

Cenpatico- Indiana

Quick Reference Guide

General Information for Non-Contracted Provider

Cenpatico Headquarters

504 Lavaca, Ste 850, Austin, TX 78701

Cenpatico Indiana Office

1099 N. Meridian St., Ste 400, Indianapolis, IN 46204

Cenpatico Customer Service

1-877-647-4848 (option 2, then option 1)

Claims Support: 1-866-324-3632

Website: www.cenpatico.com

Claims Address

Cenpatico, PO Box 6800, Farmington, MO 63640-3817

Claims Appeals

Cenpatico, P.O. Box 6000, Farmington, MO 63640-3809

Effective 1/1/11 providers have 30 calendar days from the date they receive the EOP to file an adjustment, resubmit, or appeal a decision. Failure to do so within the specified timeframe will waive your right for reconsideration.

MEMBER SERVICES

Members and providers may call Member Services for all Member related questions at 1-877-647-4848

PRIOR AUTHORIZATION

Please call Medical Management for inpatient and partial hospitalization authorizations at 1-877-647-4848

Authorization forms for Outpatient Psychotherapy, Intensive Outpatient Therapy, and Psych Testing, may be obtained on our website, cenpatico.com.

MEDICAL NECESSITY APPEALS

Submit to:
Cenpatico
Attn: Appeals Coordinator
504 Lavaca, Ste 850, Austin, TX 78701

Or Fax to: 1-866-694-3649

Services Requiring Prior-Authorization

All providers wishing to provide covered services to covered Cenpatico members must first receive prior authorization from Cenpatico before providing the services. Prior authorization can be requested by completing an OTR Form which may be obtained through the Cenpatico website at www.cenpatico.com.

Services NOT Requiring Authorization

Cenpatico will allow non-participating psychiatrists the opportunity to provide psychiatric services to covered Cenpatico members without being under contract. The following lists of Medication Management Codes are only available to be used by a non-participating psychiatrist without requiring a prior authorization:

Initial Assessments

90801, 90802

Medication Management with and without Therapy

90805, 90807, 90811, 90813, 90862

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Quick Reference Guide

Emergency Services

99058 - Emergency Office Visit does not require pre-authorization, but you must notify Cenpatico within 48 hours of rendering this service to review for authorization.

Emergency admissions after-hours and on weekends, should be called into 1-877-647-4848 and follow the prompt for NurseWise.

Emergency Admission – It is the responsibility of the hospital to contact Cenpatico and obtain authorization for the admission within two business days. Emergency room visits that do not result in an admission are the payment responsibility of MHS.

Pharmacy Services

Effective 1/1/2010, Pharmacy previously serviced by the MCOs has been consolidated and is now managed by OMPP (Office of Medicaid Policy & Planning). Please refer to the IHCP Manual at www.indianamedicaid.com.

Customer Service: 1-800-577-1278 or 1-317-655-3240 (Option 1)
Prior-Authorization: 1-800-879-0106

Coordination with Physical Health

Coordination with the member's Primary Medical Provider is important for coordination of care. Please make sure to notify the PMP within 5 days of your initial visit with a new MHS patient or when a change in treatment plan occurs.

Claims

Centene EDI Department: 1-800-225-2573, X-25525 / Emdeon – Payor ID 68052
Claims from Non-participating Providers must be submitted within 365 days of DOS.

To check on the status of a claim, please call **Cenpatico Claims Support at 1-866-324-3632**.

When "resubmitting" a corrected claim, please make sure to send a paper claim with the words "**Resubmission**" at the top of the CMS 1500 and include the original claim number.

Effective 1/1/11, providers have 30 calendar days from the date the EOP is received to file an adjustment, resubmit, or appeal a decision. Failure to do so within the specified timeframe will waive your right for reconsideration.

Local Resources

Terry Buford
Network Manager
1-317-684-1482, ext 20191
tbuford@centene.com

Cindy Smith
Provider Relations Specialist
1-317-684-1482, ext 20268
csmith@centene.com

All contacts identified here are also available by calling 1-877-647-4848, option 1, then option 4, then the appropriate extension listed.