

IHCP bulletin

INDIANA HEALTH COVERAGE PROGRAMS

BT202605 JANUARY 13, 2026

Acentra Health offers PA process training for PT/OT/ST providers

Acentra Health is offering training sessions covering the prior authorization (PA) process for physical therapy (PT), occupational therapy (OT) and speech therapy (ST) providers that submit PA requests for the fee-for-service (FFS) population. The dates, times and links are listed in Table 1.

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 PT/OT/ST providers

Date	Time (Eastern Time)	Registration link
Monday, Jan. 26	10:30 a.m. – 11:30 a.m.	Register for Jan. 26 morning session
Monday, Jan. 26	4 p.m. – 5 p.m.	Register for Jan. 26 afternoon session
Thursday, Jan. 29	9:30 a.m. – 10:30 a.m.	Register for Jan. 29 morning session
Thursday, Jan. 29	2 p.m. – 3 p.m.	Register for Jan. 29 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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