


## 1. PAR Process:

**Please be advised:** PIDs are available 5 business days after applications are approved and are uploaded weekly (**Example:** Application approved Monday July 14th - File is available the following Monday July 21st) With that please pay close attention to your enrollment Approval date and know that your files are available 5 business days after that date.

- a. Providers will need to enroll the new **NPI/Medicaid ID number** in [Atrezzo provider portal](#).
  - i. **Providers will not be able to do this until PIDs are pulled by Acentra.**
  - ii. When registering, it will ask for a registration code. The registration code is the Medicaid ID number associated with the NPI being registered.





Register a New Provider

PROVIDER NPI: \*

PROVIDER REGISTRATION CODE: \*

FIND PROVIDER

SELECT >

- iii. **Please Note:** [coproviderissue@acentra.com](mailto:coproviderissue@acentra.com) does not have the ability to assist with registering, please do not send these requests to the provider issue mailbox. Instead, please contact Acentra Customer Service: **720-689-6340**
- b. Providers will need to enroll the new **NPI/Medicaid ID number** in [Atrezzo provider portal](#)
- c. Providers will then need to submit a [revision request](#) to the current PAR (**under the old NPI/Medicaid ID**) and request it be end dated and specify the end date.
  - i. **NOTE:** If you have a PAR that was NOT billed on you'll just need to submit a revision request to update the NPI/PID information. Please make sure to specify the new NPI/PID in the case notes.
- d. Once your revision request has been submitted, you will then need to submit a new request under the **new ID number beginning the day after the old PARs end date**.
  - i. The new request should only be for the **remaining units and align with the end date of the previously approved authorization**.
  - ii. **Example: previously approved PAR dates 01/15/2025 - 07/27/2025, new PAR (based off new enrollment date) 06/15/2025 - 07/27/2025 with remaining units"**
  - iii. **NOTE:** These cases can be administratively approved if the end date does not exceed the original authorization date or the units requested do not surpass the approved amount, **deducting what has already been used**.
- e. **Please note** the group should only be asking for the frequency that was approved for the remaining duration on the new request
  - i. **Example:** If you were approved for 20 hours a week and your new request has a duration of 8 weeks, then total units requested should equate to 160 total hours, it cannot exceed that quantity or the new request will have to undergo a medical necessity review with all the required documentation.
- f. Providers should be sending these in **batches of 10** members, please do not submit all your requests at one time. It would help to streamline the process if your group is able to send a spreadsheet to [coproviderissue@acentra.com](mailto:coproviderissue@acentra.com) that shows **the old case ID, the member ID and the new case ID**.

- i. **NOTE:** Acentra will let you know when they are ready to review your next batch, please do not send in additional batches for review until Acentra gives you the go ahead to submit.
  - ii. Please see the [PAR Transition template spreadsheet](#) for your use - if you are not able to retrieve this template from the hyperlink please inform [martina.schmidt@state.co.us](mailto:martina.schmidt@state.co.us).
- g. **Additionally**, providers must cease billing until they receive the new **PAR** number, as billing from the old PARs prevents us from ending them on the requested dates.