



SNS Provider PATH ID Atrezzo Training

May 2025

PATH Provider Identification Numbers

- Some Socially Necessary Services (SNS) agencies may now have multiple PATH (People's Access To Help) Provider identification numbers (IDs) assigned by the Bureau for Social Services (BSS).
- Some agencies may have legacy FACTS Provider IDs, as well as newer PATH Provider IDs.
- These multiple IDs are available to DoHS staff in PATH when they generate SNS referrals.

Impact of Multiple PATH Provider IDs

- BSS SNS referrals may have been generated under the various IDs (i.e., FACTS, PATH)
- The multiple IDs may affect SNS providers' ability to locate referrals in Acentra Health's Atrezzo Provider Portal.
- A Provider ID 'mismatch' is occurring when a DoHS worker generates a referral under one Provider ID and then the provider creates their auth in Atrezzo under a different Provider ID login.
- **This 'mismatch' is preventing some auths from uploading into the PATH Payment Portal.**

Purpose of Today's Training

The goal for today's training is to help SNS providers address some of the challenges associated with multiple PATH Provider IDs

REGISTERING A NEW ID

LOCATING SNS REFERRALS

ADDITIONAL RESOURCES

CONTACTS

Registering New PATH ID



Please contact Harry Cook (Technical Liaison) to add PATH ID to provider Atrezzo account.

He can also update your contact information in Atrezzo.



304-343-9663, ext. 4412, or harry.cook@acentra.com

The Importance of Provider ID Matches

- This is a systemic issue that is being addressed by BSS, PATH (developed by Optum), and Acentra Health
- Not all SNS providers may be impacted.
- You **DO NOT** have to request new SNS referrals from DoHS staff if there is a Provider ID mismatch.

The Importance of Provider ID Matches

- The goal is for the Provider ID on the referral to MATCH your Provider ID Login for the Atrezzo Provider Portal.
- **PATH has just implemented a new feature on 5/9/2025 to help address this situation.**
- SNS Referrals will now list the '**ASO Provider ID**' you need to log into Atrezzo when creating a request for authorization for that consumer.

ASO Provider Number

- For all new referrals going forward after 5/9/2025 you will now see two Provider IDs.
- Numbers could be the same or different, but you should refer to the ASO Provider Number on the right side of the referral and log into Atrezzo under that Provider ID when creating a request for this consumer.

Provider Name:

Provider Address:

PATH Provider Number: 704884

ASO Provider Number: 30205297

To whom it may concern:

This is to inform you that the above named individual is being referred for the following Socially Necessary Services:


Reason for Referral:

Requested Services:

PATH Control Number	Population	Service Category	Service	ASO Service Code
	Child Protective Services - 1	CPS FC Pre-Reunification Support	Pre-Reunification Support	130440



Reporting Function in Atrezzo



[Home](#) [Cases](#) [Create Case](#) [Consumers](#) [More |](#) [Search by #](#)

REPORTS

REPORT NAME	REPORT CATEGORY	REPORT DESCRIPTION
SNS - Provider Prior Auth	Provider	SNS - Provider Prior Auth
WV SNS Referrals - Provider	Standard	WV SNS Referrals - Provider
WV_SNS_Provider_Report - Provider	Provider	WV_SNS_Provider_Report - Provider

Displaying records 1 to 3 of 3 records

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Show 10 ▾ Entries

WV SNS Referrals Provider Report

- Once you select the report hyperlink, you will have the option for entering a 30-day period to locate available service referrals under whichever Context/Provider ID you are currently logged into in Atrezzo.



Start Date  End Date  [View Report](#)

  of 1        | Next

- Once you enter your date range, click View Report to see any available referrals.



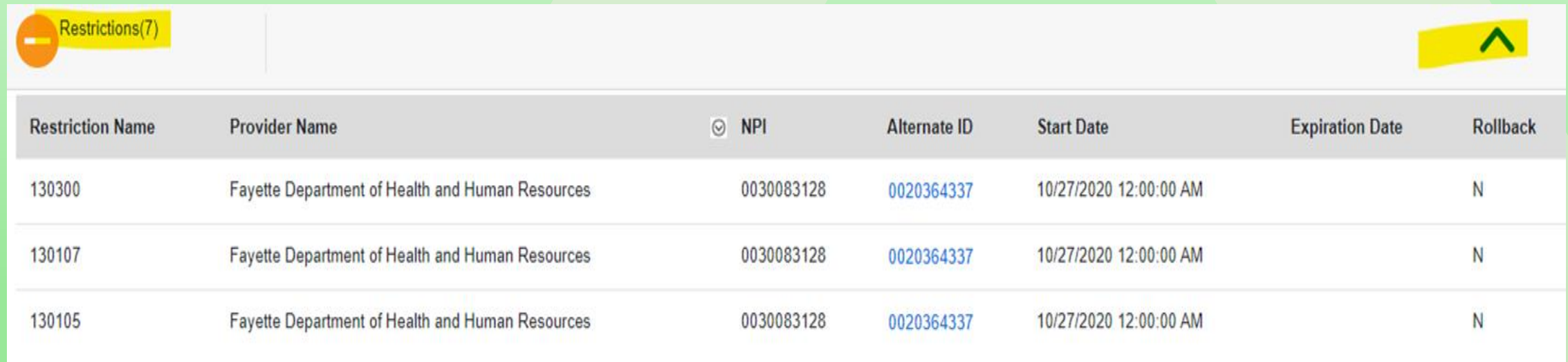
Available Data Fields in Referral Report


- Provider ID (Context)
- PATH Case ID
- PATH Client ID
- PATH Control Number
- Consumer First Name
- Consumer Last Name
- Service Code
- Service Name
- Start Date (per referral from PATH)



