

Job Aid Title: Provider Portal: Submitting Requests	Job Aid Number: WV.ADW.ANG.JA.001
Date Published: 10/20/2025	Approved by: Melody Cottrell, Kim Sang
References: Provider Portal Utilization Management User Guide , Atrezzo Provider Portal Assessment User Guide	
Purpose: To guide providers through the process of submitting different request types such as service continuations, program discharges, member holds, and service level changes in the Atrrezzo portal.	

Consumer Search

Click the Consumer tab

Enter the **Consumer ID**, or combination of **Last Name** and **Date of Birth**

Click **Search**

Click the Consumer's Name **Hyperlink**

NAME	DATE OF BIRTH	CONSUMER ID	SSN	Record ID	CONTRACT	ACTIONS	CASE COUNT
BETTY WHITE	12/11/1926	WXM8R000020841	233367578	10000123	West Virginia	View Eligibility	2

Displaying records 1 to 1 of 1 records

Click **Waiver snapshot** to view key information



Service Access Date

Follow steps for [Consumer Search](#)

After an applicant is activated in a program, The agency must enter the **service access date**

Click the Consumer's name and expand the **Cases** field to view the **UM Case** tab

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case Level Consumer ID / CaseID: / 231840008									
Request 01	Submitted	7/3/2023	Outpatient	N/A	Traditional	6/1/2023 - 5/31/2024	Approved: 12 View Procedures	No letters available	Actions +
- Case Level Consumer ID / CaseID: / 231860013									
Request 01	Submitted	7/5/2023	Outpatient	N/A	Traditional	7/1/2023 - 6/30/2024	Approved: 12 View Procedures	No letters available	Actions +

Click the **Actions** button next to the corresponding case and click **Document Service Access Date**

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters	Actions
- Case Level Consumer ID / CaseID: / 231840008									
Request 01	Submitted	7/3/2023	Outpatient	N/A	Traditional	6/1/2023 - 5/31/2024	Approved: 12 View Procedures	No letters available	Actions +
- Case Level Consumer ID / CaseID: / 231860013									
Request 01	Submitted	7/5/2023	Outpatient	N/A	Traditional	7/1/2023 - 6/30/2024	Approved: 12 View Procedures	No letters available	Actions +
Request 02	Un-Submitted		Outpatient		Traditional	(No start) - (No end)	View Procedures	No letters available	Actions +
- Case Level Consumer ID / CaseID: / 232010046									
Request 01	Submitted	7/20/2023	Outpatient	N/A	Traditional	7/1/2023 - 6/30/2024	Approved: 12 View Procedures	No letters available	Actions +

Enter the **Date** in the selected field then click **Submit**

Document Service Access Date

Case 251970008 Dolly Parton (F) WV ADW
Request 01 01/14/1946 Outpatient

Date Services Were Accessed *

MM/DD/YYYY

Note

Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps.

Document Type

Select One

Drag And Drop Or Browse Your Files.

CANCEL Submit



Service Continuation

Click the Consumer's name to get to the **Consumer detail page**. Scroll to the **Cases** field and expand it to view all case types.

1. Click on the **UM Case** Tab
2. Click the **Actions** button next to the most recent case
3. Select **Request Service Continuation**

Enter the **Service Continuation Date**

Enter the **Service Continuation reason**

Click **Submit** to complete

Note: The provider will receive a portal message with the outcome of the determination. This outcome will automatically update the most recent authorization, which can be found under the **Clinical** tab on the member dashboard.



Requesting a Program Discharge

1. Click on the **UM Case Tab**
2. Click the **Actions** button next to the most recent case
3. Select **Program Discharge Request**

The screenshot shows the 'Consumer Data' tab with a table of cases. The 'Actions' button is highlighted with a red circle (1). A dropdown menu is open, showing the 'Program Discharge Request' option highlighted with a red circle (2). The table below shows a single case with the following details:

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters
Request 01	Submitted	7/11/2025	Outpatient	N/A	ADW - Traditional	7/11/2025 - 7/11/2025	Approved: 1 View Procedures	No letters available

Enter the **Discharge Date** > **Program Discharge reason**

Choose **Yes** or **No** from the dropdown **Services were accessed within the service year**

Optional: Add notes/attach documents

Click **Submit** to complete

The 'Program Discharge Request' form contains the following fields:

- Case 251970008 Request 01**
- Dolly Parton (F)** 01/14/1946
- WV ADW Outpatient**
- Discharge Date *** (MM/DD/YYYY)
- Program Discharge Reason *** (Select One)
- Services Accessed In The Service Year *** (Select One)
- Note** (Text area)
- Document Type** (Select One)
- Allowed File Types:** doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps.
- Drag And Drop Or Browse Your Files.** (File upload area)
- CANCEL** and **Submit** buttons.

