

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202508 JANUARY 23, 2025

Acentra Health offers prior authorization process training for behavioral health providers

Acentra Health is offering training sessions covering the prior authorization (PA) process for behavioral health providers that submit PA requests for the fee-for-service (FFS) population.

Training sessions will be conducted for the following topics:

- Behavioral health outpatient services (excluding psychiatric residential treatment facilities, applied behavioral analysis, Medicaid Rehabilitation Option service and certified community behavioral health clinic)
- Behavioral health inpatient services



The dates, times and registration links for these trainings are listed in Tables 1 and 2.

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 behavioral health outpatient services

Date	Time (Eastern Time)	Registration link
Tuesday, Feb. 11	10 a.m. – 11:15 a.m.	Register for Feb. 11 morning session
Tuesday, Feb. 11	2 p.m. – 3:15 p.m.	Register for Feb. 11 afternoon session
Thursday, Feb. 13	10 a.m. – 11:15 a.m.	Register for Feb. 13 morning session
Thursday, Feb. 13	3 p.m. – 4:15 p.m.	Register for Feb. 13 afternoon session

Table 2 – Schedule and registration links for Acentra Health PA training for behavioral health inpatient services

Date	Time (Eastern Time)	Registration link
Tuesday, Feb. 25	10:30 a.m. – 11:45 a.m.	Register for Feb. 25 morning session
Tuesday, Feb. 25	12:45 p.m. – 2 p.m.	Register for Feb. 25 afternoon session
Thursday, Feb. 27	10:30 a.m. – 11:45 a.m.	Register for Feb. 27 morning session
Thursday, Feb. 27	2:30 p.m. – 3:45 p.m.	Register for Feb. 27 afternoon session

For more information

Providers are encouraged to email specific issues they want addressed in the trainings 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.

COPIES OF THIS PUBLICATION

If you need additional copies of this publication, please download them from the [IHCP Bulletins](#) page of the IHCP provider website at in.gov/medicaid/providers.

SIGN UP FOR IHCP EMAIL NOTIFICATIONS

To receive email notices of IHCP publications, subscribe by clicking the blue subscription envelope or sign up from the [IHCP provider website](#) at in.gov/medicaid/providers.