Additional Troubleshooting and Tips

- You can still search via consumer and navigate to the Restrictions tab to see specific referrals made to your agency
- Your Acentra Health Care Managers have these screenshots and instructions available if you'd like us to resend those for your reference



Restrictions(7)						
Restriction Name	Provider Name	 NPI	Alternate ID	Start Date	Expiration Date	Rollback
130300	Fayette Department of Health and Human Resources	0030083128	0020364337	10/27/2020 12:00:00 AM		N
130107	Fayette Department of Health and Human Resources	0030083128	0020364337	10/27/2020 12:00:00 AM		N
130105	Fayette Department of Health and Human Resources	0030083128	0020364337	10/27/2020 12:00:00 AM		N

Most Successful Way to Search for a Consumer

- Entering JUST the Client ID number in the Consumer ID field has been reported by SNS Providers as the best method for finding consumers in Atrezzo.
- Using partial names or DOBs can limit your results.
- Click on the consumer's name and then you should see limited Consumer Data as shown below.

CONSUMERS

RESET

CONSUMER ID

LAST NAME

FIRST NAME (MIN 1ST LETTER)

DATE OF BIRTH

0004628893

MM/DD/YYYY

SEARCH

*Combination of DOB and Last Name or Member ID

NAME	DATE OF BIRTH	ADDRESS	CONSUMER ID	CONTRACT	CASE COUNT
			0004628893	WV SNS	5

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Entries



Additional Reminders

- Referrals generated in PATH are NOT available in Atrezzo the same day.
- Referrals from PATH take 1-2 business days to appear in Atrezzo for auth request.
- You may see an 'approval' status from Acentra Health the same day you create a case but the auth number will be available the next business day.
- **The start date on PATH Referral must be the start date you enter in Atrezzo.**

130300 Provider does not have an active referral for the requested service [E]

Ok

How to Change Context/Provider ID



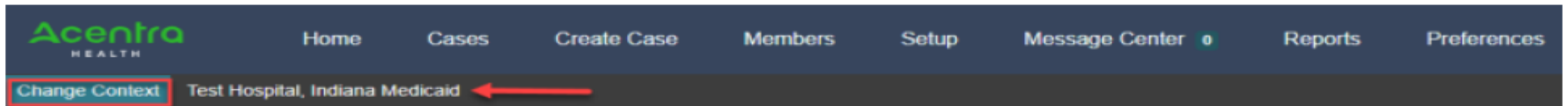
Provider Portal Quick Reference Guide *How to Change Context*

Summary

Users associated with more than one provider can change their context to see location information or cases associated with each provider. The instructions below detail how to change context in the Atrezzo Provider Portal.

1 Click on Change Context

Users with access to more than one context will see a black bar just below the navigation bar, indicating the current context. Click **CHANGE CONTEXT** just below the company logo.



How to Change Context/Provider ID continued

2

Select New Context

The current provider information displays in the top section. Your available provider contexts will be listed below. Click on the arrow to the right of the desired provider to log into that context.

CHANGE PROVIDER CONTEXT

Name	NPI	Type	Contract	Address
Test Hospital	987654321	0 - Demo	Indiana Medicaid	321 Nowhere St Somewhere IN 11111

NAME	NPI	TYPE	CONTRACT	ADDRESS	
Doctor Test	1234567890	0 - Test	Indiana Medicaid	123 Sesame Street Anywhere IN 11111	
OAKLAWN PSYCHIATRIC CENTER INC	1598847212	11 - Behavioral Health Provider	Indiana Medicaid	2501 OAKLAND AVE ELKHART IN 466172311	
SILVER CREEK OCCUPATIONAL THERAPY	1437861184	G - Group	Indiana Medicaid	11525 HIGHWAY 31 SELLERSBURG IN 471729618	

Displaying records 1 to 3 of 3 records

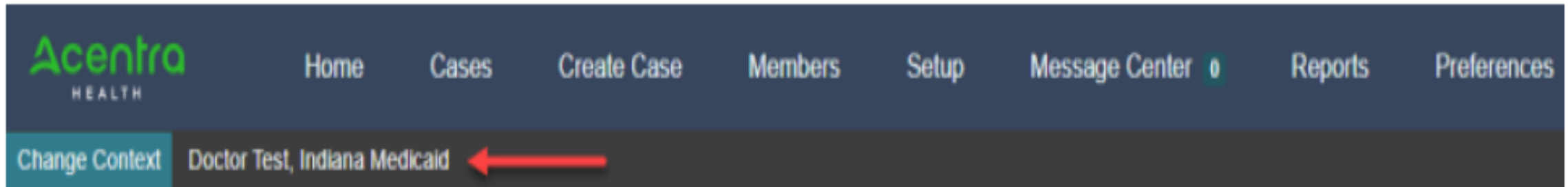
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How to Change Context/Provider ID continued

3 Navigate the System

The system will refresh, the black bar will display the new provider context, and the information available will be for that provider only.



Additional Training Resources

[Acentra Health Socially Necessary Services Webpage](#)

[Atrezzo Client Read Only User Guide - Utilization Management Module](#)

[Provider Portal: Submitting a New UM Request](#)

[How to Change Context for Multiple Provider Locations](#)

[Provider Portal Admin Adding and Managing Users](#)- Video

We will send out copies of these slides for your reference, as well as an Atrezzo “cheat sheet” with the new service names, codes, durations and units for your reference.



Contacts

Acentra Health Care Managers

1-800-461-9371

CARA.BLANKENSHIP@ACENTRA.COM

MELISSA.LAZEAR@ACENTRA.COM

[HTTPS://WVASO.ACENTRA.COM/WV-ASO-SOCIALLY-NECESSARY-SERVICES/](https://wvaso.acentra.com/wv-aso-socially-necessary-services/)
