



CALIFORNIA

Psychiatric Inpatient  
Concurrent Review and  
Authorization

How to Submit an Appeal

# How to register a new organization in Atrezzo

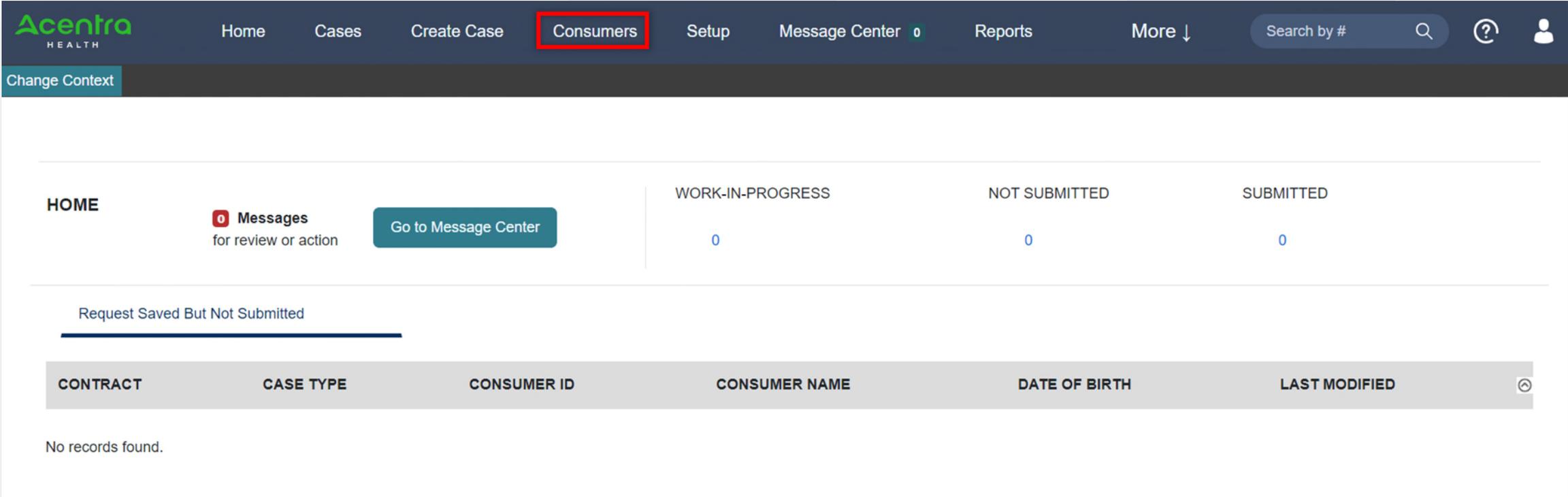
The purpose of this guide is to provide step-by-step instructions on how to Submit an Appeal in the Atrezzo provider portal.

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**.



**Acentra HEALTH** Home Cases Create Case **Consumers** Setup Message Center 0 Reports More ↓ Search by # ?

Change Context

**HOME** 2 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.

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, and Reports. A search bar is located in the top right corner with the text 'Search by #' and a magnifying glass icon. Below the navigation bar, there is a 'Change Context' button.

The main content area is titled 'CONSUMERS'. It features a search form with four input fields: 'CONSUMER ID', 'LAST NAME', 'FIRST NAME (MIN 1ST LETTER)', and 'DATE OF BIRTH'. The 'LAST NAME' field contains 'Doe', the 'FIRST NAME' field contains 'Jane', and the 'DATE OF BIRTH' field contains '12/10/2000'. A red box highlights these four fields. Below the form, there is a note: '\*Combination of DOB and Last Name or Member ID'. To the right of the form are 'RESET' and 'SEARCH' buttons. Below the search form is a '+ ADD TEMPORARY CONSUMER' button.

