

# Cenpatico - Georgia

## Frequently Asked Questions (FAQ)



### GENERAL

#### Where Does Cenpatico Operate in My State?

CENPATICO managed the behavioral health benefits for members in three regions; Atlanta, Central, and Southwest. The counties that comprise these regions are as follows:

##### Atlanta Region

Barrow, Bartow, Butts, Carroll, Cherokee, Clayton, Cobb, Coweta, DeKalb, Douglas, Fayette, Forsyth, Fulton, Gwinnett, Haralson, Henry, Jasper, Newton, Paulding, Pickens, Rockdale, Spalding, Walton

##### Central Region

Baldwin, Bibb, Bleckley, Chattahoochee, Crawford, Crisp, Dodge, Dooly, Harris, Heard, Houston, Johnson, Lamar, Laurens, Macon, Marion, Meriwether, Monroe, Muscogee, Peach, Pike, Pulaski, Talbot, Taylor, Telfair, Treutlen, Troup, Twiggs, Upson, Wheeler, Wilcox, Wilkinson

##### Southwest Region

Decatur, Grady, Thomas Seminole, Atkinson, Baker, Ben Hill, Berrien, Brooks, Clay, Calhoun, Clinch, Coffee, Colquitt, Cook, Dougherty, Early, Echols, Irwin, Lanier, Lee, Lowndes, Mitchell, Miller, Quitman, Randolph, Schley, Stewart, Sumter, Terrell, Tift, Turner, Webster, Worth

#### Who Manages the Physical Health Benefits for Cenpatico Members?

Peach State Health Plan (PSHP) is the physical health benefits vendor for Cenpatico members.

#### How Do I Contact the Health Plan?

You can reach PSHP by calling **866-874-0633**. You may also visit their website, [www.pshpgeorgia.com](http://www.pshpgeorgia.com).

#### What do I need to do if I have multiple office locations?

A separate Medicaid number is needed for all office locations. You will find the forms to complete for provider enrollment on the [www.ghp.georgia.gov](http://www.ghp.georgia.gov) website.

### 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.

#### Where Can I Get a Copy of the Preferred Drug Listing (PDL)?

The PSHP Preferred Drug Listing is located within the PSHP Provider Manual. Please visit the PSHP website at [www.pshpgeorgia.com](http://www.pshpgeorgia.com) to download the Manual.

### NETWORK

#### How Do I Join the Cenpatico Provider Network?

Contact Cenpatico Georgia Provider Relations at **(770) 437-3007** or email the department at [lkidd@centene.com](mailto:lkidd@centene.com).

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### How Do I Know if I am a Participating Provider in the Cenpatico Network?

If you are unsure of your participating status in the Cenpatico Network, please call Cenpatico Georgia Provider Relations at **(770) 437-3007**. Provider Relations can verify your status and let you know if we need anything in order to expedite your participating status in our referral database and Provider Directories.

### Do I Need a Medicaid Number and NPI to Join Your Network?

Providers are required to have a Georgia Medicaid number and National Provider Identifier. You must have a NPI by May 23, 2007. Additional details on the NPI program can be found at <http://www.cms.hhs.gov>.

### How Do I Obtain a Medicaid Number?

You can apply for a Georgia Medicaid Number online at, <https://www.ghp.georgia.gov/wps/portal>. Choose the "Provider Information" tab. The State will notify you when your application has been approved and your Medicaid number is active with the State. Please notify Cenpatico Provider Relations at **(770) 437-3007** once you obtain your notification of approval.

### Do I Join as an Individual or as a Group?

You may join on an individual or group basis. If you share a practice with at least one other provider and share a mutual Tax Identification Number, you may join as a group. Please note that each provider within the group must sign an attestation form and complete Cenpatico credentialing.

### How Do I Obtain a Copy of the Cenpatico Provider Manual?

Please call Cenpatico Georgia Provider Relations at **(770) 437-3007** to request a Provider Manual or you may download a copy online at [www.cenpatico.com](http://www.cenpatico.com). The Manual contains information such as Cenpatico Medical Necessity Criteria, Clinical Practice Guidelines, and policies and procedures regarding Credentialing, Utilization Management, Quality Improvement, and Claims.

### How Do I Update My Provider Profile Information?

Please call Cenpatico Provider Relations at **(770) 437-3007** and request a Provider Profile form. This form will allow you to change your provider demographics. Once you complete the form, simply fax it to **866-532-8837**.

### What Reasons Should I Contact Cenpatico Provider Relations?

You may contact Cenpatico Provider Relations at anytime. Most frequent reasons providers contact Provider Relations are as follows; address changes, Tax Identification Number updates, referral questions, and the like.

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

Cenpatico Network Development and Provider Relations are available to conduct provider forums, orientations, or individual training to our Georgia provider network on topics such as Cenpatico policies & procedures, current trends, forums, and CEU opportunities. We also offer free continuing education through Essential Learning available on our website at [www.cenpatico.com](http://www.cenpatico.com). Please call Provider Relations at **(770) 437-3007** or go to our website if you would like further information regarding upcoming training events in your area.

