

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2023180 DECEMBER 28, 2023

IHCP PA-UM contractor, Kepro, to officially change name to Acentra Health, Jan. 1

As announced in *Indiana Health Coverage Programs (IHCP) Bulletin [BT202363](#)*, the IHCP fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor, Kepro, is officially changing its name to Acentra Health in the Indiana market. The name change is being made to reflect the merger between Kepro and Client Network Services, Inc. (CNSI), which occurred in December 2022. Branding, website links and email addresses will officially transition from Kepro to Acentra Health on Jan. 1, 2024.



Providers and members will see the Acentra Health logo on authorization letters beginning in 2024. Acentra Health's PA-UM Provider Portal will continue to be called the Atrezzo Provider Portal, but it will now have an updated URL (<http://atrezzo.acentra.com>). The old Atrezzo Provider Portal URL will redirect users to the new URL indefinitely, but providers are still urged to update their bookmarked URLs. All features of the Atrezzo Provider Portal will remain the same. As announced in *IHCP Bulletin BT202363*, there is a supplemental [PA-UM website](http://inmedicaidffs.kepro.com) (inmedicaidffs.kepro.com) that houses PA-UM training materials, portal trainings and other information. As a result of the rebrand, this URL will be updated later in 2024. The IHCP will provide the new URL for the supplemental website at that time. There will be no change to addresses, phone or fax numbers.

Please reach out to the new Acentra Health provider relations inbox, INPriorAuthIssues@Acentra.com, with any questions. This new email address will go live and begin receiving emails at 8 a.m., Friday, Dec. 29, 2023.

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