Below the search form is a table with the following columns: NAME, DATE OF BIRTH, ADDRESS, CONSUMER ID, CONTRACT, and CASE COUNT. The table contains one record: 'Jane Doe', '12/10/2000', an empty address field, 'TEMP002172023121200007', 'California', and '0'. The 'Jane Doe' text in the first row is highlighted in blue, and a red arrow points to it. Below the table, there is a pagination bar with the text 'Displaying records 1 to 1 of 1 records' and buttons for 'Previous', '1', 'Next', 'Show 10', and '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.

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 (0), Reports, and Preferences. A search bar labeled 'Search by #' is on the right. Below the navigation bar is a 'Change Context' button. The main content area shows a consumer profile for 'Test Sample' with fields for CONSUMER NAME, DATE OF BIRTH, ADDRESS, COUNTRY, and CONSUMER ID. A 'CREATE CASE' button is visible. Below this is an 'EXPAND ALL' button. Two expandable sections are shown: 'Consumer Data' and 'Cases'. The 'Cases' section is expanded, indicated by a blue upward-pointing arrow in a red box. Below the 'Cases' section is a 'UM CASE (6)' button. The main table is divided into 'Submitted Requests' and 'Servicing Requests' tabs. The table has columns for Request, Status, Submit Date, Category, Discharge Date, Service Type, Service Dates, Procedures, Letters, and Actions. A row for '- Case: 231772191' is highlighted. The first row in this case shows 'Request 01' with status 'Submitted', date '6/26/2023', category 'Inpatient', and service type 'Inpatient Psychiatric'. The 'Procedures' column for this row shows 'Denied: 1' and 'View Procedures', and the 'Actions' column shows an 'Actions' dropdown menu, both highlighted with a red box. The second row shows 'Request 02' with similar details.

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



# 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 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 is a 'Change Context' bar. The main content area shows a consumer profile for 'Test Sample' with fields for Consumer Name, Date of Birth, Address, Country, and Consumer ID. A 'CREATE CASE' button is visible. Below the profile, there are sections for 'Consumer Data' and 'Cases'. A 'UM CASE (6)' button is also present. The bottom section shows a table of 'Submitted Requests' with columns for Request, Status, Submit Date, Category, Discharge Date, and Service Type. A context menu is open over the 'Actions' column, listing options: Appeal (highlighted), Copy, Extend, Discharge, and Add Additional Clinical Information. The table contains two rows of requests, both with a status of 'Submitted' and a date of '6/26/2023'. The first row is for 'Request 01' and the second for 'Request 02'. Both rows show 'Inpatient' status and 'Inpatient Psychiatric' service type. The first row also indicates 'Denied: 1' and 'View Procedures'.

Request	Status	Submit Date	Category	Discharge Date	Service Type	Actions
- Case: 231772191						
<a href="#">Request 01</a>	Submitted	6/26/2023	Inpatient	N/A	Inpatient Psychiatric	12/28/2023 - 12/30/2023 Denied: 1 View Procedures
<a href="#">Request 02</a>	Submitted	6/26/2023	Inpatient		Inpatient Psychiatric	12/31/2023 - 1/2/2024 View Procedures



# 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 interface. At the top, a navigation bar includes the Acentra Health logo and menu items: Home, Cases, Create Case, Consumers, Setup, Message Center (0), Reports, and Preferences. A search bar with 'Search by #' and a 'Change Context' button are also present.

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 case details with columns for CASE ID, CATEGORY, CASE CONTRACT, CASE SUBMIT DATE, and SRV AUTH. One case is listed with CASE ID 231772191, Category Inpatient, Case Contract CalMHSA, and Case Submit Date 06/26/2023. The case status is 'ACTIVE REVIEW'.

The 'UM-INPATIENT' section features a 'CASE SUMMARY' button and an 'ACTIONS' dropdown menu (highlighted with a red box). The 'ACTIONS' menu includes options for 'COPY', 'EXTEND' (highlighted with a red box), and 'EXPAND ALL'. A tooltip for the 'ACTIONS' menu is visible, showing 'Add Additional Clinical Information' (highlighted with a red box).

