, Diagnoses, Requests) completed. Below the progress bar, there is a table titled 'Questionnaires/ Take Questionnaires' with the following data:

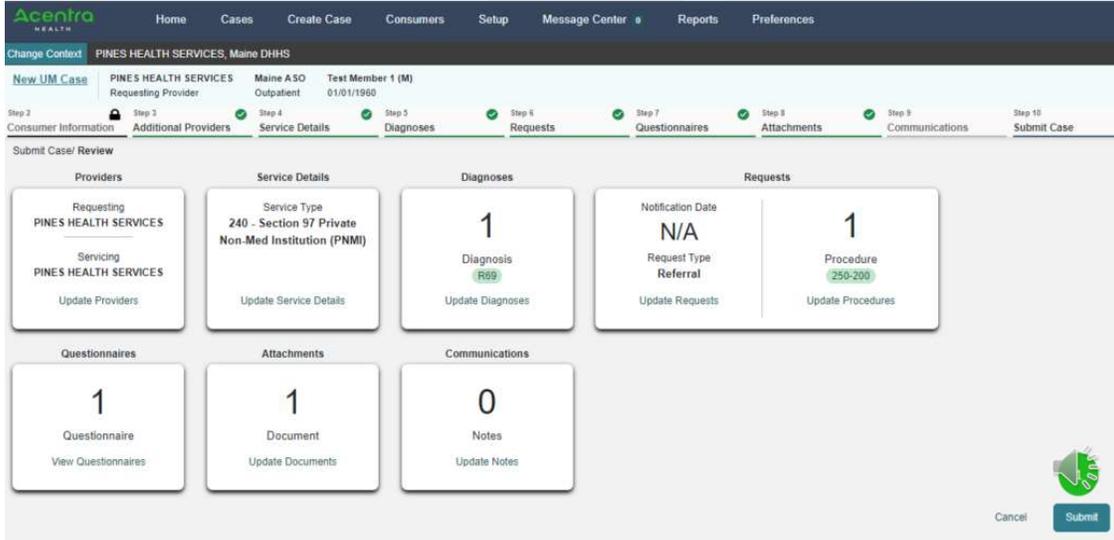
Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	3761713	Prior Authorization	* Referral Management	Acentra Health	01/19/2024 01:26:57 PM			0	Open

Below the table, there is a pagination control showing 'Showing 10 - of 1' and 'Page 1 of 1'. At the bottom right of the table area, there is a green circle with the number '1' and a 'Jump to Submit' button. Other buttons include 'Add a Note', 'Cancel', and 'Go to Attachments'. A speaker icon is visible in the bottom right corner of the screenshot area.

In Step 7 – Questionnaires:

1. Once you click Return to Case, you will be brought back to the main request. Click Jump to Submit

Step 10 – Submit Case



In Step 10 – Submit Case

1. Once you have completed the request, the information you input will be displayed as tiles. If you need to update information prior to submitting, you can click on the tile to navigate back to that section of the request or click on the step. Click on **Submit**.

Step 10 – Submit Case Continued

Disclaimer

I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Once you click **Agree**, a case number will be assigned and you will be taken to that case.

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In Step 10 – Submit Case

1. Once you click submit a Disclaimer popup will appear indicating that precertification does not guarantee payment and precertification only identifies medical necessity and does not identify benefits. Click on **Agree**.
2. If there are no errors, your case will submit and you will receive a case ID number. If there are errors, you will receive a message indicating what the errors are that need to be addressed before the case can be submitted.

Submitted Case

Change Context

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
TEST MEMBER 1	M	01/01/1960 (62 Yrs)	000000001A	Maine DHHS

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
222870015	Outpatient	Maine ASO	10/14/2022	

UM-OUTPATIENT

CASE ID

222870015

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Once the case has been submitted it will bring you to the request overview page. This will be a receipt of all information provided in the request. It is important to document the Case ID to reference this request at a later time

Please note: You will also be able to search and find the consumer by other identifying information like Name, DOB, etc. If calling Acentra Health regarding this request, two pieces of identifying information will be required to confirm the member's identity. For example, a Case ID and member's name.

PART THREE

Acknowledging the Referral

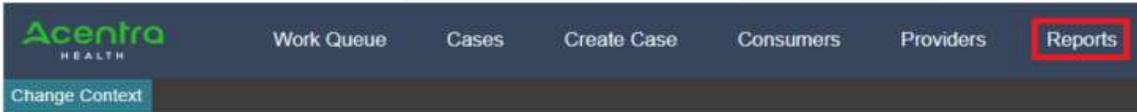


Daily Authorization Report

1

Click on the Reports Tab

Users who have been setup with report capabilities will have the reports tab in Atrezzo.



2

Select the Report

Click on the ME Daily Authorization Report to open the search parameters.



