

**To:** All Providers Participating in the Nebraska Medicaid Program  
**From:** Kevin Bagley, Director *KB*  
**Date:** October 16, 2023  
**Re:** New Utilization Management Provider Portal Training Sessions

This provider bulletin is being issued to notify Nebraska Medicaid providers of Acentra Health's new Utilization Management Provider Portal for fee-for-service members effective November 1, 2023.

Nebraska Medicaid's utilization management contractor, eQHealth Solutions / Kepro, announced their merger with Client Network Services (CNSI) in 2022. The combined organization has rebranded as Acentra Health. This announcement was published in [provider bulletin 23-19](#).

Acentra Health will be offering several training sessions on the new provider portal during October and November as noted in the tables below.

This training will inform non-clinical provider personnel on the new process for service authorization requests.

## Module 1: Training for the Provider's Administrator Portal

The objective of this 45-minute training session is to inform the Provider's Administrator, also known as the Provider Group Administrator, on how to use the administrator role functions in the new Provider Portal (Atrezzo).

The Provider Group Administrator is the person, usually a manager or supervisor, who can register for multiple locations, add or delete users, reset passwords, and oversee the account.

Date	Time (CT)	Registration	Curriculum
October 18, 2023	2:15 p.m.	<a href="#">Register Here</a>	Provider Portal and Multi-Factor Registration <ul style="list-style-type: none"> <li>Add and manage users, reset accounts</li> <li>Registering multiple locations, setting preferences</li> </ul>
October 20, 2023	11:15 a.m.	<a href="#">Register Here</a>	
October 24, 2023	2:15 p.m.	<a href="#">Register Here</a>	
October 26, 2023	2:15 p.m.	<a href="#">Register Here</a>	
October 31, 2023	11:15 a.m.	<a href="#">Register Here</a>	

## Module 2: Training for the Provider Portal

The objective of this 75-minute training session is to inform users on how to use the various functions in the new Provider Portal (Atrezzo).

These functions include submitting a prior authorization request, uploading supporting medical documentation, viewing determination letters, requesting reconsiderations, sending/receiving messages, and checking the status of a request.

Date	Time (CT)	Registration	Curriculum
October 23, 2023	11:00 a.m.	<a href="#">Register Here</a>	<ul style="list-style-type: none"><li>• Provider Portal Login</li><li>• Submitting New Requests</li><li>• Completing Saved Requests</li><li>• Check the Status of a Request</li><li>• Determination Letters</li><li>• Uploading Additional Medical Documentation</li><li>• Extending Approved Request</li><li>• Copy Current Request</li><li>• Sending/Receiving Messages</li><li>• Requesting Reconsideration</li><li>• Changing Provider Context</li><li>• Forgot/Reset Password</li></ul>
October 25, 2023	2:00 p.m.	<a href="#">Register Here</a>	
October 27, 2023	1:00 p.m.	<a href="#">Register Here</a>	
November 1, 2023	1:00 p.m.	<a href="#">Register Here</a>	
November 2, 2023	10:00 a.m.	<a href="#">Register Here</a>	

Depending on your computer settings, you may not be able to open the registration links using Internet Explorer. If you are unable to register for the trainings using a different web browser, you can contact [DHHS.MLTCUtilizationManagement@nebraska.gov](mailto:DHHS.MLTCUtilizationManagement@nebraska.gov) for assistance.

Additional information can be found online at: <https://dhhs.ne.gov/Pages/Utilization-Management.aspx>

If you have additional questions regarding this bulletin or the upcoming changes, please email [DHHS.MLTCUtilizationManagement@nebraska.gov](mailto:DHHS.MLTCUtilizationManagement@nebraska.gov).

Provider Bulletins, such as this one, are posted on the DHHS website at <http://dhhs.ne.gov/pages/Medicaid-Provider-Bulletins.aspx>. Please subscribe to the page to help you stay up to date about new Provider Bulletins.