Accessing the Provider Hold for Service Report

Atrezzo Training Guide

Hello and Welcome to the Acentra Health training video on how to access the Provider Hold for Service report in the Atrezzo portal. This video has been created as a general guidance for Section 17 and Section 92 providers to help with keeping track of members who are currently waiting for services.

PART ONE

General Overview

Part one will be a general overview of the Provider Hold for Service Report.

General Overview

Acentra Health in collaboration with the Office of Behavioral Health has developed a process improvement for providers to better track their Hold for Service Requests.

Beginning June 1, 2024, providers will have the ability to run their agency's Hold for Service Report from the Atrezzo portal. The Hold for Service Report will be available to providers who have a Group Admin +Reports or Admin +Reports user role in the Atrezzo portal.

The Provider Hold for Service Report will give providers a real-time view of who is currently waiting for services with the provider's agency. Members will only show on the provider's Hold for Service report, if the member is still waiting for services. If the member has been picked up for the same or similar service with the referring agency or another agency, the referral has expired, or the referral has been discharged, the member will not appear on the provider's Hold for Service Report.

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PART TWO
Accessing the Report

In part two, we will walk through how to access the report in the Atrezzo portal.
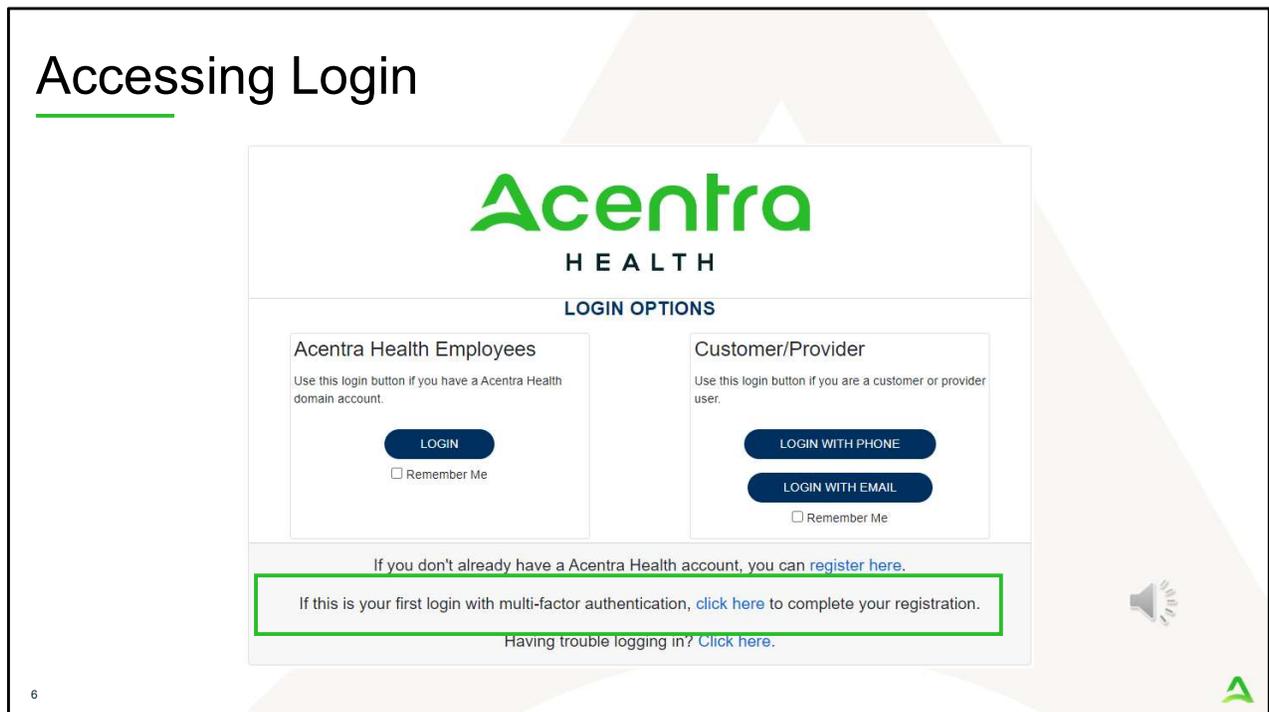
Accessing Atrezzo

