

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2024199 DECEMBER 10, 2024

Acentra Health offers prior authorization process training for durable medical equipment providers

Acentra Health is offering training sessions covering the prior authorization (PA) process for durable medical equipment (DME) providers that submit PA requests for the fee-for-service (FFS) population. 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 PA training for DME providers in January 2025

Date	Time (Eastern Time)	Registration link
Tuesday, Jan. 14	10 a.m. – 11:15 a.m.	Register for Jan. 14. morning session
Tuesday, Jan. 14	3 p.m. – 4:15 p.m.	Register for Jan. 14 afternoon session
Thursday, Jan. 16	9:30 a.m. – 10:45 a.m.	Register for Jan. 16 session

For more information

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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