Correct NPIs on Service Authorization Requests FAQs

1. **Why is submitting the correct NPI important?**
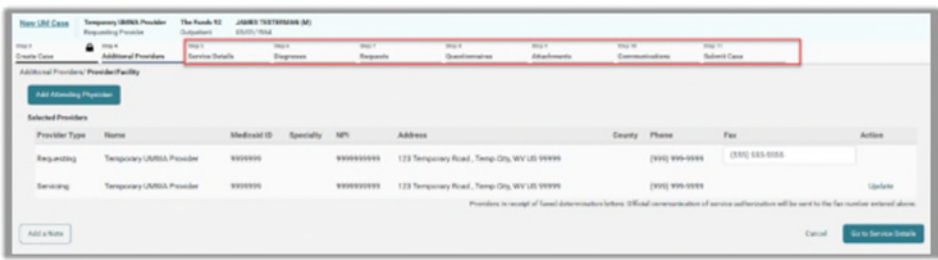   *** *Correct NPIs must be submitted to Acentra in order for the claim to adjudicate & pay for the service(s) requested*** *

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*** *
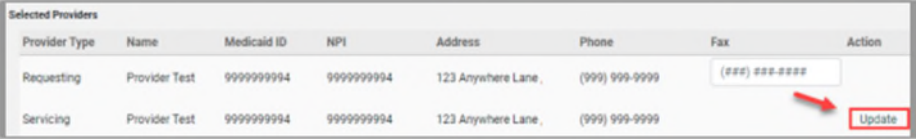

3. **The Atrezzo Portal isn't specific as to where I should enter this information. Where should we document the NPIs so that we get paid correctly?**
   *** *See below picture of* **Communications** *option. Before submitting request, click open the blue carrot on the right-hand side of the screen & enter the correct NPIs in the note section*** *

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 ***