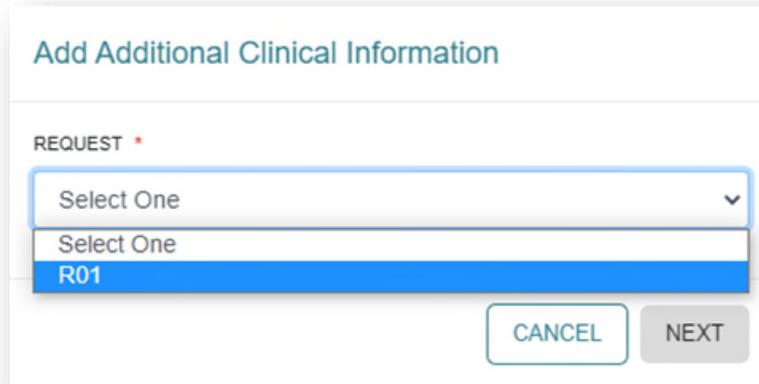
The case details are organized into sections with expandable dropdowns:

- Consumer Details:** Location: Sample Lane Rose Hawaii;
- 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**

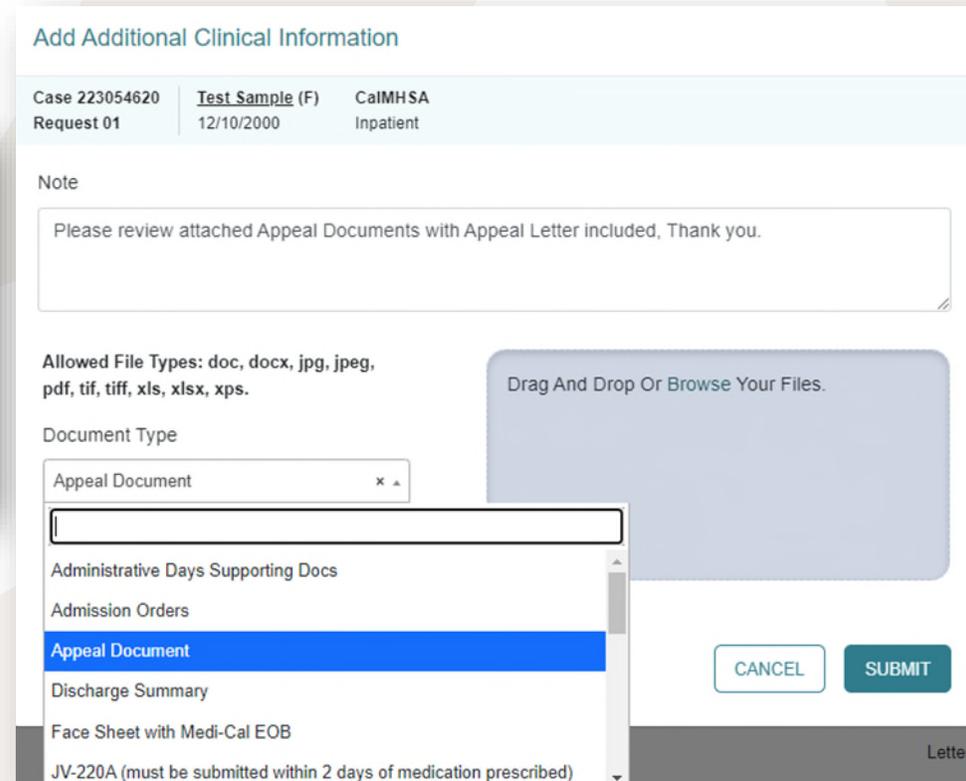
REQUEST ▾

Select One

Select One

R01

CANCEL NEXT



**Add Additional Clinical Information**

Case 223054620 | Test Sample (F) | CalMHSA  
Request 01 | 12/10/2000 | 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 60 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 90 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