IHCP bulletin

INDIANA HEALTH COVERAGE PROGRAMS

BT202392 AUGUST 3, 2023

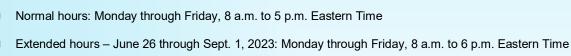
IHCP announces enhancements for fee-for-service prior authorization submissions

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.





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.