



Hello and Welcome to the Acentra Health Critical Incident Training.

This video has been created to provide a general overview on how to submit a critical incident request in Atrezzo. The guidance presented in this training is meant to give a basic understanding and overview of the critical incident submission process.

**Please note, it is important to know that entering a critical incident report is one step in the process. Organizations must respond to any follow-up or outreach from the Department until the incident is fully closed.**

PART ONE

# General Overview



We will start with a general overview of the critical incident process.

# Overview

- Acentra Health in collaboration with the Office of Behavioral Health (OBH) are streamlining the critical incident process for OBH contracted providers.
- Effective April 12, 2021, all critical incidents must be entered through Acentra Health's Atrezzo platform and will have an "critical incident" questionnaire attached to the request.



# Critical Incident Levels

- **Level 1:** Are those that result in death or serious injury and/or significantly jeopardize clients, public safety, or program integrity. Such incidents involving clients must be reported to OBH regardless of location of the incident. A client's death is always reported as a level I incident, regardless of whether the death was attended or not and regardless of cause of death.
- **Level 2:** Are those that include significant errors or undesirable events that compromise quality of care or client safety.



# Examples of Level 1 Critical Incidents

## Level 1 Incident Examples

Suicide, Homicide, or other causes of death

Clinical or medication error resulting in emergency medical care for the client

Lost, missing client, or client that left the facility against medical advice (AMA) in a residential/CSU placement which would rise to the level of Silver Alert and/or who are under guardianship, in the Care and Custody of the Commissioner, and/or in violation of conditions of release/court order.

Alleged abuse: physical/sexual abuse, emotional abuse, neglect, and financial exploitation of client by a staff.

Alleged serious crime (e.g., arson, assault, hostage) by client with extreme rise of harm to client, staff, or public

Other serious events (e.g., fire, flood, motor vehicle accident in company vehicle with clients that requires medical attention for staff and/or client(s))

Natural disaster, building becomes uninhabitable, incidents that require client evacuation from the building

Medical Outbreak



Level 2 incidents include the following:

# Examples of Level 2 Critical Incidents

## Level 2 Incident Examples

Alleged Abuse: Physical/sexual, emotional abuse, neglect and financial exploitation of client by someone other than a provider staff.

Suicide attempts that requires medical intervention

Self-harm that requires medical intervention

Lost or missing client or client that left the facility against medical advice (AMA) in a facility (PNMI Residential or CSU placement client) for greater than twenty-four (24) hours

Medication/Drug diversion

Duty to Warn

Wellness Check

Neglect – is a pattern of conduct, engaged without the patient's informed consent, resulting in deprivation of food, water, medication, medical services, shelter, cooling, heating or other services necessary to maintain minimum physical or mental health. (e.g., Malnutrition, Dehydration, Pressure sores, Unsafe, dangerous, or unsanitary living conditions, untreated medical problems)



Level 2 incidents include the following:

# Critical Incident Reports Matrix

Critical Incident Reports Matrix		
Critical Incident Report (CIR) Type (only submit CIRs that fit into the below categories. If an incident does not fit into a category, a CIR should <b>not</b> be submitted)	Critical Incident Report (CIR)	Mandated Adult Protective Services (APS) Report or Division of Licensing and Certification (DLC) Report online at <a href="https://www.maine.gov/dhhs/dlc/safety-reporting/report-a-medical-facility-incident">https://www.maine.gov/dhhs/dlc/safety-reporting/report-a-medical-facility-incident</a> or contact Jennifer Gary, Program Manager at 207-287-9252
	Report to OBH via Kepro	Report to Adult Protective Services (APS) at 1-800-624-8404 (available 24/7)
<b>Level I (MUST be reported within four (4) hours of the incident becoming known to the agency staff by calling Kepro at 866-521-0027, Option 6 and then followed with the submitted CIR electronically within twenty-four (24) hours via Kepro.</b>		
Death of a client for any reason (suicide, homicide, attended, unattended, etc.)	X	DLC for PNMI Only
Death of a client due to suspected abuse or neglect	X	X
Clinical or medication error resulting in emergency care for the client	X	X
Lost or missing residential/CSU placement client (Silver Alert, client in the Care and Custody of the Commissioner, violation of conditions of release/court order)	PNMI and CSU Only	
Serious Crime (arson, assault, hostage) by client with extreme risk to harm to client, staff, or public.	X	
Other Serious Event (fire, flood, motor vehicle accident in company vehicle with client(s), natural disaster, building become uninhabitable, incidents that require client evacuation from the building, medical outbreak)	X	DLC for PNMI and SUD Residential Only

The Office of Behavioral Health has provided a Critical Incident Report matrix to help providers identify when they may also need to make a report to Adult Protective Services and/or Division of Licensing and Certification.

