

INDEPENDENT ASSESSMENT SERVICES

Trusted Expertise Driving Better Care Outcomes

Proven Results

7.8

MILLION

lives benefit from our IA services

700

THOUSAND

assessments annually

90

PERCENT

net promoter score

98

PERCENT

assessment accuracy

99

PERCENT

member satisfaction

Acentra Health provides expert independent assessments that simplify access to services, improve the experience for vulnerable populations, and support informed care decisions. Leveraging decades of experience, highly trained assessors, and configurable software and data management tools, we deliver comprehensive evaluations for individuals with intellectual and developmental disabilities, behavioral health conditions, and complex medical needs.

Our clinical staff, assessors, and trainers combine unmatched expertise with ongoing training to ensure consistent quality. By integrating person-centered approaches with robust technology, Acentra Health helps government and commercial organizations identify the most appropriate services, improve efficiency, and achieve better outcomes. We support clients nationwide in centralizing, standardizing, and implementing reliable application, screening, and assessment services—delivering high-quality solutions that drive measurable impact.

The Acentra Health Continuum of Care Suite



Future-Proof
Technology



CMS Certified
Fully integrates with legacy systems and aligns with CMS modularity standards



Automation Driven
Reduce administrative burden and manual errors



Continuous Modernization
Configurable for policy changes, state-specific needs, and growth



Flexible, Cloud-Based
HIPAA, NIST, SOC2 Type 2, and ISO 27001:2013 compliant

Guiding Care Through Independent Assessments

Through customizable solutions and a person-centered approach, Acentra Health identifies the most cost-effective care options, ensuring members receive the right support in the least restrictive setting.

Behavioral Health
Needs Assessment

Evaluate individuals with intellectual and developmental disabilities (I/DD) to determine support needs, service eligibility, and care planning.

Level of Care Assessments

Assist Medicaid beneficiaries with mental illness, disabilities, and long-term care needs by reviewing eligibility for waiver programs and needed services.

Previous Level of Care
Assessments

Review previous level of care determinations to ensure accuracy of decisions and current services provided.

Application Processing

Simplify Medicaid and other coverage applications, offering convenient access and expert guidance throughout the process.

PASRR Level I: Screening

Identify whether applicants to Medicaid-certified nursing facilities may have a serious mental illness (SMI) and/or intellectual disability (ID).

PASRR Level II: Evaluation

Conduct in-depth evaluations of Level I applicants to determine needs, appropriate settings, and service recommendations.

Decades of Successful Outcomes

Acentra Health has been serving Medicaid members receiving Long Term Supports and Services (LTSS), including Home and Community Based Services (HCBS) since 1993. We provide an array of services, helping millions of individuals maintain optimal quality of life through access to equitable health services while remaining in the community. Across the country, we are a key partner in helping our clients progressively move towards greater centralization, standardization, and implementation of reliable application, screening, and assessment services.