



Introduction to Acentra Health and ICE Health Service Corps (IHSC)

August 31, 2026

Agenda

-  **Welcome**
-  **Changes and Important Details**
-  **Timeline**
-  **Revalidations**
-  **New Enrollment Registration**
-  **Frequently Asked Questions**
-  **Provider Resources**

Welcome to Acentra Health

- Acentra Health supports government healthcare programs nationwide.
- In 2026, Acentra Health will begin partnering with IHSC to manage claims processing, payment administration, provider portal enrollment and customer support for ICE and U.S. Customs and Border Protection.
- A new IHSC Provider Portal will help simplify healthcare processes and organizational tasks.
- For updates, visit the IHSC-DHS_Acentra website at <https://ihsc-dhs.acentra.com/>.



Accelerating
Better Outcomes

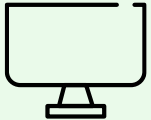


Changes and Important Details

What is New?



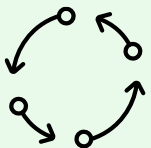
As of September 2026, Acentra Health will manage provider training, enrollment, and services for the IHSC program.



Providers will have access to the new, user-friendly IHSC Provider Portal in late September.



The enhanced IHSC Provider Portal will speed up enrollment and claims processing, simplifying administrative tasks.



Claims payment services from Acentra Health are estimated to begin in mid to late October 2026.

What is *Not* Changing?

IHSC Authorization
Requirements

Claims Require a Valid Prior
Authorization

Provider Reimbursement
Process

Requirement for Accurate
Claims Submission

Clearinghouse processes will
remain unchanged*

IHSC Provider Portal

The secure IHSC Provider Portal will make available the following services:

- Access to payment and remittance information
- Provider information updates and revalidation
- Claim status inquiry
- Direct claims entry
- Submission of attachments and adjustments
- Provider Enrollment

What to Know



All providers must register and create a new IHSC Provider Portal account.



The IHSC Provider Portal will be accessible through the following website:
<https://ihsc-dhs.acentra.com/>.



Estimated in October 2026, Acentra Health will be authorized to process claims on behalf of ICE and CBP for claims with service dates of Fiscal Year 2026* and after.

Successful Claims Adjudication

Successful claims processing and adjudication requires the following:



An active IHSC
Provider Portal
account (new or via
revalidation)



Correct elements of a
clean claim are:

- patient ID information
- date of service
- specialty
- authorization number



Electronic submission
of claims (Dental,
Professional, and
Institutional) with new
Payor ID DIHSC upon
launch

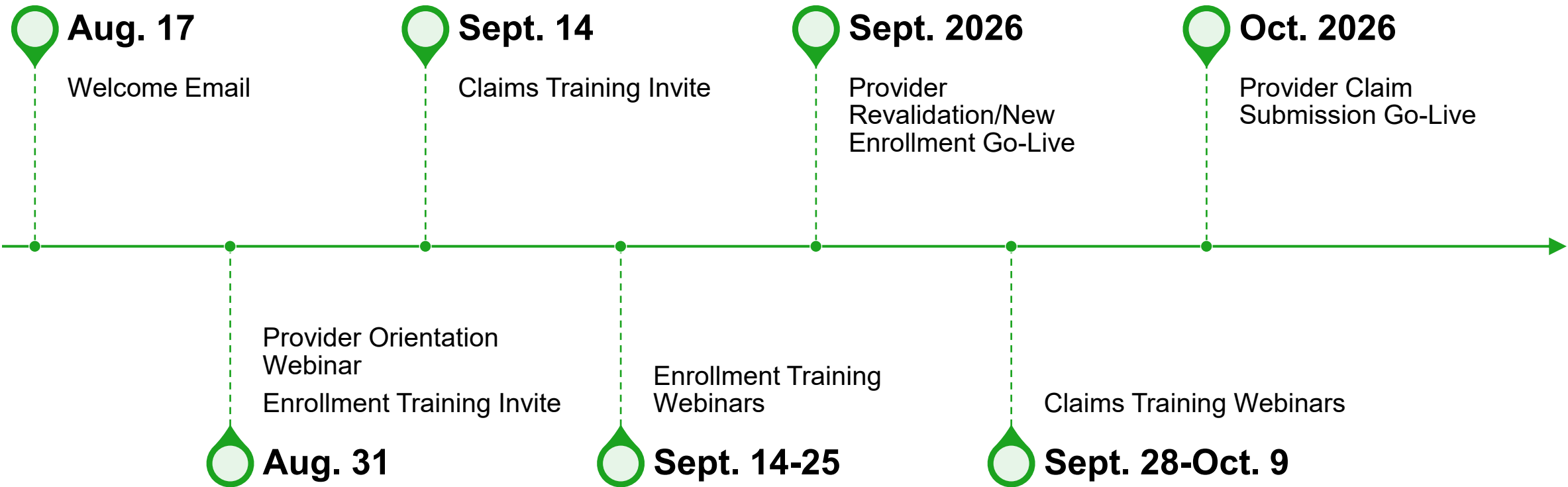
Note: Acentra Health and IHSC do not accept physical mail or process paper claims.