A Critical incident report should only be submitted if they fit within one of the categories listed in this table or in the continued table on the following slide. If an incident does not fit into a category, it should not be submitted.

It is important to remember that all Level I Critical incidents MUST be reported within 4 hours of the incident becoming known to the agency staff by calling Acentra Health at 866-521-0027, Option 6 and then followed with the electronic submission within twenty-four hours via the Acentra Health's Atrezzo system.

# Critical Incident Reports Matrix Continued

Critical Incident Reports Matrix Continued		
Critical Incident Report (CIR) Type (only submit CIRs that fit into the below categories. If an incident does not fit into a category, a CIR should <b>not</b> be submitted)	Critical Incident Report (CIR)	Mandated Adult Protective Services (APS) Report or Division of Licensing and Certification (DLC) Report online at <a href="https://www.maine.gov/dhhs/dlc/safety-reporting/report-a-medical-facility-incident">https://www.maine.gov/dhhs/dlc/safety-reporting/report-a-medical-facility-incident</a> or contact Jennifer Gary, Program Manager at 207-287-9252
	Report to OBH via Kepro	Report to Adult Protective Services (APS) at 1-800-624-8404 (available 24/7)
<b>Level II (MUST submit written report into Kepro within twenty-four (24) hours of the incident becoming known to agency staff)</b>		
Alleged physical/sexual abuse of client	X	Adult Protective Services & DLC if abuse by staff member
Suicide attempts that requires medical intervention	X	
Self-harm that required medical intervention	X	
Lost or missing residential/CSU placement client (for greater than twenty-four (24) hours)	PNMI and CSU Only	
Medication Diversion	X	
Duty to Warn	X	

A written report for all Level II CIRs must be submitted to Acentra Health’s Atrezzo system within twenty-four hours of the incident becoming known to the agency staff.



PART TWO

# Atrezzo Submission



## Accessing Atrezzo



Visit [www.qualitycareforme.com](http://www.qualitycareforme.com) to access the Atrezzo portal



To access the Atrezzo portal, go to our informational website; [www.qualitycareforme.com](http://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](#).

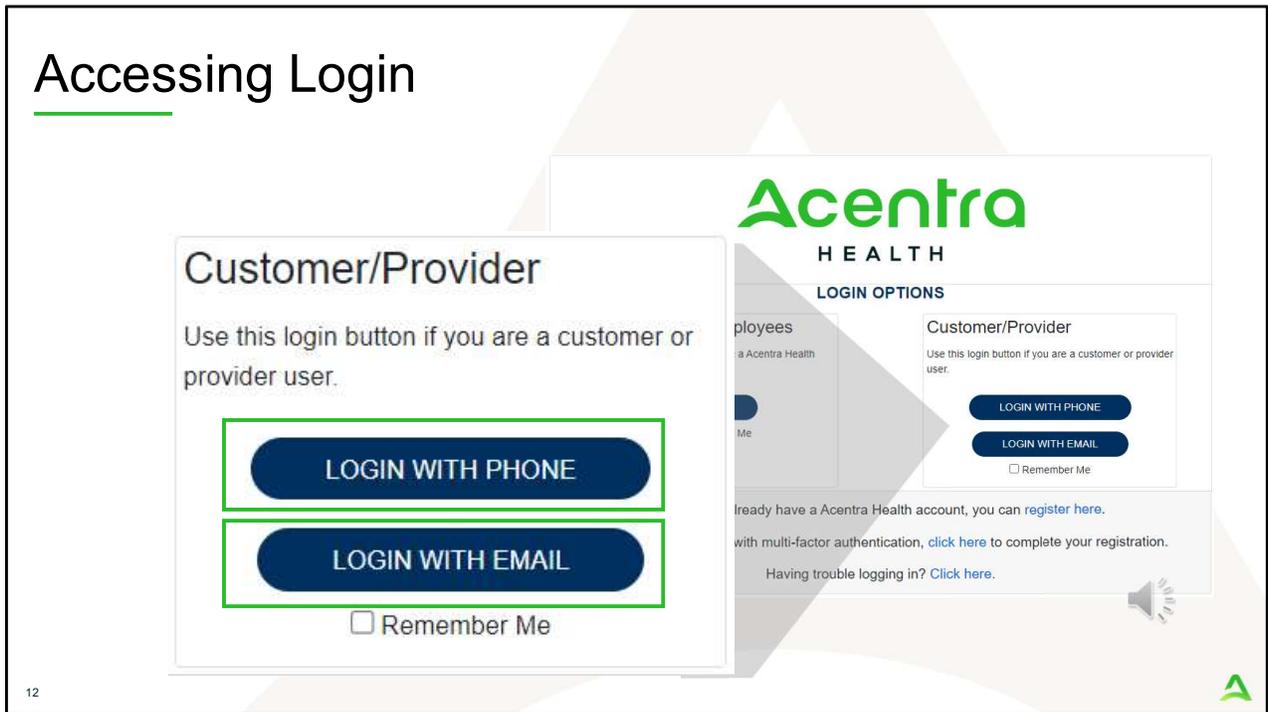
If this is your first login with multi-factor authentication, [click here](#) to complete your registration.

