

EAP Provider FAQs

Who should I contact if I have any questions?

Acentra Health's EAP provider line is 1-800-522-1073 option 1 or email providerrelations@acentra.com.

All payments will be sent via ACH and deposited directly into your bank account. Payments are made within 45 days of your invoice submission. An email with important payment details will be sent to you 24-48 hours prior to the deposit.

Link to bill:

- Portal: acentrahealth.my.site.com/

Log into your Provider Portal and located on the 'My Profile' tab, you will find 'Financial Documents'. There you can update and upload your ACH information for our finance department. If you have any questions, please email providerbilling@acentra.com.

If you do not have access to the portal, email providerrelations@acentra.com to request a new ACH via DocuSign. Once we receive the completed document, we will update our system accordingly.

No, if you have completed the sessions and the client needs long-term counseling or a specialist, helping the client find a provider who participates in their insurance plan would be the best practice. Self-referral is allowed unless you are notified otherwise. Please note you must provide at least two other provider options if self-referral is offered.

Clients are referred to providers depending on the location the client wants to be seen. The providers closest to the desired location are given to the client.

You can edit this information in the Provider Portal at any time under the 'My Profile' tab. Log in [here](#).

If you are fully booked or out of the office for three or more consecutive days, please update your availability in the Provider Portal. Locate the 'My Availability' tab which allows you to specify the time frame for your unavailability, both for current and future dates.

How do I get reimbursed?

How can I set up or make changes to my ACH direct deposit?

Can the client request additional sessions?

How do I get clients referred to me?

How do I update my email and phone number?

What should I do if I am unable to accept new referrals?