IHCP *bulletin*

IHCP notifies providers of change to prior authorization notification letters

The Indiana Health Coverage Programs (IHCP) is notifying providers that there will be a minor change to the prior authorization (PA) fee-for-service *Indiana Medicaid Prior Authorization Notification* (PA notification letter). Beginning June 17, 2024, only the case ID number will be provided on the PA notification letter for initial authorization determinations.
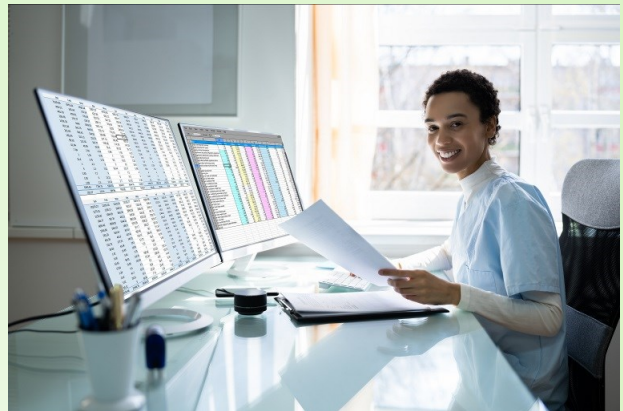
After the initial determination has been made, all subsequent PA notification letters (such as case updates, concurrent reviews, administrative reviews, peer-to-peers and so forth) will contain both the case ID number and the authorization ID. This change will help to ensure PA notification letters are generated timely for initial PA decisions.

The case ID number will act as a reference number for the PA request. It also allows providers that are registered for the Atrezzo Provider Portal to access the case in the portal to review the status of the PA request.

After a PA request has been reviewed and the decision rendered, an authorization number will be assigned to the case. The authorization number will be viewable in the Atrezzo Provider Portal and will be available on any subsequent PA notifications for the case.

This minor modification should not present any difficulty for providers or members when accessing or referencing their PA requests.

Any questions should be directed to Acentra Health Customer Service at 866-725-9991.

QUESTIONS?

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

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