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Once the request has been submitted by the Department to your agency, you will be notified of the referral through the Daily Authorization Report. In the Atrezzo portal, users who have been setup as a Group Admin + Reports or Admin +Reports user will have a Provider Reports tab. Within the provider reports tab, you will find the Daily Authorization Report. It is important to check this report on a Daily basis as Department referrals need to be responded to within 72 business hours of receiving the referral.

1. Click on Reports
2. Then click on ME Daily Authorization Report.

Daily Authorization Report Continued

3

Select Search Parameters

Enter in the start date and end date you want to search by. Then select the types of requests you want to search by and click view report. Anything matching your search criteria will display.

The screenshot shows the Acentra Health interface. At the top left is the logo "Acentra HEALTH". Below it are two date input fields: "Start Date" and "End Date", both set to "1/29/2024". To the right of these fields is a "Request Type" dropdown menu. The dropdown is open, showing a list of options with checkboxes: "(Select All)", "Continued Stay Review", "Critical Incident", "OBH Funded Continued Stay I", and "OBH Funded Review". To the right of the dropdown is a "View Report" button. A red box highlights the date fields, the dropdown menu, and the "View Report" button. A speaker icon is visible in the bottom right corner of the interface.

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3. Enter in the start date and end date you want to search by. Then select the request types you want to search by and click view report. To see just the Referrals that have been submitted by for your agency, change the Request Type to Referral and click View Report.

Daily Authorization Report Continued

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View Report

Once the report runs, you will be able to see all cases that match your search criteria. You can view the report right from the Atrezzo screen, or you can export into different types of files, by click on the Save icon.

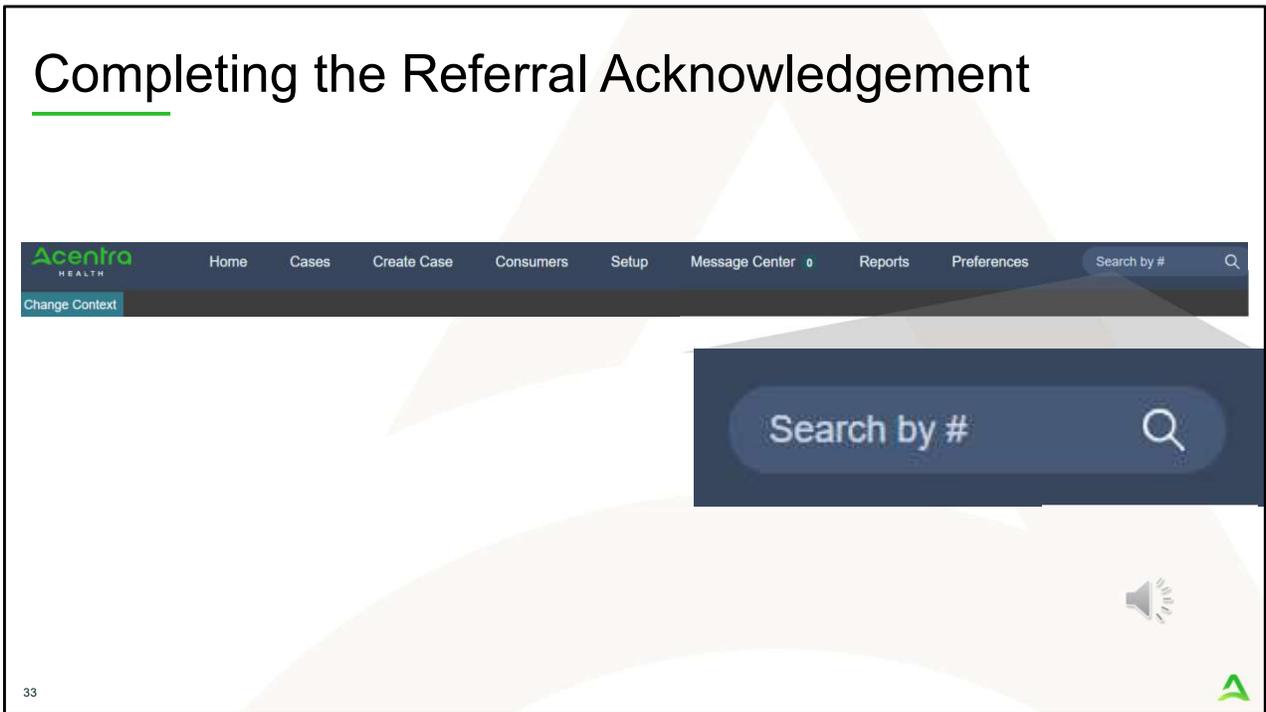
The screenshot shows the Acentra Health interface. At the top, there are search filters for Start Date (1/30/2024) and End Date (1/30/2024), and a Request Type dropdown set to 'Continued Stay Review,Critical Inci'. Below the filters is a navigation bar with a 'Save' icon highlighted by a red box. A dropdown menu is open, listing various export formats: Word, Excel, PowerPoint, PDF, TIFF file, MHTML (web archive), CSV (comma delimited), XML file with report data, and TXT (Pipe delimited). Below the menu is a table with the following data:

