

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202524 FEBRUARY 20, 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 for psychiatric residential treatment facilities (PRTFs) and Medicaid Rehabilitation Option (MRO) services.

The dates, times and registration links for these trainings 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 behavioral health services

Date	Time (Eastern time)	Registration link
Monday, March 3	11:30 a.m. – 12:45 p.m.	Register for March 3 morning session
Monday, March 3	2:30 p.m. – 3:45 p.m.	Register for March 3 afternoon session
Wednesday, March 5	1 p.m. – 2:15 p.m.	Register for March 5 session
Thursday, March 6	10 a.m. – 11:15 a.m.	Register for March 6 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 this information.

Providers can also visit the Acentra Health [Education & Training](#) page at inmedicaidffs.acentra.com to access the registration links.

QUESTIONS?

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

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