Timeline

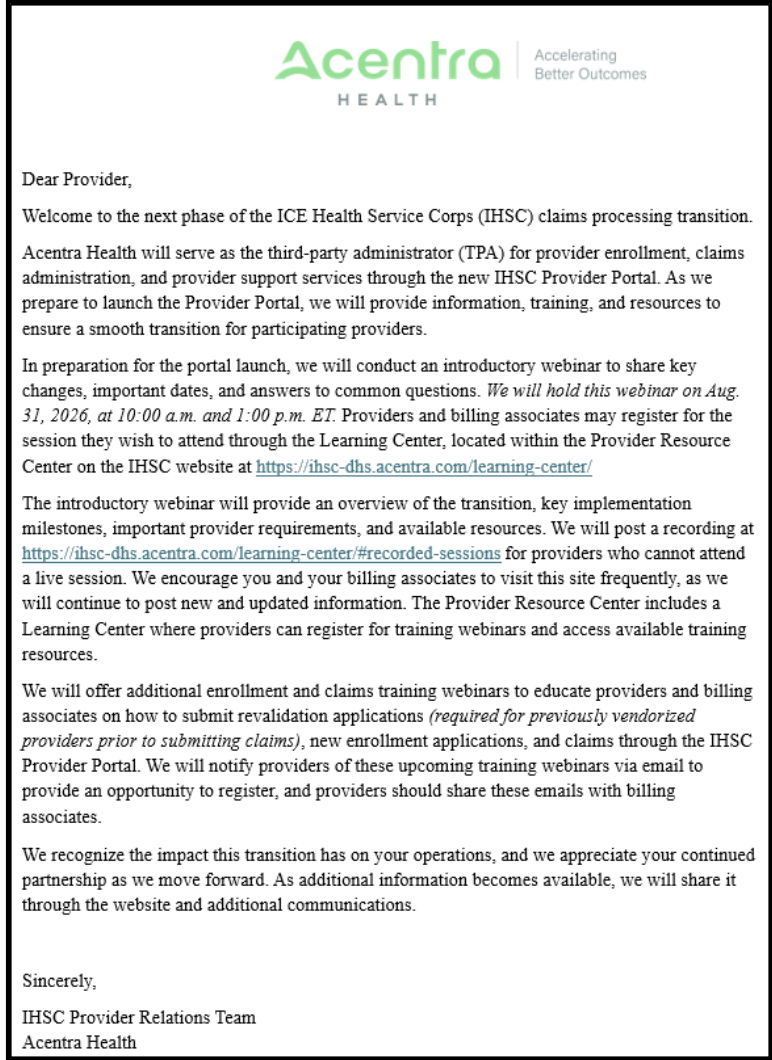
Timeline

Important upcoming dates:



Timeline – Phase 1 (Mid to Late August)

Phase 1 of Acentra Health’s partnership with IHSC will focus on informing providers of what is to come and what is new.



Provider Communications

- Welcome Email Blast
- Revalidation Emails

Training and Education

- Introduction to Acentra Health and IHSC Webinar
- Educational Resources (Quick Reference Guides (QRG), Frequently Asked Questions (FAQ))

Timeline – Phase 2 (Mid to Late September)



Phase 2 will focus on preparing providers to access the IHSC Provider Portal.

Provider Enrollment Trainings

- Enrollment Webinar Registration
- Multiple Enrollment Webinar Sessions

Provider Enrollment & Assistance

- Provider Support: 1-844-922-IHSC (1-844-922-4472)
- IHSC Provider Portal Go-Live

Timeline – Phase 3 (Mid to Late October)



Phase 3 will focus on claims processing and preparing providers to submit claims through the IHSC Provider Portal.

Claims Trainings

- Claims Webinar Registration
- Multiple Claims Webinar Sessions

Claims Processing & Assistance

- Provider Support: 1-844-922-IHSC (1-844-922-4472)
- Claims Submission Go-Live



Revalidation

Revalidation



Providers who were previously vendorized and had paid claims with the Veterans Affairs Financial Services Center (VAFSC) will receive emails before the estimated Acentra Health start date to register for the IHSC provider portal and will need to verify their information.



The system will generate two emails with temporary access information, web page link, and instructions when the system is available.

Providers will receive these emails from no_reply@ihsc.acentra.com

First Revalidation Email

The first email will contain the Provider ID (NPI), temporary ID, and a reminder that access to the registration portal will expire in **60 days** from the date of the email notification.

Dear NATIVE PROJECT,

The ICE Health Service Corps (IHSC) has partnered with Acentra Health to implement a new claims processing system scheduled to launch on 04/30/2026. You will have to register to access the new system at <https://login-ihsc-nprod.acentra.com/>

If you are the administrator of the Provider Portal, please complete the registration using the following information:

Provider ID	1328123670
Temporary ID	IHSC636582085818
Temporary Key	Refer to Welcome to ICE Health Service Corps (IHSC) new claims processing system email

Access to the registration portal will expire in **60 days** from the date of this notice. **You must complete the revalidation process to receive reimbursements for your claims.**

If you have any questions, please contact Customer Service at 844-922-4472.

Our call center staff are available to answer your questions from 8:00 a.m. - 5:00 p.m. EST, Monday through Friday, excluding federal holidays.

Thank you for your participation.

Sincerely,
Provider Enrollment Services
ICE Health Service Corps

Second Revalidation Email

The second email will contain a Temporary Key. The email will have detailed instructions to begin the registration process.

Dear [REDACTED],

Welcome to eCAMS, the new claims processing system for the ICE Health Service Corps (IHSC). You should have already received a separate email titled "Revalidation of Provider for Claim Reimbursement", which contains your **Provider ID** and **Temporary ID** needed to complete registration. eCAMS allows users to verify their identity and create an account for communication with IHSC's self-service applications.

If you are the administrator of the Provider Portal, please follow these steps to complete registration.

Please follow the instructions below to complete registration:

1. Visit <https://login-ihsc-nprod.acentra.com/>
2. Create your account
 - o Please create an account using email address Acentra sent this message to.
3. Complete provider verification:
 - o After creating your account, click "eCAMS HCE Provider Revalidate Portal" link, and complete the authentication by entering the following:

Provider ID	Refer to the Revalidation of Provider email
Temporary ID	Refer to the Revalidation of Provider email
Temporary Key	[REDACTED]
Tax ID	Social Security Number (SSN) or Federal Employer Identification Number (FEIN) submitted on the claim from the previous processing system
Claim ID	Claim ID (TCN) from the previous processing system.

- o Once authenticated, select the profile "EXT Provider File Maintenance".
 - o Once you select the profile, you will need to click on the "Maintain Provider Information" link on the left-hand menu to verify the information.
4. Once submitted, Acentra Health staff will review your application
5. To determine the status of the review process, **please log back in within five business days** from the time of submission via the URL and click on the "eCAMS HCE Provider Portal" link. **Once approved or rejected, a message will appear in your Provider Portal Inbox.** Once approved, you can access all the features of the provider portal and encourage you to log in often for all primary correspondence.

You must complete the revalidation process to receive reimbursements for your claims.

If you have any questions, please contact Customer Service at 844-922-4472.

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Provider Enrollment Services
ICE Health Service Corps

Creating an Account

Once on the **Sign In** page, select the **Sign-up** link to create an account.





ICE Health Service Corps
Sign In (Non Prod)

Authorized Use Only
This is a U.S. Government information system for authorized use only. Use may be monitored, recorded, audited, inspected, searched, copied, disclosed, or used for authorized Government purposes. Unauthorized or improper use may result in disciplinary, civil, or criminal penalties. You have no reasonable expectation of privacy. By continuing, you consent to these terms.

