



Service Authorization Notification Process by Managed Care Health Plan and Acentra Health (formerly KePro)

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Health Plan	Method of Delivery
Aetna Better Health & Aetna Better Health of Virginia	1) Fax and call for approvals & denials and authorization number (via voicemail). 2) Call with denial and pends (will request additional information for any pended request). 3) Formal denial letters are sent via I-Notify to both provider and member. Note: The preferred method of submitting authorizations is by fax.
Anthem HealthKeepers Plus	1) Written notice will be sent for approvals and denials. Providers can also view decisions in the portal. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.
Humana Healthy Horizons	1) Providers may submit authorizations via fax to 931-650-3707 or through Availity. They can call 844-881-4482 to check on the status of the authorization. 2) Fax confirmation for approvals of authorizations submitted via fax, no fax confirmation sent for requests sent via Availity. Denials are faxed.
Sentara Community Plan	1) Auto-fax confirmation; providers can view request via the web. Note: Providers may submit authorizations via fax or through the portal.
Sentara Community Plan-Kaiser Permanente	1) Fax and/or electronic approvals are sent to the provider. Mailed (USPS) approval letters are sent to the member. Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.
United Healthcare	1) Fax submission for approvals. 2) Fax and phone call for denials.
Acentra Health (formerly KePro)	1) Submit via the portal for ASAM levels 2.1 -4.0: https://atrezzo.kepro.com/Account/Login.aspx