

GENERAL INFO

Cenpatico Corporate Office: 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

Providers have 60 calendar days from the date they receive the EOP to file an adjustment, resubmit, or appeal a decision. Failure

Member Services

Members and providers may call Customer Service for all Member related questions at 877-647-4848

Prior Authorization

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

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

Participating Providers* are allowed an initial evaluation + 5 therapy visits before authorization is required.

Medical Necessity Appeals

Submit to: Cenpatico, Attn: Appeals Coordinator, 504 Lavaca, Ste 850, Austin, TX 78701 or fax to: 866-694-3649

*Participating Provider means that you have been contracted, credentialed, and loaded in our claim system as a participating provider.

SERVICES REQUIRING PRIOR AUTHORIZATION

Inpatient Hospitalization

Partial Hospitalization

In-Home Therapy

Detox

Intensive Outpatient Program

ECT

23-Hour Observation

Psych Testing

Outpatient Therapy Visits > 6 (1+5)

SERVICES NOT REQUIRING AUTHORIZATION

Diagnostic Evaluation Codes: 90801, 90802 ** One (1) unit per member/per provider/per 6 months without authorization

Psychotherapy (applies to par providers only)

A total of **five (5)** sessions of the following codes can be used per member without authorization: 90804, 90806, 90808, 90810, 90812, 90814, 90816, 90818, 90821, 90823, 90826, 90828, 90846, 90847, 90849, 90853, 90857 – Once the five (5) sessions are used, **you must** complete a CBH Outpatient Treatment Request (OTR) to obtain an authorization for additional sessions.

Medication Management with and without Therapy

90805, 90807, 90811, 90813, 90862

EMERGENCY SERVICES

99058 - Emergency Office Visit does not require pre-authorization, but you must notify CBH 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 CBH 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

The healthplan's pharmacy benefit is managed by US Scripts and you may obtain a Preferred Drug List (PDL) and prior-authorization form from the MHS website at www.managedhealthservices.com.
Customer Service: 800-460-8988

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: 800-225-2573, ext 25525 / Emdeon – Payor ID 68052
Claims from Participating Providers must be submitted within 180 days of DOS

To check on the status of a claim, please call **CBH Claims Support at 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.

Providers have 60 calendar days from the date 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
317-684-1482, ext 20191
tbuford@centene.com

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

Bart Marshall, LCSW
Clinical Provider Trainer
317-684-1482, ext 20196
bmarshall@centene.com

All contacts identified here are available by calling 877-647-4848, option 0, then the appropriate ext. listed.