



CALIFORNIA

# Psychiatric Inpatient Concurrent Review and Authorization

How to Submit a Continued-Stay  
Authorization Request

# How to Submit a Continued-Stay Authorization Request

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The purpose of this guide is to provide step-by-step instructions on How to Submit a Continued-Stay Authorization Request 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.



# Atrezzo Home Page

After logging in you will be navigated to the home screen. This page will appear every time you log into Atrezzo. Once an Initial Authorization Request for Concurrent Review has been submitted a Continued-Stay Authorization Request will be needed every 3-days. Requesting additional days can be done using two methods. Method one, selecting Consumers and searching by First Name, Last Name, and DOB or Method two, searching with the unique Case ID number provided at the time of submitting the first Initial Authorization Request for Concurrent Review. *(Please note: Utilizing the Case ID will skip the additional next steps and take you directly into the consumer's case as shown on pg.7.)*

The screenshot shows the Atrezzo Home Page interface. The top navigation bar includes the Acentra Health logo, a 'Change Context' button, and menu items: Work Queue, Cases, Create Case, Consumers (highlighted with a red box and arrow labeled '1'), Setup, Message Center (0), Reports, and Preferences. On the right side of the navigation bar, there is a search box labeled 'Search by #' (highlighted with a red box and arrow labeled '2'), a help icon, and a user profile icon. Below the navigation bar, the main content area features a 'HOME' section with a 'Messages for review or action' notification and a 'Go to Message Center' button. To the right, there are summary cards for 'WORK-IN-PROGRESS' (37), 'NOT SUBMITTED' (0), and 'SUBMITTED' (37). A message 'Request Saved But Not Submitted' is displayed above a table. The table has columns for CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. Below the table, it states 'No records found.'



# Method One – 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.

Change Context KEPRO TEST HOSPITAL, California

**CONSUMERS** RESET

CONSUMER ID LAST NAME FIRST NAME (MIN 1ST LETTER) DATE OF BIRTH

Doe Jane 12/10/2000 

\*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



# Method One – Case Selection

To access all Submitted Requests you will expand the Cases ribbon as shown below. This will provide a summary of submitted cases by your facility with the status of each case and service dates. Select Actions to Extend.

Change Context KEPRO TEST HOSPITAL, California

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 (2)

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	6/26/2023 - 6/28/2023	View Procedures	No letters available	Actions
Request 02	Submitted	6/26/2023	Inpatient		Inpatient Psychiatric	6/29/2023 - 7/1/2023	View Procedures	No letters available	Copy Extend Add Additional Clinical Information

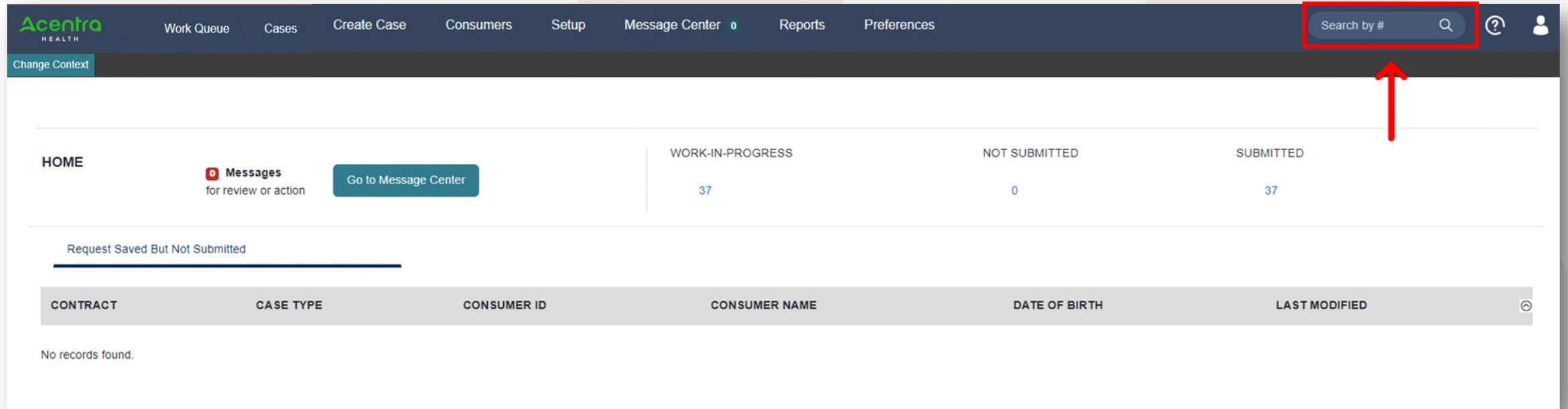
Showing 10 of 2

GO BACK



# Method Two – Consumer Case ID Number

Enter the Case ID number in the search box below from the home page. Searching by the unique Case ID number provided at the time of submitting the first Initial Authorization Request for Concurrent Review will provide quick access to the consumer's case.



