



**Service Authorization Notification Process by Managed Care Health Plan and  
 Acentra Health (formally KePro)**  
 Last Updated January 15, 2026

Health Plan	Method of Delivery
<b>Aetna Better Health &amp;            Aetna Better Health of            Virginia</b>	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.  <b>Note: The preferred method of submitting authorizations is by fax.</b>
<b>Anthem            HealthKeepers Plus</b>	1) The preferred method of authorization request submission is via Availity portal. Providers may also submit authorizations via fax to 844-445-6646. 2) All authorization decisions are viewable in Availity and Members receive written notice of all decisions. 3) Providers receive written notice of denials and can view all decisions in Availity.
<b>Humana Healthy Horizons</b>	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) Approvals faxed to provider for authorization submitted via fax. Approvals faxes are not sent for Availity requests. 3) Written denial notices are faxed to providers and mailed to members.
<b>Sentara Community            Plan</b>	1) Auto-fax confirmation; providers can view request via the web.  <b>Note: Providers may submit authorizations via fax or through the portal.</b>
<b>Sentara Community Plan-            Kaiser Permanente</b>	1) Fax and/or electronic approvals are sent to the provider. Mailed (USPS) approval letters are sent to the member.  <b>Note: The preferred method of submitting authorizations is through the portal; submission by fax is also permitted.</b>
<b>United Healthcare</b>	1) Fax submission for approvals. 2) Fax and phone call for denials.
<b>Acentra Health (formerly            KePro)</b>	1) Submit via the portal for ASAM levels 2.1 -4.0: <a href="https://atrezzo.kepro.com/Account/Login.aspx">https://atrezzo.kepro.com/Account/Login.aspx</a>