

IHCP *bulletin*

INDIANA HEALTH COVERAGE PROGRAMS BT202363 JUNE 13, 2023

IHCP PA-UM contractor, Kepro, officially changes its name to Acentra Health

In *Indiana Health Coverage Programs (IHCP) Bulletin* [BT202301](#), the Indiana Family and Social Services Administration (FSSA) announced Kepro as the new fee-for-service (FFS) prior authorization and utilization management (PA-UM) contractor for the IHCP, effective July 1, 2023.

Kepro is officially changing its name to Acentra Health. The name change is being made to reflect the merger between Kepro and CNSI (Client Network Services, Inc.), which occurred in December 2022. Acentra Health's PA-UM Provider Portal will continue to be called the Atrezzo Provider Portal. All previously announced information and training about the PA-UM transition remains the same. All features of the Atrezzo Provider Portal will also remain the same. Branding, website links and email addresses will slowly transition from Kepro to Acentra Health. Due to the slower transition, providers will see communication from the contractor and the FSSA referring to either Kepro or Acentra Health. A more specific timeline of rebranding will be announced at a later date.



Providers can still register for the Provider Portal Administrator Training and the Provider Portal System Training. See *IHCP Bulletin* [BT202339](#) for dates and times and registration links.

Atrezzo Provider Portal Training Quick Facts and FAQs

The following are quick facts and links for providers:

- [Atrezzo Provider Portal](#) is accessible at portal.kepro.com.
- Provider registration for the portal is available now.
- Standard system training materials are available on the [Atrezzo Help Site](#) at kepro.com/atrezzo-help.
- Training videos and other materials specific to IHCP FFS nonpharmacy PA are available on the [Kepro Indiana Medicaid FFS website](#) at INMedicaidFFS.kepro.com.
- If providers have portal training-related questions or need assistance with portal training registration, they can reach out to Kepro at the following email and phone number.
 - Email: INPriorAuthIssues@kepro.com
 - Kepro Customer Service line: 866-725-9991
 - 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
 - Special weekend hours – July 1 and July 2, 2023: Saturday and Sunday, 10 a.m. to 2 p.m. Eastern Time

FAQ 1: How does it work if you already have Atrezzo portal access with another state's Medicaid plan?

Administrators can register the IHCP provider within the current login using the "Register New Provider" option under Setup, and entering the Indiana provider registration information.



FAQ 2: Can you have more than one administrator?

Yes, you can have as many group or provider administrators as you need. Just remember, the *group* administrators are over the entire provider group. The *provider* administrator is only over the one provider for which they are the administrator.

QUESTIONS?

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

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