The screenshot displays the Acentra Health application interface. The top navigation bar includes the Acentra Health logo and menu items: Work Queue, Cases, Create Case, Consumers, Setup, Message Center (0), Reports, and Preferences. A search box labeled "Search by #" is highlighted with a red box, and a red arrow points to it from below. To the right of the search box are help and user profile icons. Below the navigation bar, the main content area shows a "HOME" section with a "Messages for review or action" notification and a "Go to Message Center" button. A summary table displays case counts: WORK-IN-PROGRESS (37), NOT SUBMITTED (0), and SUBMITTED (37). Below this is a section titled "Request Saved But Not Submitted" followed by a table with columns: CONTRACT, CASE TYPE, CONSUMER ID, CONSUMER NAME, DATE OF BIRTH, and LAST MODIFIED. The table currently shows "No records found."

# Method Two – Consumer Case ID Number

After searching for the consumer by the Case ID number, you will be directed to the Consumer Case Summary page. You will now have the option to Extend. A pop-up notification will appear to confirm if you would like to extend this request, select Yes to continue.

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: Cases, Create Case, Consumers, Message Center, and Reports. Below the navigation bar, the current context is set to 'KEPRO TEST HOSPITAL, California'. The main content area shows a consumer case summary for 'TEST SAMPLE', a female, born 12/10/2000, with member ID TEMP002172022072900009 and contract California. The case ID is 230114781, categorized as Inpatient CalMHSA, submitted on 01/11/2023. The status is 'SUBMITTED'. Below the summary, there are several sections: UM-INPATIENT, Consumer Details (Location: Sample Lane Rose Hawaii), Provider/Facility (Requesting: KEPRO TEST HOSPITAL/111111111, Facility: Los Angeles County), Clinical (Service Type: 001 - Inpatient Psychiatric, Request Type: Retrospective, Notification Date: 01/11/2023, Notification Time: 02:38 PM), Questionnaires (Complete: 2, Incomplete: 2), Attachments (Document-1, Letters- 0), and Communications (Most Recent Note date:). A red box highlights the 'EXTEND' button in the ACTIONS menu. A pop-up window titled 'Information' is overlaid on the right side, asking 'Do you want to extend this record?' with 'NO' and 'YES' buttons. The 'YES' button is highlighted with a red border.



# Extend a Continued Stay Request

When selecting Extend, all previously submitted information will be autosaved and prefilled. You will only be required to work 3 tabs to complete a request for additional days: **Clinical, Questionnaires, and Attachments**. Select the blue arrow to expand these next sections.

The screenshot shows the Acentra Health interface for a case summary. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center 1', 'Reports', and 'Preferences'. The search bar contains 'Search by #' and a magnifying glass icon. The context is set to 'KEPRO TEST HOSPITAL, California'.

The case details are as follows:

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
TEST SAMPLE	F	12/10/2000 (22 Yrs)	TEMP002172022072900009	California

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	230304011	Inpatient CalMHSA	01/30/2023	

The case is categorized as 'UM-INPATIENT'. The main section is titled 'CASE SUMMARY' and includes 'ACTIONS' and 'EXPAND ALL' buttons.

The summary is divided into several sections, each with a blue arrow indicating it can be expanded:

- Consumer Details:** Location: Sample Lane Rose Hawaii;
- Provider/Facility:** Requesting: KEPRO TEST HOSPITAL/1111111111; Facility: Los Angeles County;
- Clinical:** Service Type: 001 - Inpatient Psychiatric; Request Type: Concurrent; Notification Date: 01/30/2023; Notification Time: 02:37 PM;
- Questionnaires:** Complete: 1, Incomplete: 1;
- Attachments:** Document-1; Letters- 0;
- Communications:** Most Recent Note date:

At the bottom, there is a checkbox:  I understand that precertification does not guarantee payment. I understand that precertification only identifies medical necessity and does not identify benefits.

Buttons at the bottom include 'CANCEL REQUEST' and 'SUBMIT'.



# Clinical (Request/Review)

Clinical – When expanding the clinical tab, you will navigate to Procedure (Request/Review) directly below diagnosis. You will then locate your next un-submitted request where you will enter the Requested End Date. The Atrezzo system will pre-fill the Requested Start Date and the duration will be 3 for concurrent review.