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

11

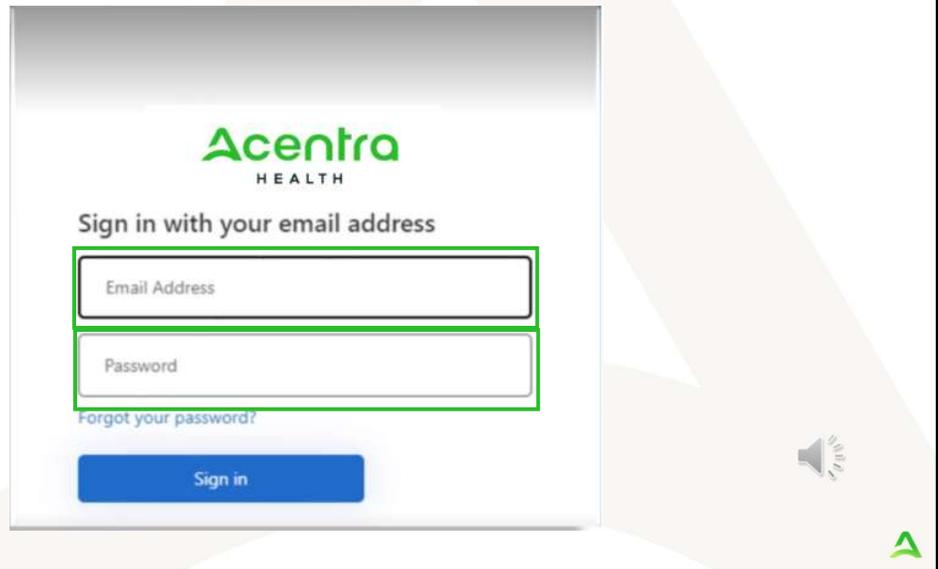
The Atrezzo system uses a Multi-Factor Authentication (MFA) login process. Each user who currently has an Acentra Health login, will click here, if this is your first with multi-factor authentication (MFA) to complete your registration.