Visit www.qualitycareforme.com to access the Atrezzo portal
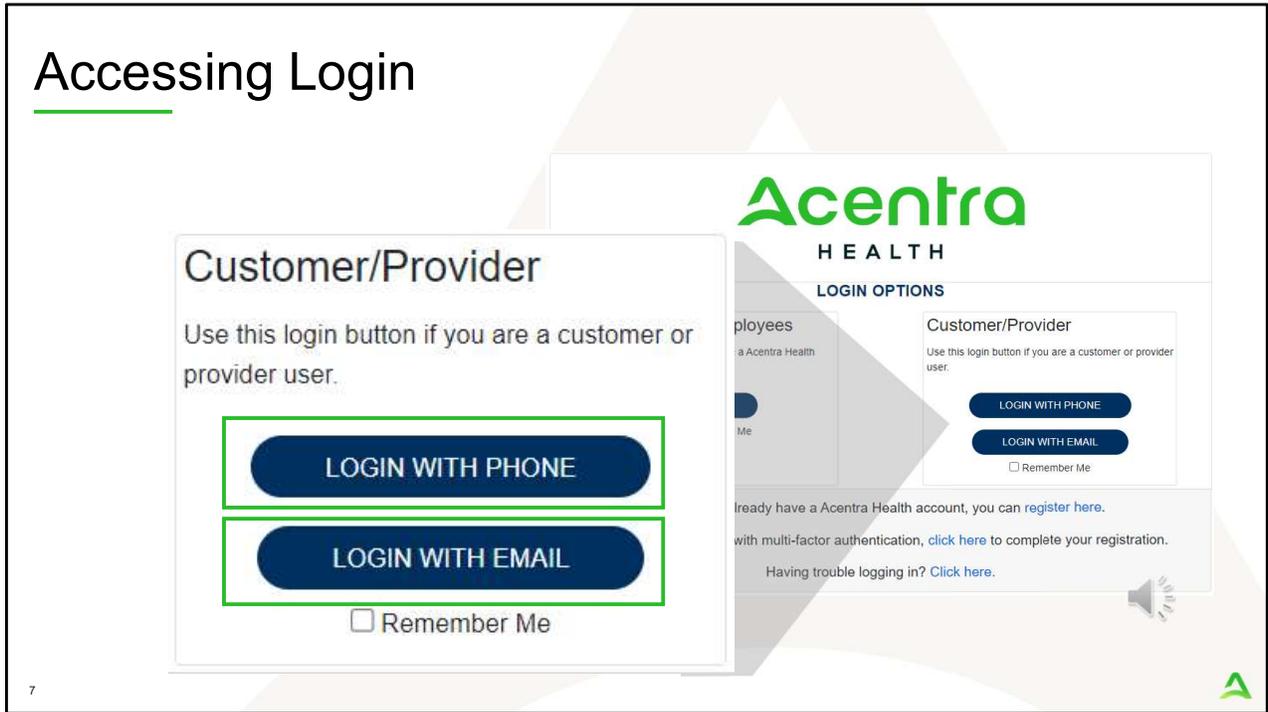
To access the Atrezzo portal, go to our informational website; www.qualitycareforme.com and click on the Atrezzo login button
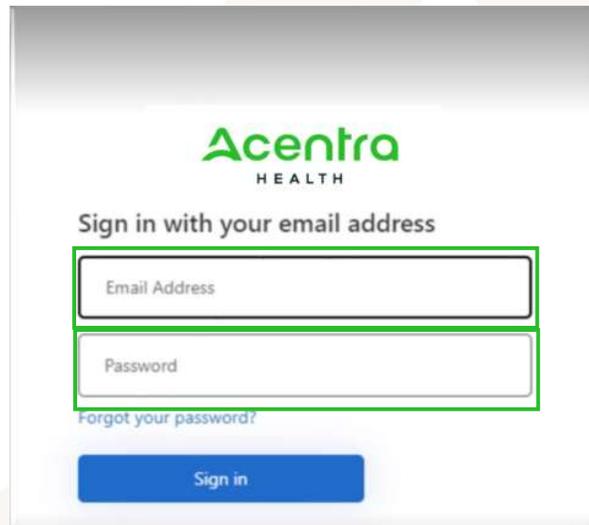
Accessing Login

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

Customer/Provider

Use this login button if you are a customer or provider user.

