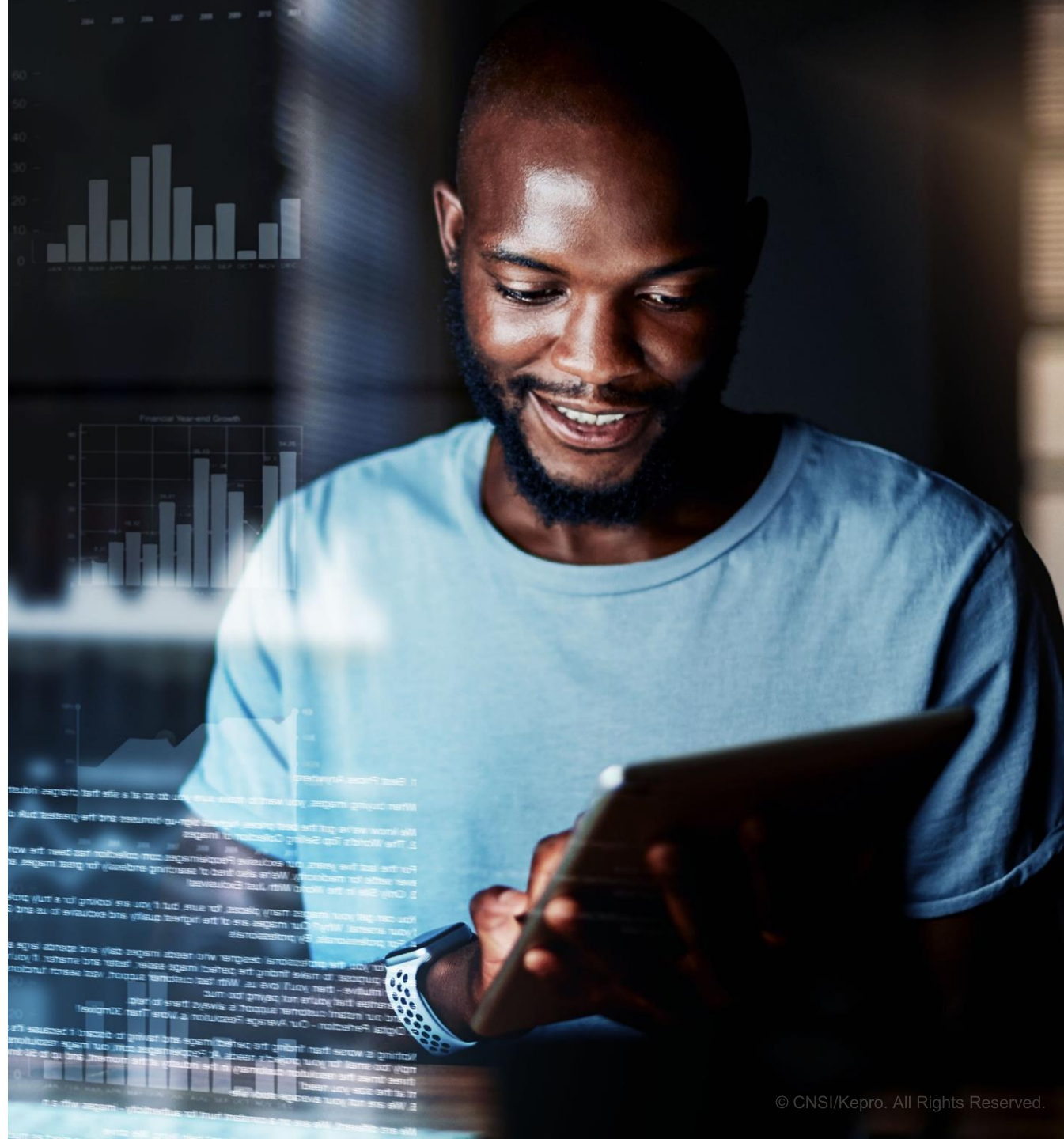




Acentra Prior Authorization (PA)

Presented by Wendy Sprigler RN, Provider & Member Liaison Coordinator

IHCP Works Annual Seminar – October 2024



Topics of Discussion

- **Acentra Health**
- **How to contact Acentra**
- **Requesting a Prior Authorization**
- **Live Demonstration**
- **Questions**

Acentra Health



With over six decades of combined experience, CNSI and Kepro have come together to become:

Acentra
HEALTH

Currently, Acentra provides services in all 50 states, partnering with 45 state Medicaid agencies and 25 federal agencies



Meet Our Company

- **30+ years of public sector health experience.**
- **Innovative excellence in healthcare technology solutions and clinical expertise.**
- **Best-in-class client experience: subject-matter experts, health care advisory board, board of directors, and client focus groups.**



Acentra Corporate Overview

HELPED TO
IMPROVE THE
LIVES OF OVER

140M
BENEFICIARIES
NATIONWIDE



CMS CERTIFIED
FOR CLAIMS,
PROVIDER,
& CARE MGMT.

45+

CURRENT
STATE
GOVERNMENT
CLIENTS
SERVED

1 OUT OF 10
EMPLOYEES
ACTIVELY INVOLVED
IN INNOVATION



\$26B
PAYMENTS

DISBURSED
ANNUALLY
BY MISSION-
CRITICAL
SYSTEMS

312k

ASSESSMENTS
COMPLETED
ANNUALLY

5.7M

PRIOR
AUTHORIZATIONS
PROCESSED
ANNUALLY

1.4B

CLAIMS
PROCESSED
ANNUALLY

URAC ACCREDITED IN
HEALTH UTILIZATION MGMT.,
CASE MGMT., DISEASE MGMT.
& INDEPENDENT REVIEW
ORGANIZATION



Scope of Work

Utilization Management (UM) contractor for traditional Medicaid/Fee-For-Service (FFS).