## 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

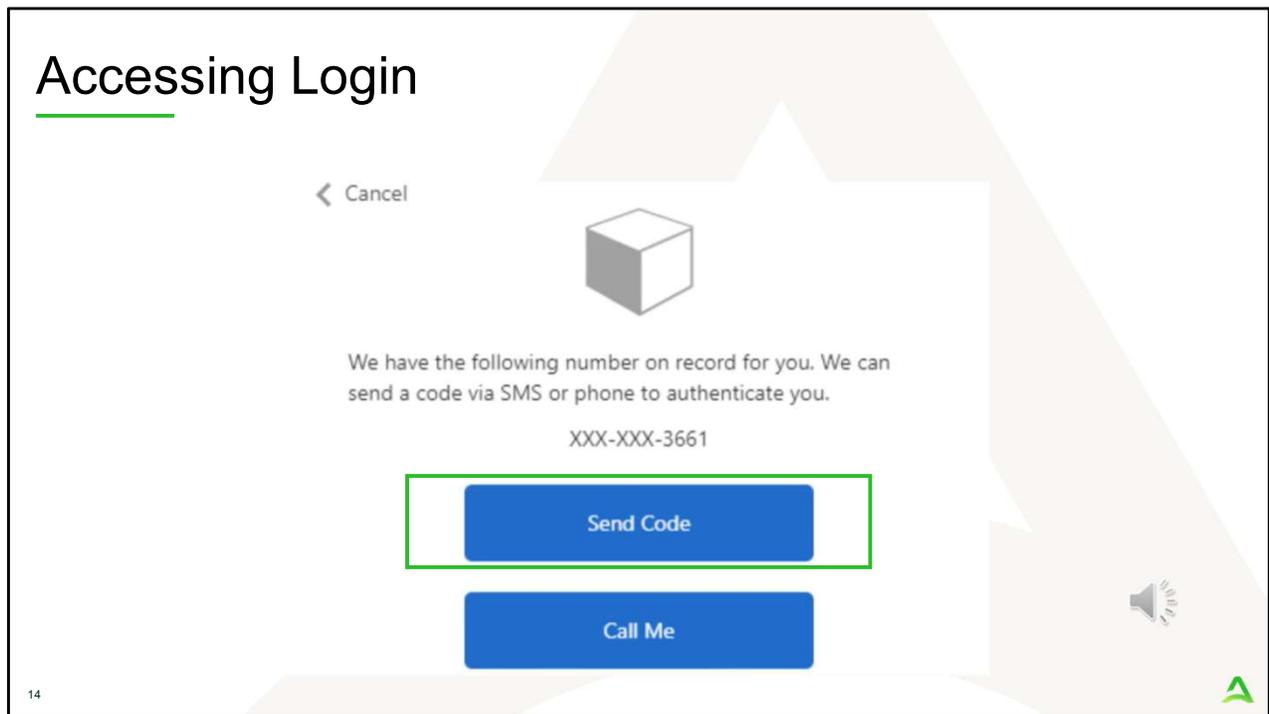


The image shows a login form for Acentra Health. At the top, the Acentra Health logo is displayed in green. Below the logo, the text "Sign in with your email address" is centered. There are two input fields: "Email Address" and "Password", both outlined in green. Below the "Password" field is a link that says "Forgot your password?". At the bottom of the form is a blue button labeled "Sign in". To the right of the form is a speaker icon, and in the bottom right corner of the slide is a small green Acentra logo.

13

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

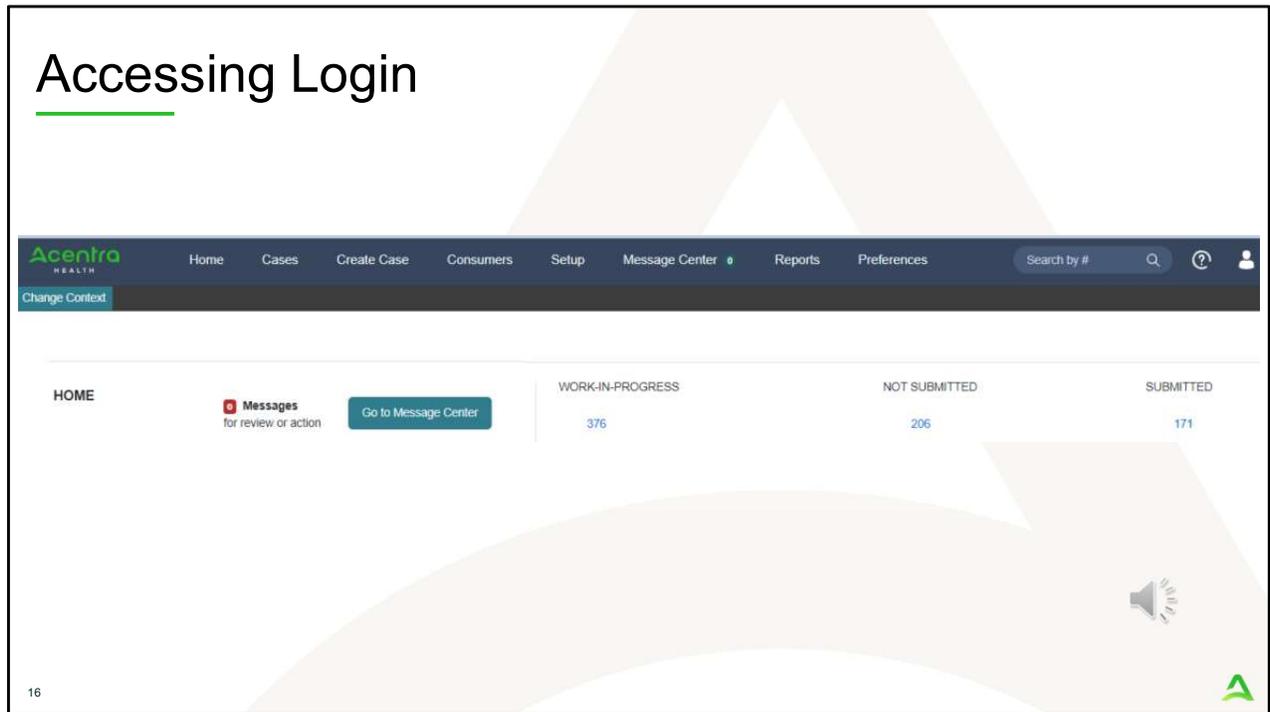
Enter your verification code below, or [send a new code](#)