Username

Password

☐ Remember me

Sign In

[Need help signing in?](#)

Don't have an account? [Sign up](#)

Acentra Health eCAMS HCE System



Create Account

Primary Email *

Password *

First name *

Last name *

Primary phone *

* indicates required field

Register

[Back to sign in](#)

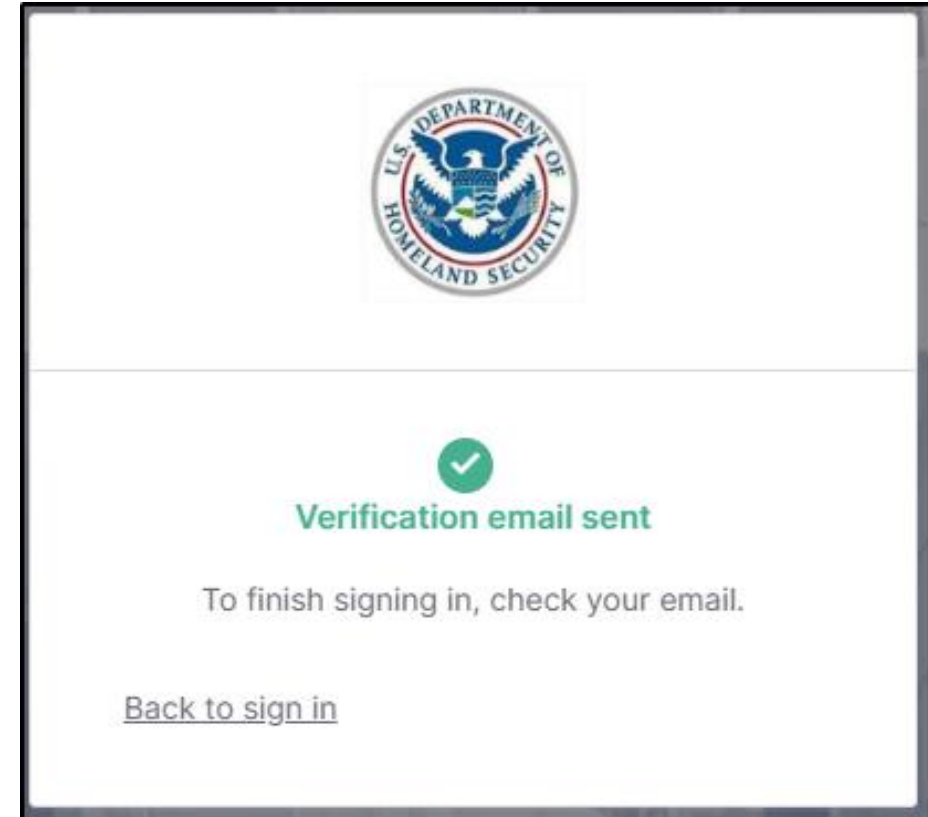
The eCAMS HCE system will populate a registration window. You will need to enter the following information:

- Primary email
- Password
- First name
- Last name
- Primary phone number

Select the **Register** button once you have entered the information.

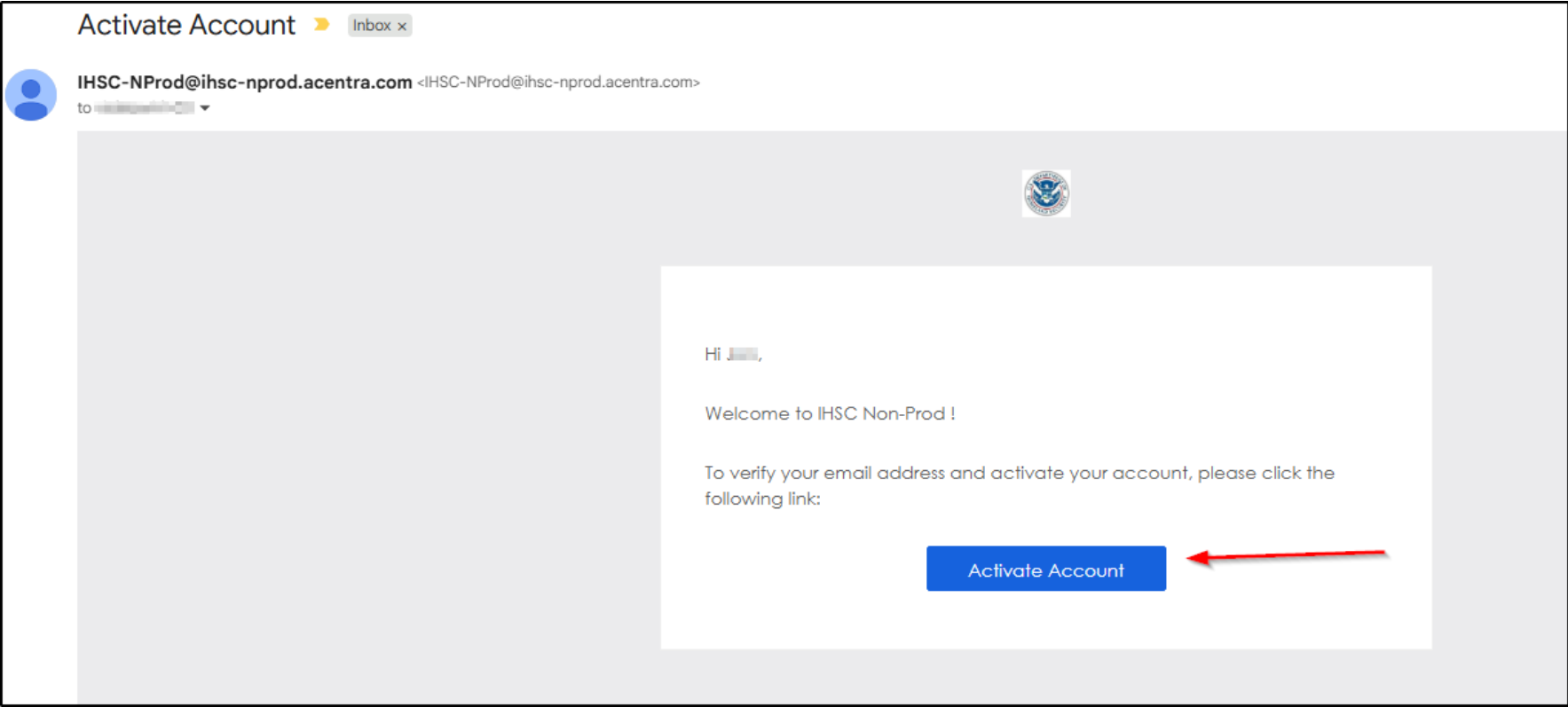
Verification Message

A confirmation message will indicate a verification email was sent. Log in to the email account provided during registration to continue the registration process.



