

## BILLING

### **Does Cenpatico offer on-line billing capabilities?**

Yes. Participating providers can set up a user account on the [www.cenpatico.com](http://www.cenpatico.com) website to submit professional service claims as well as to check the status of previously submitted claims.

### **What services can be billed with the Revenue code 510?**

A specific listing of CPT codes which will be reimbursed for billing in conjunction with the 510 Revenue code is attached. There must be a PAID professional service on file on the same date of service for the 510 to pay.

### **Do I Need to Bill with a Medicaid Number and NPI?**

Providers are required to have an Indiana Medicaid number and National Provider Identifier. Additional details on the NPI program can be found at <http://www.cms.hhs.gov>. Taxonomy codes are also required for claims submission.

### **Does CBH offer Electronic Funds Transfer (EFT)?**

Yes. Providers should contact the Indiana Provider Relations Specialist at (877) 647-4848 ext 20268 in order for the necessary forms to begin the EFT process.

### **Where Do I Find the Covered Billing Codes?**

Please refer to your reimbursement exhibit (fee schedule) in your agreement. Please ensure you follow all applicable authorization processes when billing these codes.

### **What if I Disagree With a Claims Denial?**

If you disagree with a claims denial, you may appeal in writing within 60 days of the date of the denial on the Explanation of Payment to address below; you can also find more information regarding the appeal process in the CBH Provider Manual.

CBH Appeals  
PO Box 6000  
Farmington, MO 63640

### **How do I Contact Claims Customer Service?**

Please contact 877-730-2117 to speak with Claims Customer Service.

## CLINICAL

### **Where Can I Find the Cenpatico Clinical Practice Guidelines & Medical Necessity Criteria?**

You can find these materials on the Cenpatico website at [www.cenpatico.com](http://www.cenpatico.com). You may also refer to the Cenpatico Provider Manual.

### **Does Cenpatico Offer Provider Training or CEU Opportunities?**

Cenpatico Network Development and Clinical Provider Trainer are available to conduct provider forums, orientations, or individual training on topics such as best practices, current trends, forums, Cenpatico policies & procedures. Please call Provider Relations at (877) 647-4848 if you would like further information regarding upcoming training events in your area. Cenpatico is an approved CEU provider. Additionally, Cenpatico offers on-line training through E-Learning.