15

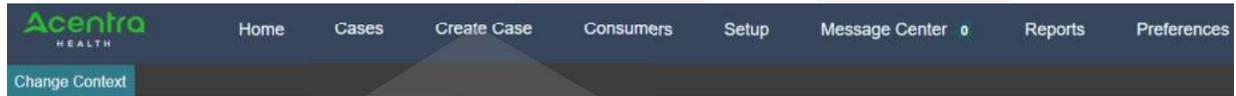
Enter in your verification code.

# Accessing Login



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

## Creating the Request



Create Case

It is important to know that entering a critical incident report is one step in the process. Organizations must respond to any follow-up or outreach from the Department until the incident is fully closed.

17



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 form includes the following fields and options:

- Case Type \***: Radio buttons for Assessment and UM (selected). A green circle with the number 1 is next to the UM option.
- Case Contract \***: A dropdown menu showing 'Maine ASO'. A green circle with the number 2 is next to the dropdown.
- Request Type \***: Radio buttons for Inpatient and Outpatient (selected). A green circle with the number 3 is next to the Outpatient option.
- Buttons**: A 'Cancel' button on the left and a 'Go To Consumer Information' button on the right. A green circle with the number 4 is next to the 'Go To Consumer Information' button.

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 (marked with a green circle 2)

Below the form is a table of search results:

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)

At the bottom of the form, there is a 'Cancel' button, a 'Search' button, and a 'Choose' button. A 'Not finding what you're looking for? Add temporary consumer' link is also present.

19



### 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 web application interface for creating a new case. The 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 message: '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 options: 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 'PINES HEALTH SERVICES' (Requesting Provider), 'Maine ASO' (Outpatient), and 'Test Member 1 (M)' (01/01/1960). A progress bar indicates the current step is 'Step 3: Additional Providers', with other steps including Consumer Information, Service Details, Diagnoses, Requests, Questionnaires, Attachments, Communications, and Submit Case. Below the progress bar, there is a section for 'Additional Providers: Provider/Facility' with an 'Add Attending Physician' button. A table lists 'Selected Providers' with columns for Provider Type, Name, Medicaid ID, Specialty, NPI, Address, County, Phone, Fax, and Action. Two providers are listed, both for 'PINES HEALTH SERVICES' with NPI 1922449834 and address '1260 MAIN ST, WADE, ME US 04786'. The first is a 'Requesting' provider and the second is a 'Servicing' provider. A 'Go to Service Details' button is highlighted with a green circle containing the number '1'. A small speaker icon is visible in the bottom right corner of the screenshot 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

21



## 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, there is a navigation menu with options: Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a dark blue bar shows the current context: PINES HEALTH SERVICES, Maine DHHS. The main content area is titled 'New UM Case' and shows details for 'PINES HEALTH SERVICES', 'Maine ASO', and 'Test Member 1 (M)' with a birth date of 01/01/1960. A progress bar indicates the current step is Step 4, 'Service Details', with other steps (Consumer Information, Additional Providers, Diagnoses, Requests, Questionnaires, Attachments) shown as completed or pending. The 'Service Details/ Enter Service Details' form includes a 'Place Of Service' dropdown menu (set to 'Select One') and a 'Service Type \*' dropdown menu (set to '220 - Section 65 Behavioral Health Ser...'). A green circle with the number '1' highlights the 'Service Type' dropdown. Below the form are buttons for 'Add a Note', 'Cancel', and 'Go to Diagnoses'. A second green circle with the number '2' highlights the 'Go to Diagnoses' button. The page number '22' is in the bottom left, and a green 'A' logo is in the bottom right.

### Step 4 – Service Details:

1. In the service type box, enter in section of MaineCare policy for which you are submitting the critical incident for. In this example we chose 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.

