

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT2024158    OCTOBER 1, 2024

## Acentra Health offers prior authorization process training for PT/OT providers

Acentra Health is offering training sessions covering the prior authorization (PA) process for physical therapy (PT) and occupational therapy (OT) providers that submit PA requests for the fee-for-service (FFS) population. The dates, times and links are listed in Table 1.

Acentra Health is the FFS prior authorization and utilization management (PA-UM) contractor for the Indiana Health Coverage Programs (IHCP) nonpharmacy services.



Table 1 – Schedule and registration links for Acentra Health PA process training for PT/OT providers

Date	Time (Eastern Time)	Registration link
Tuesday, Oct. 15	11 a.m. – 12:15 p.m.	<a href="#">Register here</a>
Tuesday, Oct. 15	3 p.m. – 4:15 p.m.	<a href="#">Register here</a>
Thursday, Oct. 17	9:30 a.m. – 10:45 a.m.	<a href="#">Register here</a>
Thursday, Oct. 17	Noon – 1:15 p.m.	<a href="#">Register here</a>

Providers are encouraged to email specific issues they want to be addressed to Acentra Health at [INPriorAuthIssues@acentra.com](mailto:INPriorAuthIssues@acentra.com). Acentra Health will also be sending an email blast with the same information.

### QUESTIONS?

If you have questions about this publication, please contact Customer Assistance at 800-457-4584.

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