Requesting Member Hold

1. Click on the **UM Case Tab**
2. Click the **Actions** Button next to the most recent case
3. Select **Add/Edit Consumer Hold**

The screenshot shows the 'Consumer Data' tab with a table of cases. The 'Actions' button is highlighted with a red circle (1). A dropdown menu is open, showing the 'Add/Edit Consumer Hold' option highlighted with a red circle (2). The table below shows a single case with the following details:

Request	Status	Submit Date	Category	Discharge Date	Service Type	Service Dates	Procedures	Letters
Request 01	Submitted	7/11/2025	Outpatient	N/A	ADW - Traditional	7/11/2025 - 7/11/2025	Approved: 1 View Procedures	No letters available



Enter the **Start Date**
and **End Dates**

Enter the **Hold Reason**

Click **Submit** to
complete

**Entering notes or
uploading a file are
optional*

Note: Holds are
allowed for up to 180
days per policy

Add/Edit Consumer Hold [View History](#)

Case 251920007 **BETTY WHITE (F)** WV ADW
Request 01 12/11/1926 Outpatient

Member Hold Start Date * Projected Member Hold End Date *

MM/DD/YYYY MM/DD/YYYY

Member Hold Reason * Other Member Hold Reason

Select One

Note

Allowed File Types: doc, docx, jpg, jpeg, mdi, pdf, png, tif, tiff, xls, xlsx, xps.

Document Type

Select One

Drag And Drop Or Browse Your Files.

While the member is on
hold, an alert will
appear indicating the
hold status. This alert is
visible from both the
provider dashboard and
the assessment view

CONSUMER / Dolly Parton

ADW - Member Hold

CONSUMER NAME DATE OF BIRTH CONSUMER ID [Waiver Snapshot](#)

Dolly Parton 01/14/1946 TEMP001762023060800000

Consumer Data Attachments (2) Cases Referral Request

After 180 days, the
provider will receive a
notification in the
message portal
indicating that the hold
requires review

MESSAGE CENTER									
CASE ID	REQUEST	CONTRACT	CONSUMER	FROM	SUBJECT	TO	SENT ON	ACTION	
250920045	R01	WV ADW		Acentra Health	Member Hold Expired		10/8/2025 5:00:18 PM	View	Clear



Requesting a Service Level Change

1. Click on the **Assessment Case** Tab

2. Click the **Case ID** hyperlink next to the most recent case

Expand the **Documents** field

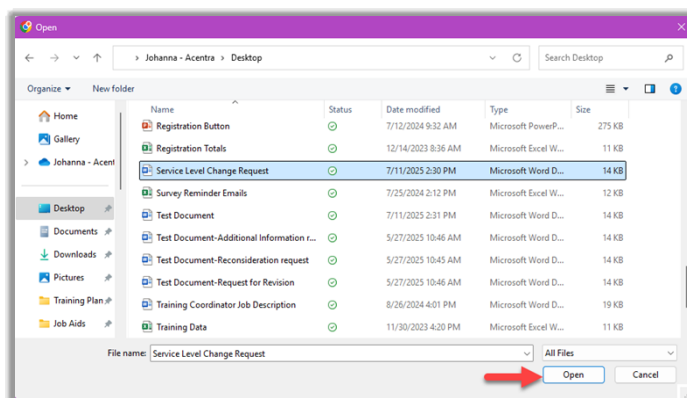
Select **Click Here to Upload File**

1. Select **Document Type: Service Level Change Request**

2. Select **Browse Max File** to locate the document

Select the file and click **Open** to attach or **double click** the document text

To complete, click **Upload +**



Note: The provider will receive a portal message with the outcome of the determination. This outcome will automatically update the most recent authorization, which can be found under the **Clinical** tab on the member dashboard.



Version	Comments	Revision History	Date Updated
1	Job Aid Created	JMulbah	10/17/2025
1	Job Aid Approved	DBryan	10/20/2025