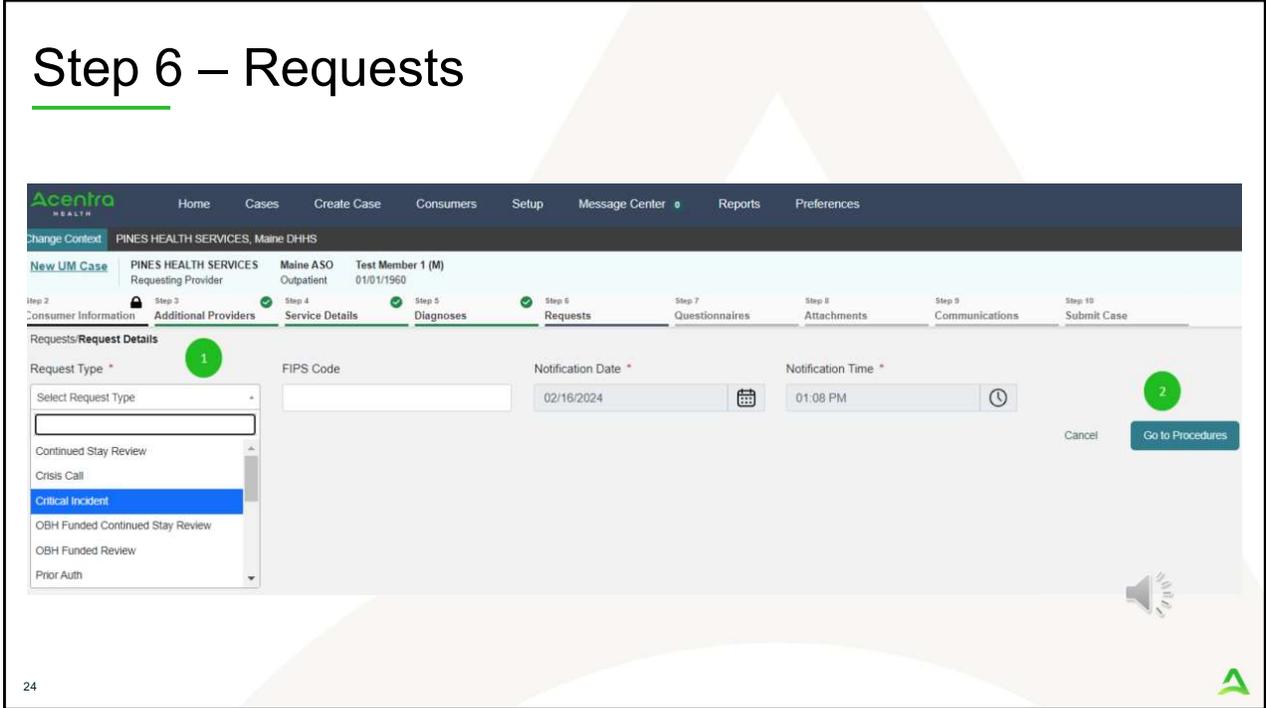
## Step 5 – Diagnosis

The screenshot shows the Acentra Health web application interface. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The main content area is titled 'New UM Case' and shows a progress indicator for steps 2 through 10. Step 5, 'Diagnoses', is currently active. Below the progress indicator, there is a 'Diagnosis/Add Diagnosis' section. This section includes a 'Code Type' dropdown set to 'ICD10', a 'Search' box containing 'f33 9', and a list of search results. The first result is 'F33.9 MAJOR DEPRESSIVE D/O RECURRENT UNS' with a 'Remove' link. The second result is 'F41.1 GENERALIZED ANXIETY DISORDER' with a 'Remove' link. At the bottom right, there is a 'Go to Requests' button. Green callout numbers 1 through 4 are overlaid on the interface to highlight key actions: 1 points to the search box, 2 points to the 'Order Rank' column, 3 points to the 'Remove' link, and 4 points to the 'Go to Requests' button.

### 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 Critical Incident from the Request Type drop down
2. Then click Go to Procedures

## Step 6 – Requests Continued

Acentra HEALTH

Home Cases Create Case Consumers Setup Message Center Reports

Change Context PINES HEALTH SERVICES, Maine DHHS

New UM Case PINES HEALTH SERVICES Maine ASO Test Member 1 (M)  
Requesting Provider Outpatient 01/01/1960

Step 2 Consumer Information Step 3 Additional Providers Step 4 Service Details Step 5 Diagnoses Step 6 Requests Step 7 Questionnaires

Requests/Request 01/Procedures

Code Type \* CPT

Search 1

Search by code or description

100-

100-600 Critical Incident Level 1

100-700 Critical Incident Level 2

25



### Step 6 – Requests Continued:

1. In the search box enter in the procedure code depending on what critical incident level you are reporting. If you are reporting a Level I incident search for 100-600 or if you are reporting a level II incident, search for 100-700. 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 automatically add it to your request.

