

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT2025172 DECEMBER 4, 2025

Acentra Health offers PA process training for hospice providers and imaging/lab providers

Acentra Health is offering training sessions in December 2025, covering the prior authorization (PA) process for hospice and imaging/lab 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 for hospice providers

Date	Time (Eastern time)	Registration link
Monday, Dec. 15	11 a.m. – 12 p.m.	Register for Dec. 15 morning session
Monday, Dec. 15	3:30 p.m. – 4:30 p.m.	Register for Dec. 15 afternoon session

Table 2 – Schedule and registration links for Acentra Health PA process for imaging/lab providers

Date	Time (Eastern time)	Registration link
Thursday, Dec. 18	10:30 a.m. to 11:30 a.m.	Register for Dec. 18 morning session
Thursday, Dec. 18	3 p.m. – 4 p.m.	Register for Dec. 18 afternoon 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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