



CALIFORNIA

Psychiatric Inpatient Concurrent Review and Authorization

How to Submit an Appeal

How to register a new organization in Atrezzo

The purpose of this guide is to provide step-by-step instructions on how to Submit an Appeal in the Atrezzo provider portal.

No PHI was involved in the making of this guide. All information is for training purposes only and does not contain actual personal or medical data.



Consumers

After logging in you will be navigated to the home screen. This page will appear every time you log into the Atrezzo Portal. To submit an Appeal, you will select **Consumers**.



Home

Cases

Create Case

Consumers

Setup

Message Center 0

Reports

More ↓

Search by #

?

Change Context

HOME

0 Messages

for review or action

Go to Message Center

WORK-IN-PROGRESS

0

NOT SUBMITTED

0

SUBMITTED

0

Request Saved But Not Submitted

CONTRACT	CASE TYPE	CONSUMER ID	CONSUMER NAME	DATE OF BIRTH	LAST MODIFIED
No records found.					



Search by Consumer

Searching by Consumer will prompt you to enter the consumers **Last Name**, **First Name**, and **DOB** or the **Consumer ID**. Select Search after completing the required fields. Consumer name will then populate in blue. Click on consumer name.

Acentra HEALTH Home Cases Create Case Consumers Setup Message Center 0 Reports Search by # ? [User Icon]

Change Context

CONSUMERS

RESET

*Combination of DOB and Last Name or Member ID

SEARCH

+ ADD TEMPORARY CONSUMER

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
Jane Doe	12/10/2000		TEMP002172023121200007	California	0

Displaying records 1 to 1 of 1 records

Previous 1 Next Show 10 Entries



Procedures Status - Denied

The page will then reload, and you will need to expand **Cases** by selecting the blue arrow. This will then provide a preview of all previously submitted cases. You will select **Actions** located on the right side of the request that has been denied as shown below.

Acentra
HEALTH

HomeCasesCreate CaseConsumersSetupMessage Center0ReportsPreferences

Search by #

Change Context

CONSUMER / Test Sample

CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	CONSUMER ID
Test Sample	12/10/2000	Sample Lane	US	TEMP002172022072900009

CREATE CASE >

EXPAND ALL v

Consumer Data

Cases

UM CASE (6)

Submitted Requests

Servicing Requests

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case: 231772191									
Request 01	Submitted	6/26/2023	Inpatient	N/A	Inpatient Psychiatric	12/28/2023 - 12/30/2023	Denied: 1 View Procedures	No letters available	Actions v
Request 02	Submitted	6/26/2023	Inpatient		Inpatient Psychiatric	12/31/2023 - 1/2/2024	View Procedures	No letters available	Actions v



Appeal Option

After selecting the Actions feature you will be prompted to select an option as shown below. You may now select Appeal. The page will then reload, and you will be brought to the Case Summary page. Please Note: The option to appeal will only request lines that are denied.

The screenshot displays the Acentra Health web application interface. At the top, a navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences, along with a search bar and user profile icon. Below the navigation bar, a 'Change Context' dropdown is visible. The main content area shows a 'CONSUMER / Test Sample' section with a table of consumer details:

CONSUMER NAME	DATE OF BIRTH	ADDRESS	COUNTRY	CONSUMER ID
Test Sample	12/10/2000	Sample Lane	US	TEMP002172022072900009

To the right of the table is a 'CREATE CASE' button. Below the table, there are sections for 'Consumer Data' and 'Cases'. A 'UM CASE (6)' button is also present. The bottom section, 'Submitted Requests', shows a table of requests:

Request	Status	Submit Date	Category	Discharge Date	Service Type	Actions
- Case: 231772191						
Request 01	Submitted	6/26/2023	Inpatient	N/A	Inpatient Psychiatric 12/28/2023 - 12/30/2023	Denied: 1 View Procedures No letters available Actions
Request 02	Submitted	6/26/2023	Inpatient		Inpatient Psychiatric 12/31/2023 - 1/2/2024	View Procedures No letters available Actions

An 'Actions' dropdown menu is open over the first request, showing the following options: Appeal (highlighted with a red box), Copy, Extend, Discharge, and Add Additional Clinical Information.