Verification Email

The verification email will come from IHSC-prod@ihsc.acentra.com and will have the title “Activate Account.” In the email, select **Activate Account** to begin activation.

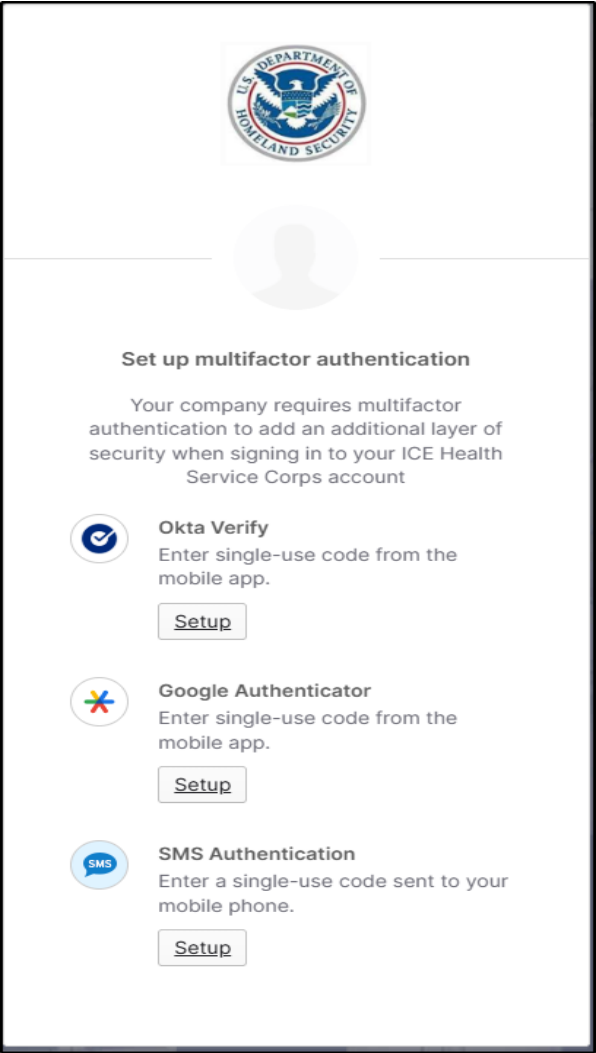


Authentication Options

Next, the registration system will prompt you to set up an authentication option with one of the following options:

- Okta Verify
- Google Authenticator
- SMS Authenticator

The next steps depend on the authentication option you select. The system will guide you through the corresponding steps.

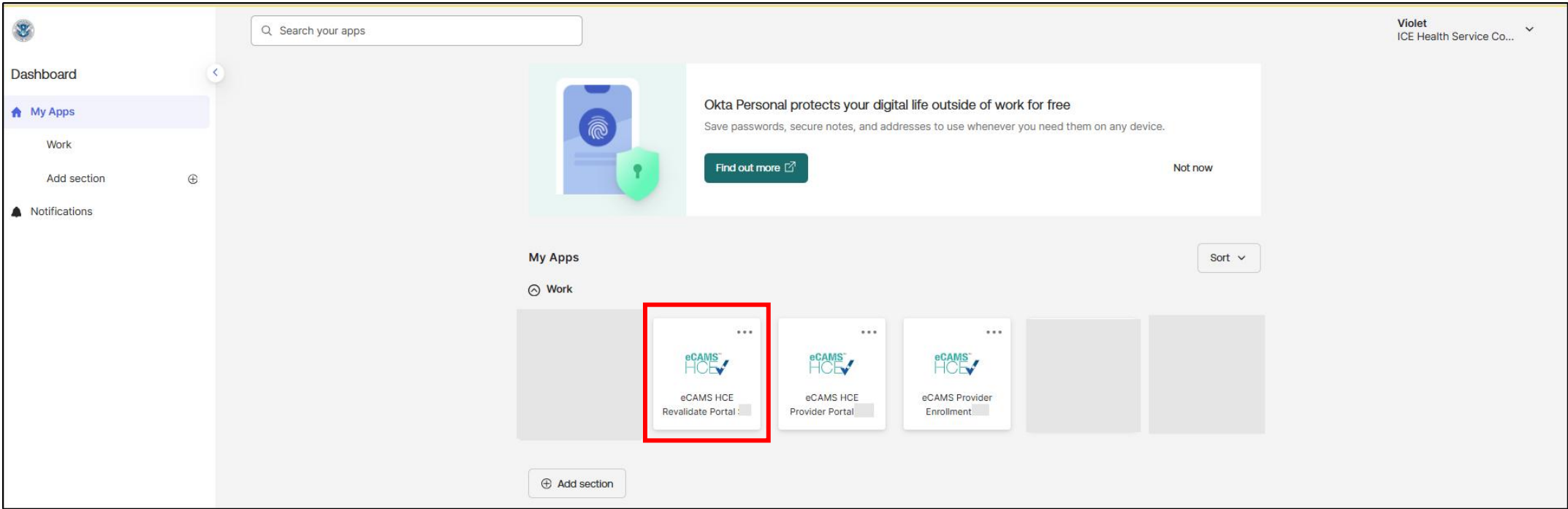


The screenshot shows a web interface for setting up multifactor authentication. At the top is the U.S. Department of Homeland Security seal. Below it is a placeholder for a user profile picture. The main heading is "Set up multifactor authentication". A message states: "Your company requires multifactor authentication to add an additional layer of security when signing in to your ICE Health Service Corps account". There are three options listed, each with a circular icon, a title, a description, and a "Setup" button:

- Okta Verify**: Enter single-use code from the mobile app. [Setup]
- Google Authenticator**: Enter single-use code from the mobile app. [Setup]
- SMS Authentication**: Enter a single-use code sent to your mobile phone. [Setup]

IHSC Provider Portal Home Page

Once you have set up your authentication method, the system will redirect you to the secure IHSC Provider Portal home page to begin your revalidation process. Select the eCAMS Revalidate Portal tile.



