

## BH and Medical Leniency Process

Acentra Health will grant a one-time leniency per year per Provider. If that same Provider needs another leniency request after their one-time leniency has been granted, then the Provider will need to submit to Cynthia Parsons BH BMS or Jennifer Myers Medical BMS a leniency request via email.

The following is required:

1. The leniency request is to be sent per a secure fax: Medical 1.866.209.9632 or Behavioral Health 1.866.473.2354; Or a secure email to: Emily Proctor, Director [Emily.Proctor@acentra.com](mailto:Emily.Proctor@acentra.com) and Karen Wilkinson, UM Clinical Manager BH and Medical [Karen.Wilkinson@acentra.com](mailto:Karen.Wilkinson@acentra.com)
2. Provider Name and NPI number must be included
3. Reason for Request for Leniency
4. List of Medicaid Member(s) and their Medicaid ID Number(s)
5. List of the Date of Service(s)