Appeal Documentation

Once redirected to the Case Summary page you have successfully activated an appeal. From this page you will now be required to upload any appeal documents along with an appeal letter by selecting **Action** then select Add Additional Clinical Information.

Please Note: If a case is missing authorized days, you will be required to request additional days by selecting **Extend**, then proceed by uploading any appeal documentation within the extended request if needed.

The screenshot displays the Acentra Health Case Summary page. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. A search bar and user profile icon are on the right. Below the navigation bar, the case details for 'TEST SAMPLE' are shown, including gender (F), date of birth (12/10/2000), member ID (TEMP002172022072900009), and contract (CalMHSA). The case is currently in 'ACTIVE REVIEW' status. The 'CASE SUMMARY' tab is selected, and the 'ACTIONS' menu is open, highlighting the 'Add Additional Clinical Information' option. Other options in the menu include 'COPY', 'EXTEND', and 'EXPAND ALL'. The main content area shows various sections like Consumer Details, Provider/Facility, Clinical, Questionnaires, Attachments, and Communications, each with a corresponding icon and a dropdown arrow.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
TEST SAMPLE	F	12/10/2000 (23 Yrs)	TEMP002172022072900009	CalMHSA

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
231772191	Inpatient	CalMHSA	06/26/2023	

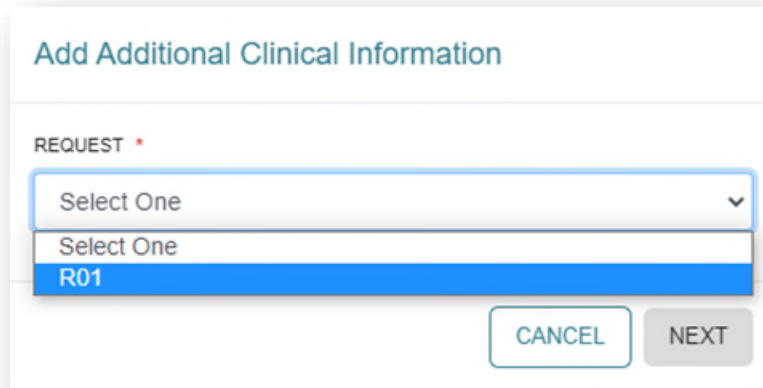
UM-INPATIENT

ACTIONS **COPY** **EXTEND** **EXPAND ALL**

- Consumer Details
- Provider/Facility: Requesting : KEPRO TEST HOSPITAL/111111111
- Clinical: Service Type : 001 - Inpatient Psych; Request Type : Concurrent
- Questionnaires: Complete: 3, Incomplete: 2
- Attachments: Document-2; Letters- 0
- Communications: Most Recent Note date:12/07/2023

How to upload Appeal Documents

After selecting the option to Add Additional Clinical Information you will select a Request Number. When choosing to Appeal you may choose R01 (Request Number 1) then select next to continue. When uploading any files, the document type should be labeled as Appeal Document as shown below. When finished you may select submit to complete the appeal process and the submitted information will be reviewed.



