

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202505 JANUARY 14, 2025

Acentra Health offers prior authorization process training for general Atrezzo Provider Portal use

Acentra Health is offering training sessions covering the prior authorization (PA) process for general [Atrezzo Provider Portal](#) use for 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.



Submission of a PA

The live training session will focus on how to use the Atrezzo Provider Portal for PA submissions. There will be a presentation and live walk-through of case submission.

Table 1 – Schedule and registration links for Acentra Health PA training for general Atrezzo Provider Portal use

Date	Time (Eastern Time)	Registration link
Tuesday, Jan. 21	1 p.m. – 2:15 p.m.	Register for Jan. 21 session
Thursday, Jan. 23	1 p.m. – 2:15 p.m.	Register for Jan. 23 session

For more information

Providers are encouraged to email specific issues they want 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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