

# IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS    BT202392    AUGUST 3, 2023

## IHCP announces enhancements for fee-for-service prior authorization submissions

The Indiana Health Coverage Programs (IHCP) announces that providers submitting fee-for-service (FFS) prior authorization (PA) requests through Kepro's [Atrezzo Provider Portal](#) may also submit clinical documentation with the PA request. Providers are encouraged to upload needed documentation when the PA request has been created in the portal. This enhanced process alleviates the burden of faxing supporting clinical documentation.

As of July 17, 2023, providers now receive an email with a status update for the PAs they have submitted. The notifications will be sent to the submitting provider's email address for any authorization status change, including pending the case for additional clinical, approval, partial approvals and denials.

Please do not submit a given PA multiple times using more than one avenue of submission, such as portal, phone and fax for the same request.

For more information, contact Kepro Customer Service at 866-725-9991. Hours are as follows:

- Normal hours: Monday through Friday, 8 a.m. to 5 p.m. Eastern Time
- Extended hours – June 26 through Sept. 1, 2023: Monday through Friday, 8 a.m. to 6 p.m. Eastern Time



### QUESTIONS?

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

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