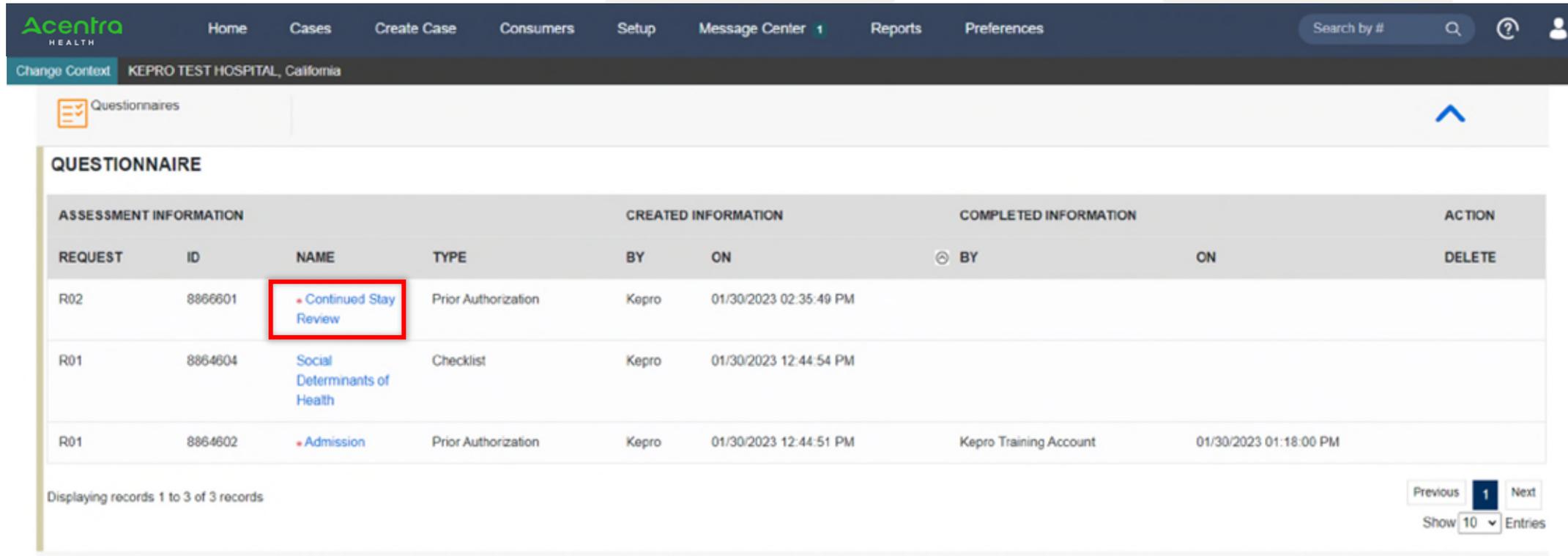
The screenshot displays the Acentra Health web application interface. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center', 'Reports', and 'Preferences'. The current context is 'KEPRO TEST HOSPITAL, California'. The main content area is divided into several sections:

- Clinical**: The active tab, highlighted with a red box.
- Service Details**: Shows 'Service Type : 001 - Inpatient Psychiatric' and 'Request Type : Concurrent'.
- Diagnosis**: Shows 'Mental Disorder Nos' with a note: 'Changes to these diagnosis will alter diagnosis codes for all requests on this case.'
- Procedures(Request/Review)**: A section with a red box around its icon and a note: 'For the selected services type, procedure codes cannot be added on an extension. If additional procedure codes need to be added to this request, please use Communications – Notes section to provide those details and Kepro staff will update the request for you.'
- Request 01**: Labeled 'Reviewed: 1' and 'Submitted', with a 'COPY' button.
- Request 02**: Labeled 'Un-Submitted', with a 'COPY' button and a red box around the label.
- Form Fields**: Includes 'REQUEST TYPE' (Concurrent), 'FIPS CODE', 'NOTIFICATION DATE' (01/30/2023), and 'NOTIFICATION TIME' (2:43 PM).
- LOS**: Labeled 'Un-Submitted' with a date range of '01/03/2023 - 01/05/2023'.
- UNIT QUALIFIER**: A dropdown menu set to 'Select One'.
- REQUESTED START DATE**: 01/03/2023.
- REQUESTED END DATE**: 01/05/2023, highlighted with a red box.
- REQUESTED DURATION**: 3, highlighted with a red box.
- REQUESTED RATE**: A field with a dollar sign.