- Acentra performs UM reviews for medical services, behavioral health services, and pharmacy services covered under the medical benefit.
- Reviews and evaluates each authorization request for medical necessity and appropriateness, utilizing both state and nationally recognized criteria.
- Review for PA, concurrent, and retrospective services.
- Continued stay concurrent reviews for rehabilitation, burn, and behavioral health stays.



About Atrezzo

Acentra's proprietary system, Atrezzo, is designed to be user-friendly and decrease provider burden.

- Prior Authorizations can be submitted via the online Atrezzo provider portal.
 - Submission via the provider portal allows for direct routing to the appropriate clinical review team based on the service type requested.
- Atrezzo allows providers to track current cases.
 - Providers will receive notice when case status changes via email to the submitting user.
 - Providers can upload documentation directly to the provider portal.
 - Providers can view determination letters via the portal in real-time once a determination is made.
- Provides warnings when there is a possible duplicate PA request in the system.
- Case Wizard guides providers entering cases to ensure all system details are entered correctly.
- With the administrator role, the provider has access to see all related cases for the member submitted by that provider.
- Providers can communicate with the clinical reviewer directly through the “communications” section of a case.



How To Contact Acentra



How to Contact the Acentra Team



Atrezzo Provider Portal

[Atrezzo Provider Portal](#)

- Submit requests for prior authorization.
- Leave notes or messages for reviewers.
- Provide additional information or documentation in a case.



Customer Service

866-725-9991

- Request a clinical call back.
- Check status of a case.
- Submit prior authorization requests.



Fax

800-261-2774

- Submit documentation for case creation.
- Submit medical necessity documentation.



E-mail

INpriorauthissues@Acentra.com

- System access.
- Registration and submission issues.

*

***Do not send authorization requests or PHI to this email unless it is requested by Acentra.**



Requesting Prior Authorization

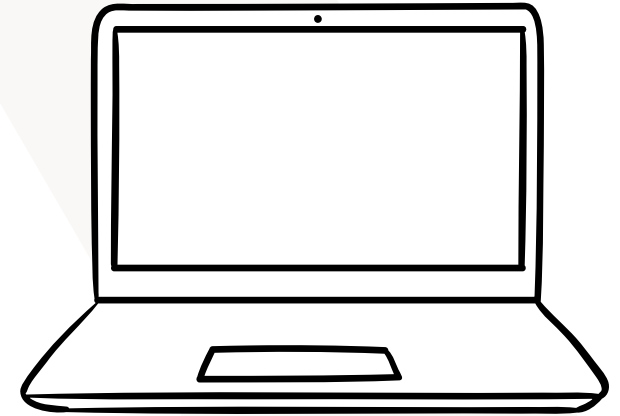


Requesting PA: Atrezzo Portal

Preferred Method of Submission.

Atrezzo Portal

- Streamlines processes through the case creation wizard.
- Additional benefits of portal usage include:
 - ✓ Direct communication with clinicians via messaging.
 - ✓ Case status change notifications.
 - ✓ Letter availability for download once created in the system.
 - ✓ Ability to upload documentation directly to the case.
- Indiana Health Coverage Programs (IHCP) universal PA form is not required when utilizing portal.



Requesting PA: Faxing

Fax: 800-261-2774



- IHCP Universal PA form is required and must be completed in its entirety and signed when faxing. ([IHCP Universal PA Form](#))
- Ensure all required information is included in documentation.
- Cases cannot be entered without sufficient information.

Requesting PA: Phone

Phone: 866-725-9991

- IHCP Universal PA form is not required when submitting a PA request via telephone to customer service.
- Ensure all required documentation must subsequently be submitted via the Atrezzo Portal or via fax to 800-261-2774.



Provider Responsibilities

- Please check the Family and Social Services Administration (FSSA) Fee Schedule prior to submission to ensure the service is a covered benefit as well as ensuring a prior authorization is required for the service being rendered.

[Fee Schedules](#)

- Review benefit specific FSSA provider modules for criteria and documentation requirements.

[Provider Modules](#)

- Always verify the Member's eligibility with Indiana Medicaid FFS via the [IHCP provider portal](#).
- Ensure that the request is not a duplication of services.
- Complete all required forms in its entirety and submit all documentation with request for authorization.
- Submit timely requests for prior authorization in accordance with benefit specific policies.

****Prior authorization does not guarantee payment.**



Live Demonstration

A live demonstration of case submission and other Atrezzo functions to follow.

Provider Education and Outreach, as well as system training materials (including Video recordings and FAQs) are located at: <https://inmedicaidffs.acentra.com/training-and-education/>.



Conclusion and Q&A

Thank you for your time!

Provider Relations Assistance:

INPriorAuthIssues@acentra.com

Provider education website:

**[Training & Education - Indiana Medicaid FFS
\(acentra.com\)](http://Training & Education - Indiana Medicaid FFS (acentra.com))**

Acentra Health Customer Service:

Phone: 866-725-9991

Fax: 800-261-2774

Acentra

HEALTH

Accelerating
Better Outcomes