

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS

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OCTOBER 29, 2026

FFS providers using Atrezzo portal will receive PA notification letters in portal beginning Jan. 1, 2027

Beginning Jan. 1, 2027, fee-for-service (FFS) providers that submit prior authorization (PA) requests through the Atrezzo Provider Portal will receive all related Authorization Notification (PA notification) letters electronically through their Atrezzo Provider Portal account. Providers will no longer receive PA notification letters by mail.

Electronic notifications will include final authorization decisions and request for additional information letters for pended cases that need additional information or documentation to complete the medical necessity review.

When a determination or other case update is available, an email notification will be sent to the email address associated with the Atrezzo user profile that submitted the request. The notification will include the case ID to help providers locate the applicable request. For security purposes, the email will not contain protected health information (PHI). *Providers may then log in to Atrezzo Provider Portal to view, access and print the applicable letter.*



Members will continue to receive PA notification letters through the mail.

To support providers during this transition, Acentra Health will offer informational webinars in November and December demonstrating how to locate and review PA notification letters in Atrezzo. Please watch upcoming Indiana Health Coverage Programs (IHCP) provider bulletins announcing the specific training dates and times. Providers can also check the [Education & Training](#) webpage at inmedicaidffs.acentra.com.

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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