LOGIN WITH PHONE

LOGIN WITH EMAIL

☐ Remember Me

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.
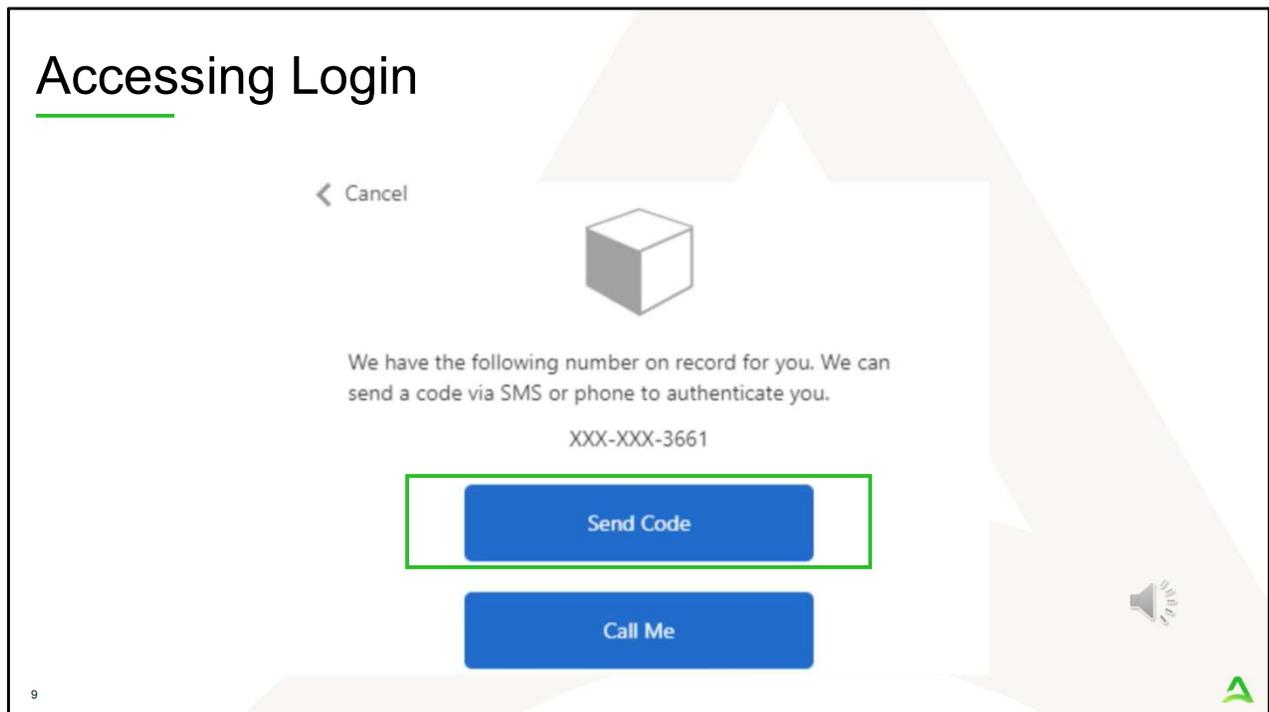
Accessing Login

To sign in, you will enter your email and password then click Sign in.