Credentials

Use the emailed credentials to log in to IHSC Provider Portal and begin the revalidation.

Revalidation

Temporary ID*

Temporary Key*

Tax ID / SSN*

Claim ID*

Submit



Welcome IHSC Provider! Please use the information sent to you in the "Revalidation" and "Welcome" email to log into the IHSC Provider Enrollment system. Although your provider enrollment record has been migrated to the new system, you will need to provide additional information when you first log in. Institutions will be required to enter a Tax ID, and individuals will be required to enter a Social Security Number (SSN). Additionally, you will need a claim ID from the previous system for additional validation.

Version: IHSC_P1_S6_20260330_1560

Note: In addition to the information provided in the emails sent, providers will need access to their Tax ID and a Claim TCN, previously processed in the prior system, using the NPI/Tax ID.



New Enrollment Registration

New Enrollment

Providers who would like to provide care as part of the IHSC healthcare system will need to register for the **IHSC Provider Portal** when the system is available.

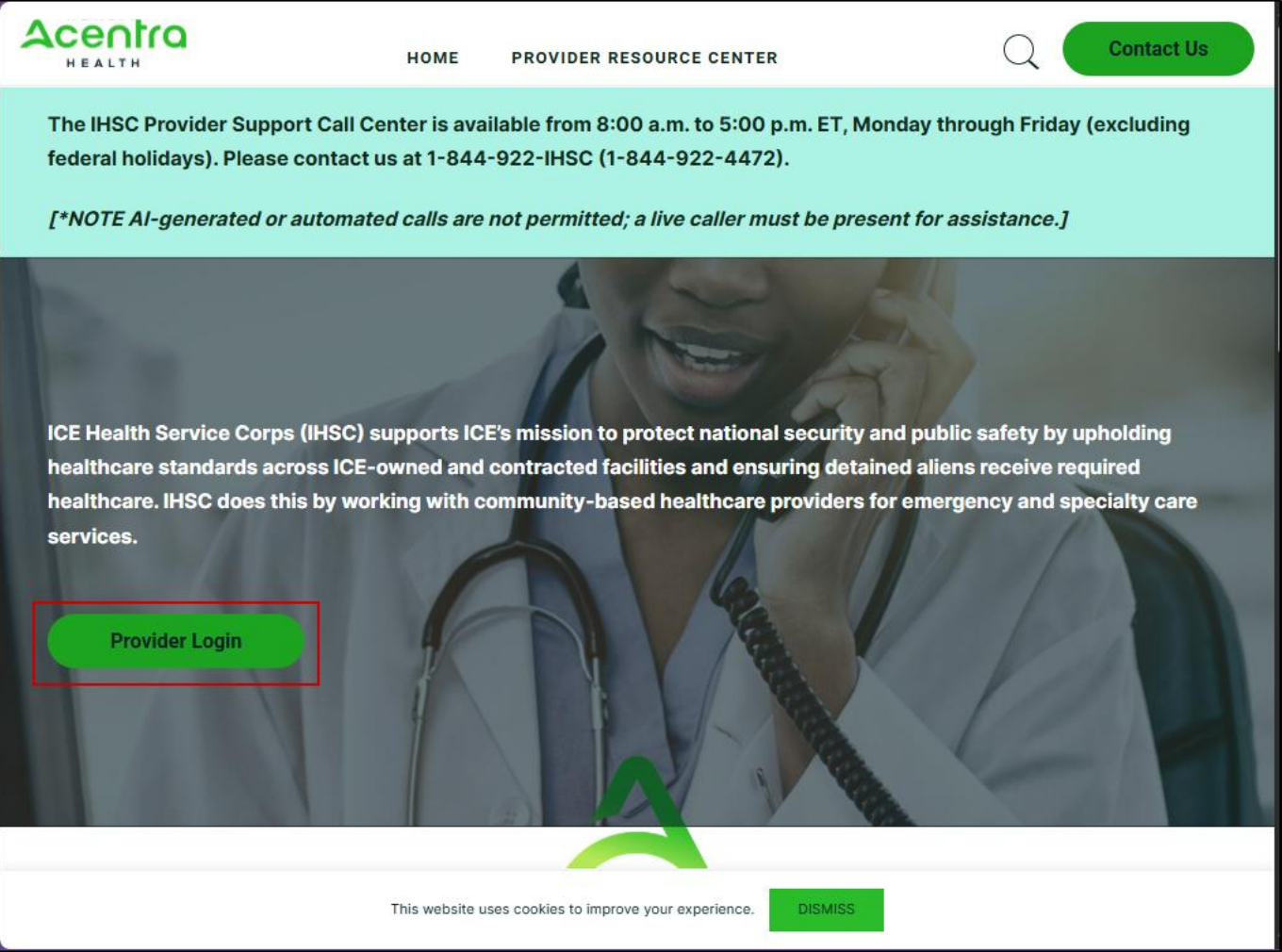
Navigate to the **IHSC-DHS_Acentra Website** at <https://ihsc-dhs.acentra.com/> and select the Provider Login button.

Once you register and have access to the IHSC Provider Portal, select the **eCAMS Provider Enrollment** tile to begin a new enrollment application.

Enter the required demographic and practice information.
Note: all fields with an asterisk are required fields.

Once you complete the application, submit the application for processing.

Registration



When the IHSC Provider Portal is available, new providers who are interested in becoming enrolled providers with IHSC will first need to register and create an account.

To begin the registration process, go to the **IHSC-DHS_Acentra Website** at <https://ihsc-dhs.acentra.com/> and select the **Provider Login** button.

Create an Account

Once on the login-ihsc-prod.acentra.com website, select the **Sign up** link to create an account.





