

Correct NPIs on Service Authorization Requests FAQs

1. Why is submitting the correct NPI important?

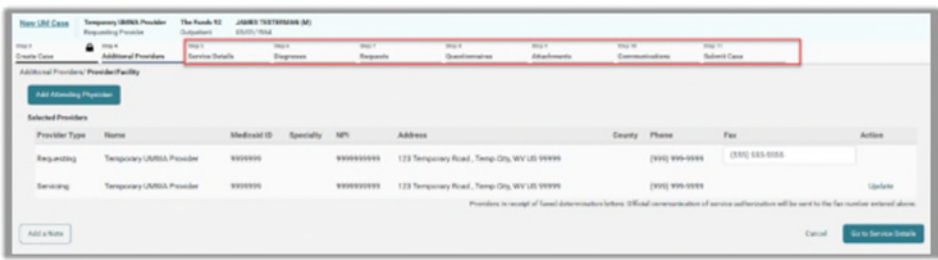
*** Correct NPIs must be submitted to Acentra in order for the claim to adjudicate & pay for the service(s) requested***

2. Which NPIs are important to submit?

*** Providers should submit BOTH the NPIs of servicing provider (this is the clinic NPI **NOT** individual) AND facility of where service is being performed. These are different and may differ from the submitting provider NPI***

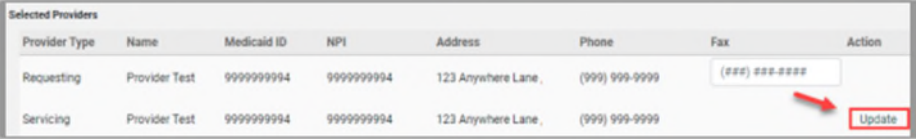
Your case has been created, notice the additional steps now listed

Review selected providers



The screenshot shows a web interface with a table of providers. The table has columns: Provider Type, Name, Medicaid ID, NPI, Address, Phone, Fax, and Action. There are two rows: 'Requesting' and 'Servicing'. The 'Action' column for the 'Servicing' row has an 'Update' button highlighted with a red box. A red arrow points to the 'Update' button.







Click **Update** to make changes to servicing providers, if necessary



This is a close-up of the 'Selected Providers' table. It shows the same columns as the previous screenshot. The 'Update' button in the 'Action' column for the 'Servicing' row is highlighted with a red box, and a red arrow points to it.

3. The Atrezzo Portal isn't specific as to where I should enter this information. Where should we document the NPIs so that we get paid correctly?

*** See below picture of **Communications** option. Before submitting request, click open the blue carrot on the right-hand side of the screen & enter the correct NPIs in the note section***

Consumer Details		Location: 123 Somewhere Street Anywhere North Dakota;		EXPAND ALL
Provider/Facility		Requesting : 	Servicing : 	
Clinical		Service Type : - Medical / Surgical Request Type : Prior Auth	Notification Date : 12/21/2020 Notification Time : 03:12 PM	
Attachments	 Document: 0	Letters: 0		
Communications	 Most Recent Interaction date:	Most Recent Note date:		

4. Who should I contact if I have further questions or need an NPI change?

*** Please reach out to Acentra to change NPIs after your request has been submitted at:
ndumnurses@acentra.com ***

5. Who should I contact if I have questions about submitting requests or are having trouble with the Atrezzo provider portal?

*** please contact the Acentra UM nurses at ndumnurses@acentra.com ***