

### About Us

Acentra Health (formerly known as KePRO), headquartered in Harrisburg, Pennsylvania, is a privately held, for profit subsidiary of the Pennsylvania Medical Society. Founded in 1985, Acentra Health has evolved into a national integrated care management and quality improvement organization, offering innovative and outcomes-focused solutions to reduce the utilization of health care resources and optimize quality of care for public and private clients. We are URAC accredited in both utilization health management and case management.

### Our Contracts

Beginning in 1992, Acentra Health began providing services to the Medicaid market; we successfully administer contracts in Florida, Maryland, Virginia, and Tennessee. We provide Medicaid utilization management and medical appeals services for both fee-for-service and managed care enrollees.

Acentra Health contracts with the DMAS to implement a prior authorization program for Medicaid/FAMIS fee-for-service enrollees. Under the provisions of federal regulations, the Medical Assistance Program must provide for continuing review and evaluation of care and services paid by Medicaid, including review of utilization of the services by providers and by enrollees.

Title 42 Code of Federal Regulations, Parts 455 and 456, mandates these reviews. Participating Medicaid providers are responsible for ensuring that prior authorization for services rendered is requested according to applicable timeframes to receive payment from DMAS. Under the Participation Agreement with DMAS, the provider also agrees to give access to records and facilities to Virginia Medical Assistance Program representatives (including Acentra Health), the Attorney General of Virginia or his authorized representatives, and authorized federal personnel upon reasonable request. Please refer to [www.dmas.virginia.gov](http://www.dmas.virginia.gov) to access DMAS' provider manuals.

### Confidentiality and HIPAA

Acentra Health is subject to the confidentiality regulations in 42 CFR 476 – Shared Health Data Systems, 42 CFR 480 – Acquisition, Protection, and Disclosure of Peer Review Information, Part B of Title XI of the Social Security Act, Omnibus Reconciliation Act of 1990, Health Insurance Portability and Accountability Act of 1996 (HIPAA), Alcohol, Drug Abuse and Mental Health Administration Reorganization Act 42 U.S.C Section 290dd-2, Freedom of Information Act U.S.C.522, The Privacy Act 5 U.S.C. Section 522a and other State regulations and laws as applicable and program issuances and instructions.