## Step 6 – Requests Continued

The screenshot shows the Acentra Health software interface. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The main header displays 'Change Context', 'PINES HEALTH SERVICES, Maine D+HS', and 'New UM Case'. The progress indicator shows steps from 'Consumer Information' to 'Submit Case', with 'Requests' highlighted. The form for 'Request 01' (Un-Submitted) is shown, with the following fields and annotations:

- Requested Start Date \***: 02/16/2024 (Annotated with a green circle and the number 1)
- Requested Duration \***: 1 (Annotated with a green circle and the number 2)
- Requested End Date \***: 02/16/2024
- Requested Quantity \***: 1 (Annotated with a green circle and the number 3)
- Requested Rate**: \$ (Annotated with a green circle and the number 4)

At the bottom right, there is a speaker icon and a 'Go to Questionnaires' button. The page number '26' is visible in the bottom left corner.

### Step 6 – Requests Continued:

1. In the Requested Start Date box, enter in the date that you are submitting the critical incident
2. In the Requested Duration box, enter 1. This will automatically populate your end date out 1 day.
3. In the Requested Quantity box, enter in 1.
4. Then click Go to Questionnaires.

# 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. Below the navigation bar, the user is logged in as 'Maine ASO Outpatient' for 'Test Member 1 (M)' with ID '01/01/1960'. The main content area shows a progress bar with steps 2 through 10. Step 7, 'Questionnaires', is currently active and highlighted. Below the progress bar, there is a section titled 'Questionnaires/ Add Questionnaires'. It includes a 'Request \*' dropdown menu set to 'R01' and a 'Questionnaires \*' dropdown menu set to 'Select Any', with an 'Add' button. Below this is a table listing questionnaires:

Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	12554676	Checklist	* Critical Incident Report	Rules Engine	02/16/2024 01:29:39 PM			0	<span>1</span> Open Remove

Below the table, there is a 'Showing 10 of 1' indicator and a 'Previous Page 1 of 1' navigation. At the bottom of the interface, there are buttons for 'Add a Note', 'Add an Interaction', 'Jump to Submit', 'Cancel', 'Validate Request', and 'Go to Attachments'. A speaker icon is visible in the bottom right corner of the screenshot area.

## Step 7 - Questionnaires

1. The Critical Incident Report questionnaire will attach to your case. Click on Open to begin completing it.

## Step 7 – Questionnaires Continued

The screenshot displays the Aceniro Health interface for a 'Critical Incident Report'. The top navigation bar includes 'Work Queue', 'Cases', 'Create Case', 'Consumers', 'Providers', and 'Reports'. The case details for 'Jane Doe (F)' are shown, including 'Maine ASD', '00000001A', and 'Member ID'. The questionnaire is titled 'Critical Incident Report' and has three sections: '1. Contact Person', '2. Office Phone', and '3. Cell Phone'. A green circle with the number '1' is positioned next to the first question. At the bottom, there is a 'RETURN TO CASE' button on the left, and 'Autosaved', 'NEXT', and 'MARK AS COMPLETE' buttons on the right. A green '2' is circled next to the 'NEXT' button, and a green '3' is circled next to the 'MARK AS COMPLETE' button. The page number '28' is visible in the bottom left corner, and the Aceniro logo is in the bottom right corner.

### Step 7 - Questionnaires

1. The questionnaire will open in a separate window. Begin by answering the question of the first section. Please note, as you answer questions, additional questions may cascade.
2. Once you have completed the first section, click Next to navigate to each subsequent section.
3. **All** questions of the questionnaire **must be** filled out. When you have finished filling out the questionnaire, click on Mark as Complete. If all questions have been filled out, you will be returned to the main screen. If there are questions that have been missed, you will see an error message and the missing questions will display in red text. You must fill out the missing questions in order to mark your questionnaire as complete.

