

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2024179 NOVEMBER 12, 2024

Acentra Health offers updated prior authorization training for PT providers

Acentra Health is offering a new training session covering recent updates to the prior authorization (PA) process for physical therapy (PT) providers that submit PA requests for the fee-for-service (FFS) population. PT providers will now have a two business-day grace period for PA submission following the initial evaluation. In addition, the Atrezzo Provider Portal will be able to facilitate some immediate PA decisions through a rules-driven, auto-authorization process.

The dates, times and registration 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 updated PA training for PT providers

Date	Time (Eastern Time)	Registration link
Thursday, Nov. 21	10 a.m. – 11 a.m.	Register for Nov. 21 morning session
Thursday, Nov. 21	2:30 p.m. – 3:30 p.m.	Register for Nov. 21 afternoon session

Providers are encouraged to email specific issues they want to be addressed to Acentra Health at 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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