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Username

Password

☐ Remember me

Sign In

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Acentra Health eCAMS HCE System



Create Account

Primary Email *

Password *

First name *

Last name *

Primary phone *

* indicates required field

Register

[Back to sign in](#)

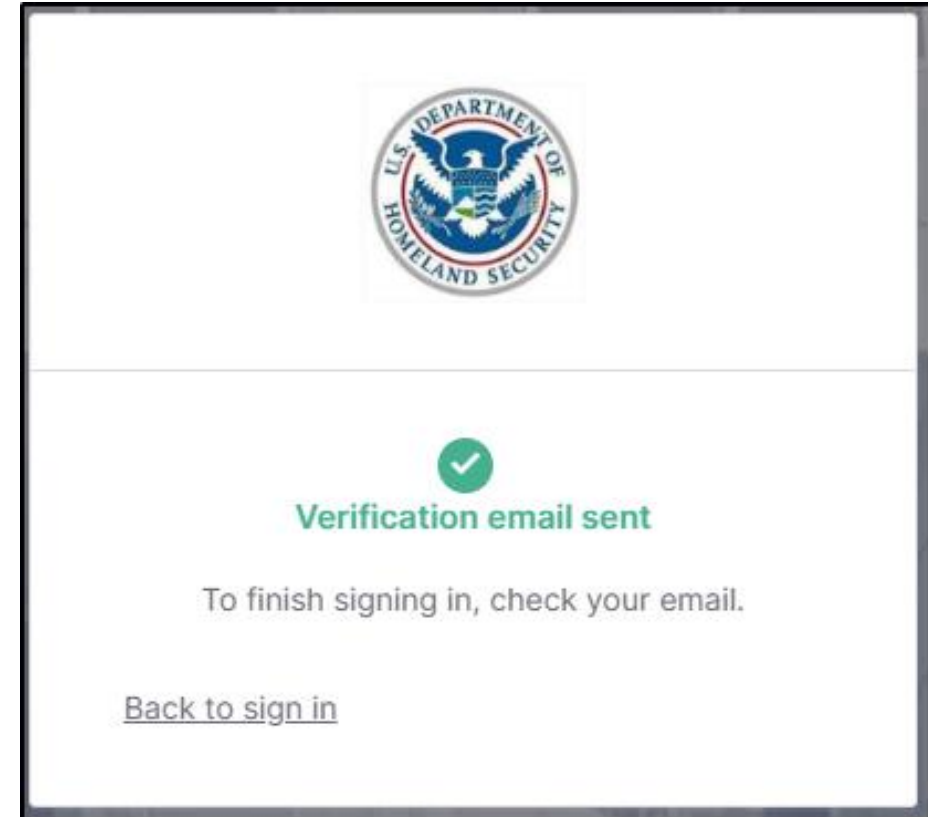
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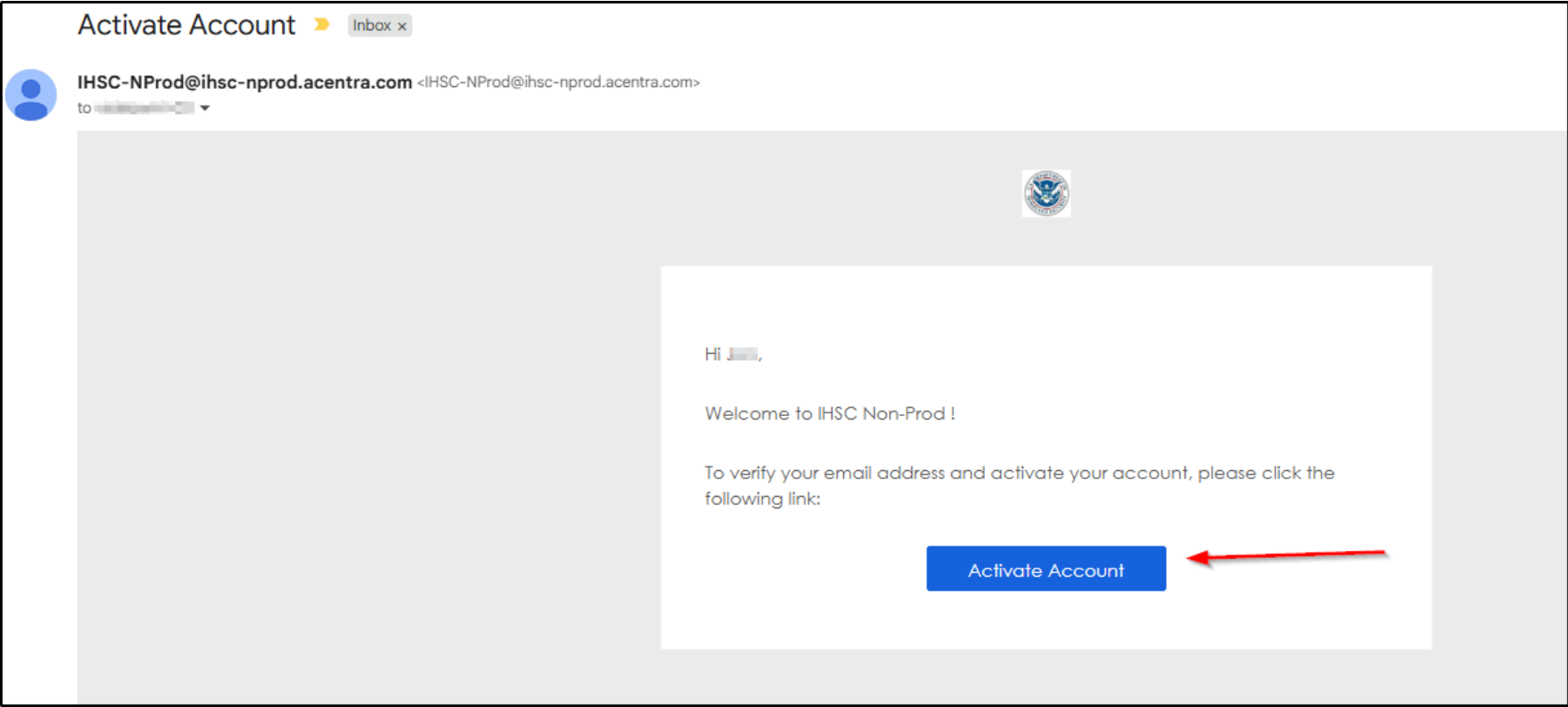
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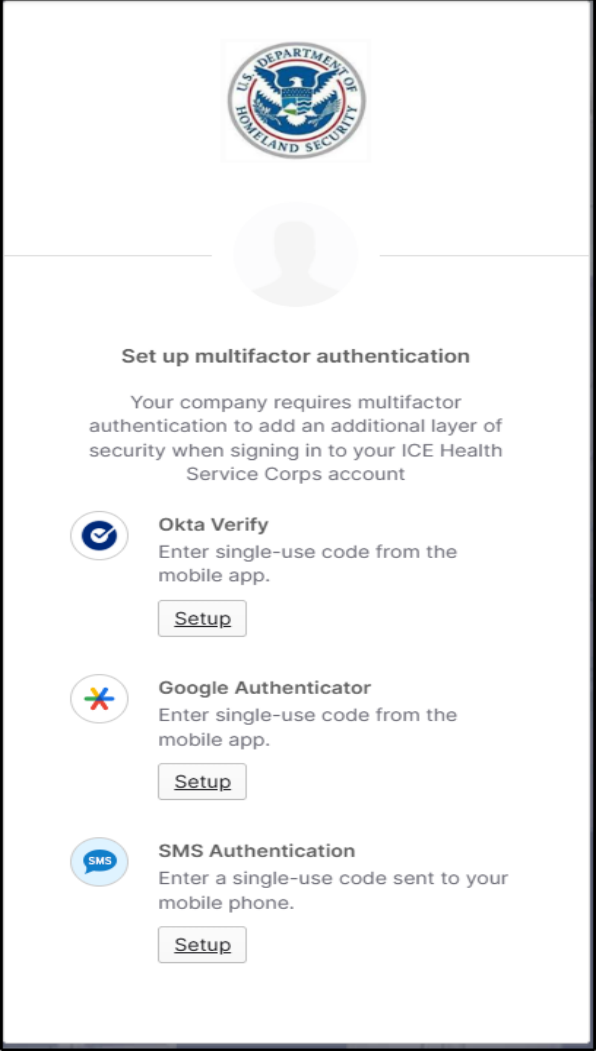