# Questionnaires

Requesting additional days will require a Continued Stay Review questionnaire to be completed. To do so you will select the Continued Stay Review questionnaire highlighted in blue. This will then open a new page to fill and complete.



The screenshot shows the Acentra Health interface for the 'Questionnaires' section. The page title is 'QUESTIONNAIRE'. Below the title is a table with columns for 'ASSESSMENT INFORMATION', 'CREATED INFORMATION', 'COMPLETED INFORMATION', and 'ACTION'. The table contains three records. The first record, with ID 8866601, has a name 'Continued Stay Review' highlighted in blue and a red box around it. The second record, with ID 8864604, has a name 'Social Determinants of Health'. The third record, with ID 8864602, has a name 'Admission'. The table also includes columns for 'REQUEST', 'ID', 'NAME', 'TYPE', 'BY', 'ON', 'BY', 'ON', and 'DELETE'. At the bottom of the table, it says 'Displaying records 1 to 3 of 3 records'. There are navigation buttons for 'Previous', '1', and 'Next', and a 'Show 10 Entries' dropdown.

ASSESSMENT INFORMATION				CREATED INFORMATION		COMPLETED INFORMATION		ACTION
REQUEST	ID	NAME	TYPE	BY	ON	BY	ON	DELETE
R02	8866601	Continued Stay Review	Prior Authorization	Kepro	01/30/2023 02:35:49 PM			
R01	8864604	Social Determinants of Health	Checklist	Kepro	01/30/2023 12:44:54 PM			
R01	8864602	Admission	Prior Authorization	Kepro	01/30/2023 12:44:51 PM	Kepro Training Account	01/30/2023 01:18:00 PM	



# Questionnaires

There will be two sections to complete: **Clinical Impression** and **Coordination of Discharge and Aftercare Plan**. Once both sections are completed, a green check mark will appear. This will allow you to select **MARK AS COMPLETE** as outlined in red below.

**Acentra HEALTH** Home Cases Create Case Consumers Setup Message Center 1 Reports Preferences Search by #

Change Context KEPRO TEST HOSPITAL, California

Case 230304011 | Test Sample (F) 12/10/2000 (22 Yrs) CalMHSA UM TEMP002172022072900009 Member ID Create Questionnaire / Continued Stay Review

### Continued Stay Review

- ✓ Clinical Impression
- ✓ Coordination of Discharge and Aftercare Plan

1 . Please discuss the beneficiary's current presentation, symptoms, and behaviors (frequency, intensity and duration) that support an inpatient level of care: \*

This is a preview of the Continued Stay Review.

2 . Please discuss any co-occurring factors that are contributing to the beneficiary's psychiatric condition (e.g., chronic medical conditions and/or substance use disorders): \*

This is a preview of the Continued Stay Review.

3 . Could the beneficiary be safely treated at a lower level of care with crisis residential treatment services or psychiatric health facility services for this acute psychiatric episode?

< RETURN TO CASE Autosaved NEXT > **MARK AS COMPLETE >**



# Attachments

Attachments – To add additional supporting documentation, you can click on Actions at the very top of the case page. Select **Add Additional Clinical Information**. Please note only one signed progress note for each day will be required. If additional information is needed to support medical necessity, communication will be sent through the Atrezzo portal and found in the messaging center.

The screenshot displays the Acentra Health user interface. At the top, there is a navigation bar with links for 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 current context is set to 'KEPRO TEST HOSPITAL, California'. The main content area shows a case summary for a consumer named 'TEST SAMPLE', a female, born on 12/10/2000, with member ID 'TEMP002172022072900009' and contract 'CalMHSA'. The case is categorized as 'UN-SUBMITTED' with a case ID of '231772191', submitted on '06/26/2023'. The case is currently in an 'UM-INPATIENT' status. A 'CASE SUMMARY' button is visible. The 'ACTIONS' menu is expanded, showing options: 'Add Additional Clinical Information', 'Reconsideration', 'Request Authorization', and 'Revision'. The 'Add Additional Clinical Information' option is highlighted with a red box. Other details include 'Location: Sample Lane Rose Hawaii', 'Requesting: KEPRO TEST HOSPITAL/111111111', 'Facility: Sacramento County/111170260142', 'Service Type: 001 - Inpatient Psychiatric', 'Request Type: Concurrent', 'Notification Date: 12/22/2023', and 'Notification Time: 05:20 PM'. There are also 'EXPAND ALL' and 'UN-SUBMITTED' buttons.



