

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2025151 OCTOBER 30, 2025

Acentra Health offers PA process training for dental services and physician-administered drugs

Acentra Health is offering training sessions covering the prior authorization (PA) process for requesting dental services and physician-administered drugs. These training sessions are for providers that submit PA requests for the fee-for-service (FFS) population. The dates, times and links 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 process training for dental providers

Date	Time (Eastern time)	Registration link
Friday, Nov. 14	10 a.m. – 11:15 a.m.	Register for Nov. 14 session
Tuesday, Nov. 18	11 a.m. – 12:15 p.m.	Register for Nov. 18 session

Table 2 – Schedule and registration links for Acentra Health PA process training for providers that administer physician-administered drugs

Date	Time (Eastern time)	Registration link
Thursday, Nov. 20	9:30 a.m. – 10:45 a.m.	Register for Nov. 20 session
Monday, Nov. 24	2 p.m. – 3:15 pm.	Register for Nov. 24 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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