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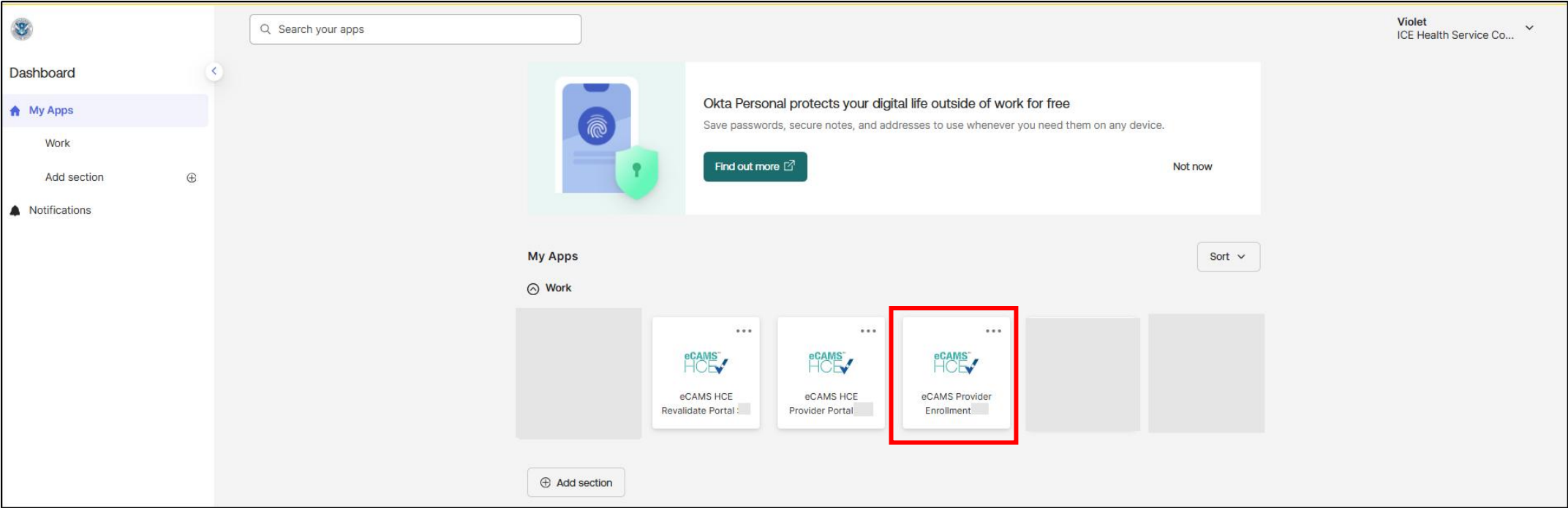


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IHSC Provider Portal Home Page

Once you have set up your authentication method, the system will redirect you to the secure IHSC Provider Portal home page to begin your enrollment application. Select the eCAMS Provider Enrollment tile.





FAQs

Frequently Asked Questions (FAQs)

Will there be a provider portal?

Yes. A secure web-based provider portal will be available. On the following dates, the IHSC Provider Portal will have the following features available:

September 2026:

- Secure communication
- Provider revalidation
- Provider new enrollment
- Provider information updates and revalidation

October 2026:

- Claims Submission
- Access to payment and remittance information
- Claim status inquiry
- Submission of attachments and adjustments

FAQs Continued...

How do I get vendorized with the new third party administrator (TPA)?

- Acentra Health, acting as the TPA, will provide a full-service provider portal for enrollment and EFT setup. Providers can register and manage their profiles through this portal. Providers will **not** need to register with SAM.gov or ID.me to be vendorized with Acentra Health.
- Once the new system is operational, providers who were previously vendorized and had paid claims with VA-FSC to service DHS detainees will need to revalidate and confirm their banking EFT information before submitting claims for payment.
- Providers who were not previously vendorized will need to complete an enrollment application through the new IHSC Provider Portal.

FAQs Continued...

How do I register for the provider portal?

Previously vendorized providers will receive an email before the new IHSC Provider Portal is operational, to register for the provider portal and to revalidate. Providers not yet vendorized with VAFSC, will need to register and enroll on the provider portal once the new system is operational.

Will training or user guides be provided for the new system?

Yes. Acentra Health will provide instructional training for providers and user guides for system access and use. Training information will be posted and maintained on the Acentra Health IHSC website.

Will there be a customer service telephone number?

Yes. Call Center and Help desk support will be available between 8:00 A.M. and 5:00 P.M. ET, Monday through Friday, excluding federal holidays at 1-844-922-IHSC (1-844-922-4472). Customer support will be provided for claim inquiries, EFT/EDI enrollment, appeals, and payments.

FAQs Continued...

Can I communicate securely through the portal?

Yes. The portal will support secure communication regarding authorizations and claim status.

How do I enroll for ACH/direct deposit?