RequestID	KEPROCaseID	Submit Date	Member First Name	Member Last Name
		01/30/2024		
		01/30/2024		
		01/30/2024		
		01/30/2024		
		01/30/2024		

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Once the report runs, any cases that have been entered in Atrezzo under your agency's NPI number will display. The report will provide you with a Acentra Health Case ID, start date, status and notes section which will show any notes that have been added to the case.

Completing the Referral Acknowledgement



To complete the Referral Acknowledgement Questionnaire, go to Atrezzo and in the Search by # box, enter in the case ID number from your Daily Authorization Report and hit enter on your keyboard.

Completing the Referral Acknowledgement

The screenshot displays the Acentra Health interface. At the top, there is a navigation bar with the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right side of the navigation bar.

Below the navigation bar, the consumer information is displayed:

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
JON DOE	M	01/01/1960 (53 Yrs)	TEMP20555555	Maine CHHS

Below the consumer information, the case details are shown:

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
203030019	Outpatient	Maine ASO	10/29/2020	

The case status is 'COMPLETED'. Below this, there are buttons for 'CASE SUMMARY', 'ACTIONS', 'COPY', 'EXTEND', and 'EXPAND'.

The main content area is divided into several sections, each with a down arrow for expansion:

- Consumer Details: Location: 123 St Anywhere Maine.
- Provider/Facility: Requesting: P, Servicing: F.
- Clinical: Service Type: 240 - Section 97 Private Non-Med Institution (PNMI); Request Type: Service Notification; Notification Date: 10/29/2020; Notification Time: 03:15 PM.
- Questionnaires: Complete: 0, Incomplete: 1. This section is highlighted with a red box, and its down arrow is also highlighted.
- Attachments: Document: 0; Letters: 0.
- Communications: Most Recent Note date.

The number '34' is visible in the bottom left corner of the screenshot, and a green 'A' logo is in the bottom right corner.

Once the case appears, the case information will display. Click on the down arrow for the questionnaire section to expand it.

Completing the Referral Acknowledgement

QUESTIONNAIRE

ASSESSMENT INFORMATION				CREATED INFORMATION		COMPLETED INFORMATION
REQUEST	ID	NAME	TYPE	BY	ON	BY
R01	3762044	Referral Acknowledgement	Prior Authorization	Acentra Health	02/13/2024 12:03:21 PM	
R01	3762042	Referral Management	Prior Authorization	Acentra Health	02/13/2024 12:03:18 PM	

Displaying records 1 to 2 of 2 records

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Once you have expanded the Questionnaire section, click on the Referral Acknowledgement questionnaire to open it.

Acknowledging the Service Notification

The screenshot displays the Acentra Health web application interface. At the top, there is a navigation menu with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar is located on the right side of the header. Below the navigation, the page title is 'Change Context: PINES HEALTH SERVICES, Maine DPHS'. The main content area shows a case summary for 'Case 240440165' with details for 'Test Member 1 (M)', 'Maine ASD', and '00000001A'. The primary action is 'Create Questionnaire / Referral Acknowledgement'. The 'Referral Acknowledgement' section contains a list of questions, with the first question, '1. Date referral was acknowledged by provider', highlighted by a green circle with the number '1'. The form includes date pickers for the first two questions and a radio button for the third question. A 'Please note' section provides instructions for declining admission. At the bottom, there are buttons for 'RETURN TO CASE' and 'MARK AS COMPLETE', with an 'Autosaved' indicator.

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1. Complete all questions in the Referral Acknowledgement Questionnaire.
2. When finished, click Mark as Complete

Questions?



Toll-Free Phone: (866) 521-0027

- Option 1 – Member Services
- Option 2 – Katie Beckett
- Option 3 – Provider Relations
- Option 4 – Care Management
- Option 5 – Appeals
- Option 6 – Level I Critical Incident Reporting

Email: ProviderRelationsME@Kepro.com

www.qualitycareforme.com



Thank you for joining the Acentra Health Department Medication Management Referral process training. If you have further questions or need assistance, please call us at 866-521-0027. For technical assistance, please press Option 3 to reach a member of our Provider Relations Team. You can also reach a member of our Provider Relations Team via email at ProviderRelaitonsME@Kepro.com or through our online chat at www.qualitycareforme.com. Our hours of operation are Monday thru Friday 8am to 6pm.