Add Additional Clinical Information

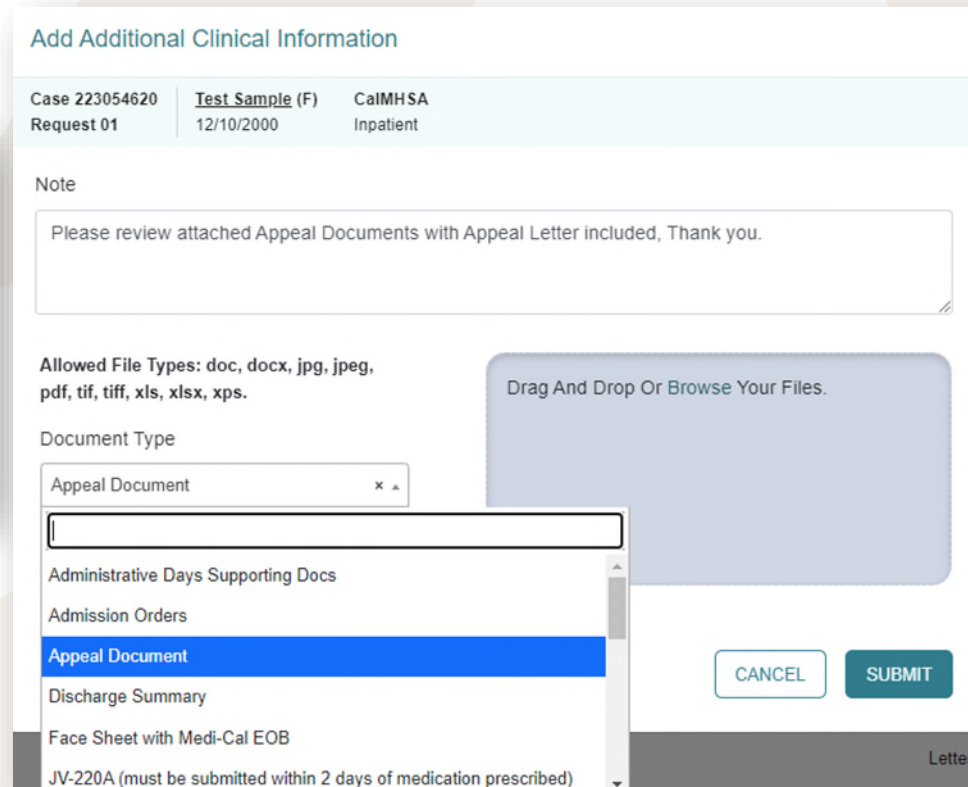
REQUEST *

Select One

Select One

R01

CANCEL NEXT



Add Additional Clinical Information

Case 223054620 Request 01 Test Sample (F) 12/10/2000 CalMHSA Inpatient

Note

Please review attached Appeal Documents with Appeal Letter included, Thank you.

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

Document Type

Appeal Document

Administrative Days Supporting Docs

Admission Orders

Appeal Document

Discharge Summary

Face Sheet with Medi-Cal EOB

JV-220A (must be submitted within 2 days of medication prescribed)

Drag And Drop Or Browse Your Files.

CANCEL SUBMIT

Appeals may include:

- Appeal Letter
- Requested documents
- Appeal TAR
- Updated Requests (only if needed)

Frequently Asked Questions

Are Appeals sent through Acentra Health?

- Yes, if a denial was received, you may submit First Level Appeals through the client's case with the Atrezzo Portal. Any appeals sent to the county will be redirected to Acentra Health.

Do we upload an Appeal Letter and any clinical documents into Atrezzo?

- Yes, an appeal letter addressing the reason for denial and any supporting documents labeled as “Appeal Document” must be uploaded into the client’s case.

What is needed when submitting an Appeal through Acentra Health?

When submitting an Appeal, the following documentation will be needed:

(Please note the information provided below will vary depending on the reason for the Denial).

- Appeal Letter addressing the reasoning for the denial.
- Appeal TAR (only if applicable to facility).
- Requested supporting documentation.
- An update of additional requests (only if needed).

How will Acentra Health know I have submitted an Appeal?

- The Atrezzo Portal will notify Acentra Health that an Appeal has been submitted. Acentra Health will then review the Appeal.
- A Determination Notice will be sent once a decision has been made.
- Resolution of the appeal will be made within 30 days of receipt in accordance with federal regulations.

Is there a time frame of when an Appeal must be submitted?

- Yes, all appeals must be filed within 60 days of notification of services denied in the Atrezzo Portal.

Does the entire chart need to be submitted with an Appeal?

- No, Acentra Health does not require the entire chart.



Acentra

HEALTH

Accelerating
Better Outcomes

For additional resources or support please contact Customer Service: (866) 449-2737