## Step 7 – Questionnaires Continued

The screenshot shows the Acentro Health web application interface. At the top, there is a navigation bar with options like Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. Below this, a breadcrumb trail indicates the current case: PINES HEALTH SERVICES, Maine DHS. The main content area shows a progress indicator with steps from Consumer Information to Submit Case. Step 7, 'Questionnaires', is highlighted. Below the progress indicator, there is a section for 'Questionnaires: Add Questionnaires' with a search bar and an 'Add' button. A table lists the questionnaires:

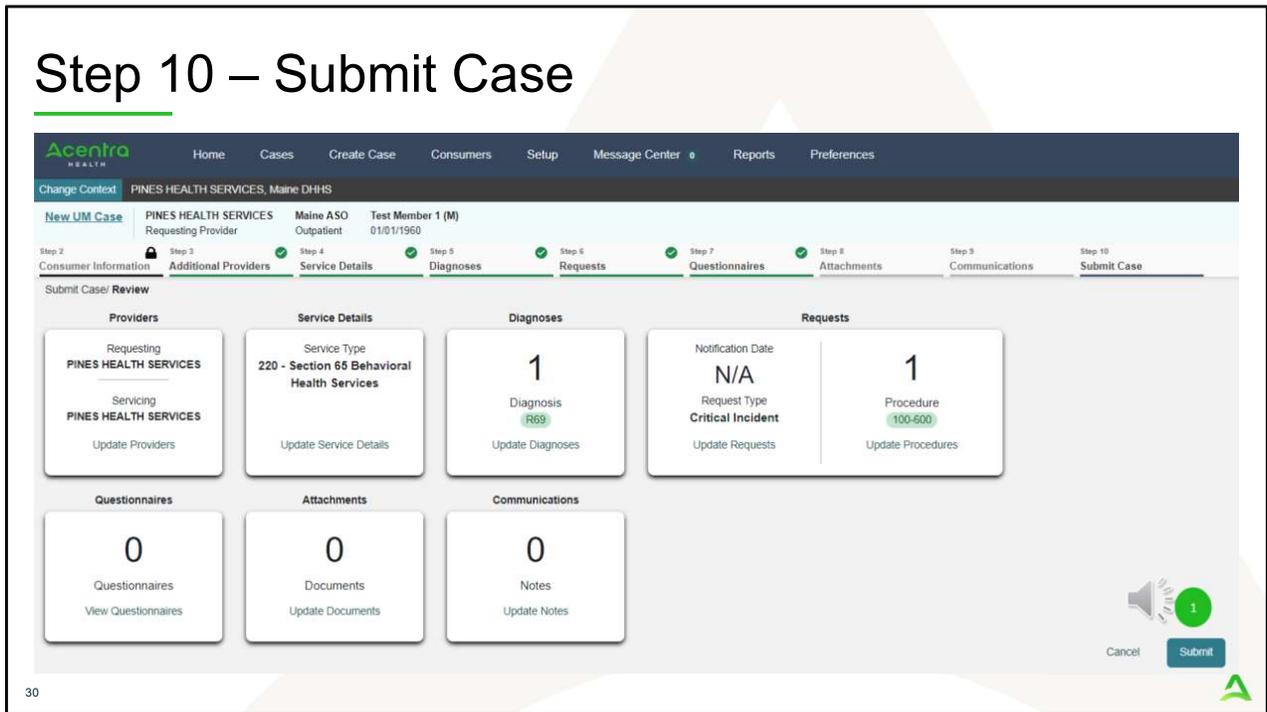
Request	Questionnaire ID	Questionnaire Type	Questionnaire's Name	Created By	Created Date	Completed By	Completed Date	Score	Action
R01	12554676	Checklist	* Critical Incident Report	Rules Engine	02/16/2024 01:29:39 PM			0	Open Remove

At the bottom of the table, there are buttons for 'Add a Note', 'Add an Interaction', and a green circle with the number '1' next to a 'Jump to Submit' button. Other buttons include 'Cancel', 'Validate Request', and 'Go to Attachments'. A speaker icon is visible in the bottom right corner of the screenshot.

### Step 7 – Questionnaires Continued

1. After completing the questionnaire, you will be brought to the main submission page. Click on jump to submit.

# Step 10 – Submit Case



## Step 10 – Submit Case

1. Once you have completed the request, the information you have inputted 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. When you are finished, 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.

31



### 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

32

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, three pieces of identifying information will be required to confirm the member's identity. For example, member's name, member's address, and date of birth.

## 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@acentra.com](mailto:ProviderRelationsME@acentra.com)

- Chat with an Acentra Health Representative at [www.qualitycareforme.com](http://www.qualitycareforme.com)



33



Thank you for joining the Acentra Health Critical Incident 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@acentra.com](mailto:ProviderRelaitonsME@acentra.com) or through our online chat at [www.qualitycareforme.com](http://www.qualitycareforme.com). Our hours of operation are Monday thru Friday 8am to 6pm.

00