ACH enrollment will be managed through the provider portal. All payments will be made through EFT.

When can I submit claims for reimbursement?

Claims submission is estimated to begin mid to late October 2026. Claims submission can occur after the provider is enrolled.

FAQs Continued...

Where can I submit my claims?

Claims can be submitted:

- **Electronically** via EDI through the P-n-T Data Clearinghouse
- **Direct Data Entry (DDE)** through the new IHSC web-based portal for providers

Can I submit paper claims?

The provider portal will allow for direct claims entry for all claim types and will result in higher claims acceptance rates and faster adjudication. Paper claims and other paper correspondence will not be accepted and will be returned. **Mail services will not be available; processing is fully electronic.**

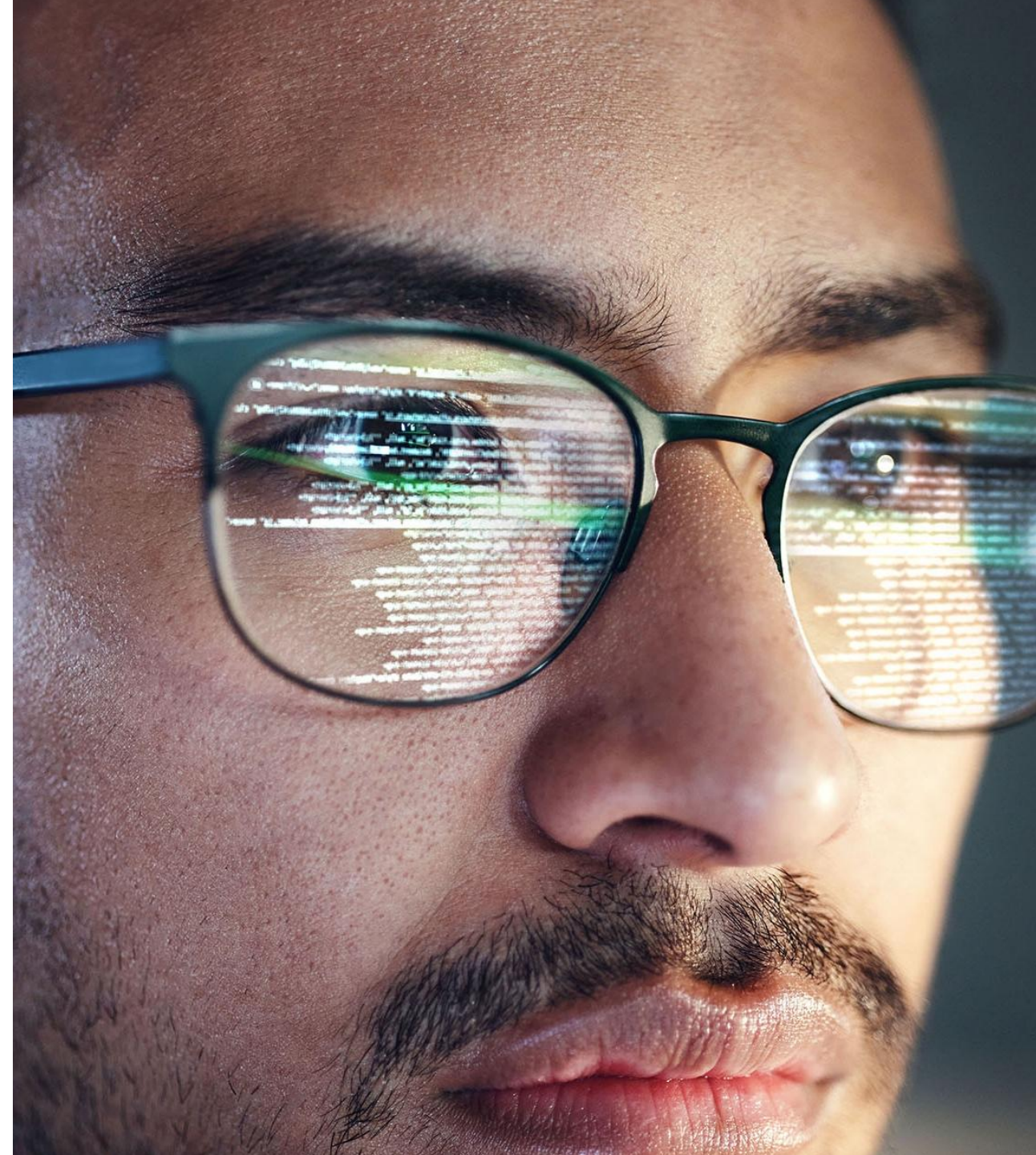


Provider Resources

Contact Information

If you have any questions or need assistance with revalidation, new enrollments, or general inquiries, please contact the IHSC Provider Support Call Center at 1-844-922-IHSC (1-844-922-4472).

Note: The IHSC Provider Support Call Center is available from 8:00 a.m. to 5:00 p.m. ET, Monday through Friday (excluding federal holidays).



Acentra
HEALTH

HOME PROVIDER RESOURCE CENTER

Contact Us

Welcome to the Provider Resource Center

On this page, you will find key resources, user guides, and quick tips for help with the IHSC Provider Portal. Have a quick question, visit the FAQ page for answers to frequently asked questions. Still not finding what you need, select Contact Us to find the Customer Support Team that can assist with providing technical support and answer process related questions.

Explore Provider Resources

Choose a category below to access portal tools, guides, training materials, updates, FAQs, and support.



Provider Portal

Submit claims, enroll as a new provider, manage provider information, and access portal services.



Provider Resources

Access forms, guides, policies, and provider tools.



Provider FAQs

Find answers to common provider questions.

Providers can find additional resources on the **Acentra Health Provider Resource Center**.

Visit the IHSC-DHS_Acentra website at <https://ihsc-dhs.acentra.com/> and select the **Provider Resources Center** tab at the top of the page. The website will take you to the **Provider Resources** page, where you can access guides, FAQs, training videos, the latest updates, and more.

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Summary

- September 2026 – Go-Live date
 - October 2026 – Claim Submission estimated to begin
 - Sept. 14-25 – Enrollment training
 - Sept. 28-Oct. 9 – Claims training
 - Applications through the IHSC Provider Portal
 - Revalidations required for VAFSC vendorized providers
 - EFT validation required for vendorized providers
 - <https://ihsc-dhs.acentra.com/> for latest information and updates
-

Questions?



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