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

Send Code

Call Me

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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.
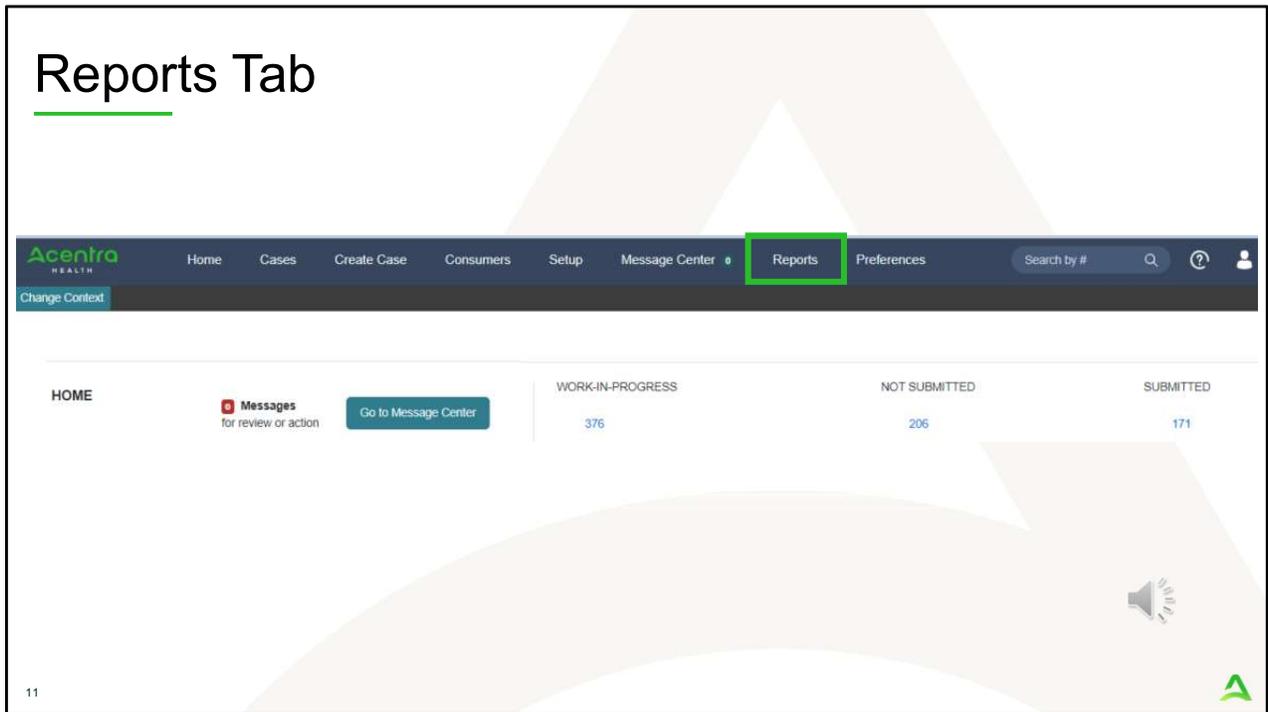
XXX-XXX-3661

Enter your verification code below, or send a new code

192652

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Enter in your verification code.

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Reports Tab

The system will automatically verify your account and you will be logged into the home screen. If your Atrezzo account has been setup with a Group Admin +Report or Admin +Report user role, you will have the Reports tab. Please note: If your login is not setup as one of the aforementioned user roles, you will not be able to access the Provider Hold for Service Report. You will need to contact your agency's Atrezzo system administrator to either obtain the information in the report or have your user role change.

Accessing the Report

CONTRACT NAME	REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
Maine DHHS	Provider Hold for Service	ME Waitlist	Maine Hold for Service - Provider
Maine DHHS	ME Daily Authorizations by NPI - Client	ME Authorizations	ME Daily Authorizations by NPI - Client

Once you click on the Reports tab, select the Provider Hold for Service report.

Once you've clicked on the Provider Hold for Service report, you will then need to enter in your search parameters.

1. Select the Eligibility Type. The eligibility type will allow you to select which hold for service report you want to view. Please note, you will only be able to view the hold for service report for services that your agency provides. For example, if your agency does not provide Behavioral Health Homes, you will not have BHH as an eligibility type option.
2. Select the County. This will be the county for which the members live in. You can search by all counties or search by specific counties.
3. Click View Report.

Viewing the Report

Once you click View report, any Hold for Service Referral submissions for your agency, matching your search criteria will be displayed. As a reminder, this report will only show member's who are still currently waiting for service. The report is sorted by waiting days with the members who have been waiting the longest shown at the top of the report. You can view this report right from the Atrezzo screen or you can export it into different file types by click on the Save icon.

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

- To chat with an Acentra Health Representative visit www.qualitycareforme.com and click on the 💬 icon.

Thank you for joining the Acentra Health training on how to access the Provider Hold for Service report in the Atrezzo portal. 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 or through our online chat at www.qualitycareforme.com. Our hours of operation are Monday thru Friday 8am to 6pm.