# Attachments (Uploading Additional Documentation)

A dialogue box to select a **Request** will appear, you will select the most recent request then click next. You will be able to **Drag and Drop** documents from your desktop or **Browse** to select the documents from your files. You will then select the appropriate **Document Type** and click **Upload**. Repeat this process to upload additional documentation.

**Add Additional Clinical Information**

REQUEST \*

Select One

Select One

R01

R02

CANCEL NEXT

**Add Additional Clinical Information**

Case 231772191	Test Sample (F)	CaMHSA
Request 01	12/10/2000	Inpatient

Note

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

Document Type

Select One

Physician Order

PreTar

**Progress Notes**

Psychiatric Evaluation and/or Initial Plan of Care (MD Signed Required)

TAR Completed by Kepro

TAR Form

Drag And Drop Or Browse Your Files.

CANCEL Submit



# Communication / Submit

Once **Clinical and Supporting Documentation** have been completed, you may leave a note or message within the request. If communication is not needed at this time, you may continue to submit your request. **READ** and **CHECK** the box confirming the disclaimer then click **SUBMIT**.

The screenshot displays the Acentra Health interface for a case summary. The top navigation bar includes 'Home', 'Cases', 'Create Case', 'Consumers', 'Setup', 'Message Center 1', 'Reports', and 'Preferences'. A search bar is located on the right. Below the navigation, the context is set to 'KEPRO TEST HOSPITAL, California'. The main content area shows consumer details for 'TEST SAMPLE' (F, 12/10/2000, MEMBER ID: TEMP002172022072900009, CONTRACT: California). A table lists case details: UN-SUBMITTED, 230304011, Inpatient, CalMHSA, 01/30/2023. The 'CASE SUMMARY' section includes expandable cards for Consumer Details, Provider/Facility, Clinical (checked), Questionnaires (checked), Attachments (checked), and Communications. A disclaimer checkbox is highlighted with a red border, and the 'SUBMIT' button is also highlighted with a red border.

CONSUMER NAME	GENDER	DATE OF BIRTH	MEMBER ID	CONTRACT
TEST SAMPLE	F	12/10/2000 (22 Yrs)	TEMP002172022072900009	California

CASE ID	CATEGORY	CASE CONTRACT	CASE SUBMIT DATE	SRV AUTH
UN-SUBMITTED	230304011	Inpatient	CalMHSA	01/30/2023

UM-INPATIENT

**CASE SUMMARY**      **ACTIONS**      **EXPAND ALL**

Consumer Details	Location: Sample Lane Rose Hawaii;	▼
Provider/Facility	Requesting : KEPRO TEST HOSPITAL/1111111111      Facility : Los Angeles County	▼
Clinical	Service Type : 001 - Inpatient Psychiatric Request Type : Concurrent      Notification Date : 01/30/2023 Notification Time : 02:37 PM	▼
Questionnaires	Complete: 1, Incomplete: 1	▼
Attachments	Document-1      Letters- 0	▼
Communications	Most Recent Note date:	▼

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

**CANCEL REQUEST**      **SUBMIT**



# Submitted Request

You have successfully extended a Continued Stay Authorization Request. After successfully extending your current request, you may review or save a preview of this request by selecting Case Summary. As a reminder extensions need to be completed concurrently every 72-hours until patient has discharged.

The screenshot displays the Acentra Health interface for a submitted request. The top navigation bar includes links for Home, Cases, Create Case, Consumers, Setup, Message Center, Reports, and Preferences. The current context is 'KEPRO TEST HOSPITAL, California'. The main content area shows patient information: CONSUMER NAME (TEST SAMPLE), GENDER (F), DATE OF BIRTH (12/10/2000 (23 Yrs)), MEMBER ID (TEMP002172022072900009), and CONTRACT (CalMHSA). Below this, a table lists the request details: CASE ID (231772191), CATEGORY (Inpatient), CONTRACT (CalMHSA), CASE SUBMIT DATE (06/26/2023), and SRV AUTH (UM-INPATIENT). A red box highlights the 'CASE SUMMARY' button. To the right of the table are buttons for ACTIONS, COPY, EXTEND, and EXPAND ALL. The bottom section of the interface provides a detailed view of the request, including Consumer Details, Provider/Facility (Requesting: KEPRO TEST HOSPITAL/111111111, Facility: Sacramento County/111170260142), Clinical information (Service Type: 001 - Inpatient Psychiatric, Request Type: Concurrent, Notification Date: 12/22/2023, Notification Time: 05:38 PM), Questionnaires (Complete: 2, Incomplete: 2), Attachments (Document-2, Letters-0), and Communications (Most Recent Note date: 12/07/2023).



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