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### CREDENTIALING

#### What information is included in the Cenpatico Credentialing Process?

Cenpatico credentialing packets include a credentialing application, Provider Specialty Profile, W9, and checklist which request the following information; copy of insurance, license/certifications, DEA/CDS (MD/DO only), curriculum vitae, and explanation for gaps in work history. Hospitals and facilities will also be asked for copies of their CLIA license, program/level of care licensing (when/where applicable), and their JCAHO, CARF, or AOA accreditation.

#### How Long Does the Credentialing Process Take?

The credentialing process can take up to six (6) months. Once you are fully-credentialed in our network, you will receive notification of your credentialing status from our Credentialing department. While you may be credentialed, you may not be fully loaded in Cenpatico systems as a participating, or "PAR", provider. You will receive notification of your participating, or "PAR", provider status from Cenpatico Provider Relations. Once you are loaded in our systems, you will be eligible to receive referrals as an in-network provider.

#### Do I Need to Be Re-Credentialed?

Cenpatico re-credentials each provider/facility every three (3) years from the date of their initial credentialing date. For example, if you were credentialed on January 1, 2009, your re-credentialing would need to occur before January 1, 2012.

### AUTHORIZATIONS

#### How Do I Know When I am Eligible to Receive Member Referrals?

Once you are loaded in Cenpatico systems as a participating, or "PAR", provider, you will be eligible to receive member referrals as an in-network provider. You will receive a "welcome letter" from Cenpatico Provider Relations as notification that you are a "PAR" provider. If you are unsure of your status in our provider network, please contact Cenpatico Provider Relations at **(770) 437-3007**.

#### How Do I Get Member Referrals?

Cenpatico employs a team of Customer Service Representatives (CSR) who refer members to Cenpatico providers. Provider Directories are also printed and furnished to our members and are located online at [www.pshpgeorgia.com](http://www.pshpgeorgia.com). Referrals are tailored to the member's needs and provider specialty and location are taken into consideration.

#### When Do I Request Prior Authorization?

Cenpatico requires prior authorization for every billing code except a select group of ongoing medication management codes. Cenpatico has an "authorization grid" that lists the codes that require authorization and lists those codes that do not require authorization. Please contact the Georgia Provider Relations Department at **(770) 437-3007** to request an "authorization grid". All authorization forms (OTR, Psychological testing, etc) can be found in the back of the Georgia Provider Manual or on-line at [www.cenpatico.com](http://www.cenpatico.com).

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### When Do I Complete an Outpatient Treatment Request (OTR) Form?

Once you utilize all sessions authorized by Cenpatico, you will need to complete an OTR form to request additional sessions. You may want to complete an OTR when you only have one (1) session left from the previous authorization. This will allow you ample time to complete and submit the OTR, and for the OTR to be reviewed and approved.

### Where Do I Send Completed Outpatient Treatment Requests (OTRs)?

Please fax your completed OTR to **866-694-3649**. The Cenpatico clinical team will review and process your request once it is received. You will be notified of your new/updated authorization via mail. The usual turnaround time is 7-8 business days but it can take up to 14 business days. Provider may also set-up a user account with Cenpatico to submit your OTRs through our online web portal which is located at [www.cenpatico.com](http://www.cenpatico.com).

## REIMBURSEMENT & CLAIMS

### Where Do I Send My Clean Claims?

Please mail your claims to the following address;

**Cenpatico Claims Processing**  
**PO Box 6700**  
**Farmington, MO 63640**

Providers may also set-up a user account with Cenpatico to submit clean claims through our online web portal which is located at [www.cenpatico.com](http://www.cenpatico.com). When filing claims with Cenpatico, please bill your claims utilizing the National Provider Identifier (NPI) and the Taxonomy Code.

### Can I Submit My Claims Electronically?

Cenpatico Georgia providers may submit electronic claims through Cenpatico approved vendors. Please contact the Centene EDI Department at **1-800-225-2573 ext. 25525** or contact Cenpatico Georgia Provider Relations at **(770) 437-3007** to get a list of approved vendors and request a Trading Partners Profile Form.

### What is the Timely Filing Deadline?

You have **180 days** from the Date of Service to submit your claim to Cenpatico for processing and reimbursement.

### Do I Use a CMS-1500 or CMS-1450 Form?

All CPT and HCPCS codes must be billed on a CMS-1500 form. All revenue codes must be billed on a CMS-1450 form.

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

If you disagree with a claims denial, you may appeal in writing within **90 days** of the date of the denial on the Explanation of Payment to the following address;

**Cenpatico Appeals**  
**PO Box 6700**  
**Farmington, MO 63640**

You can find more information regarding the appeal process in the Cenpatico Provider Manual.

[www.cenpatico.com](http://www.cenpatico.com)

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### How do I Contact Claims Customer Service?

Please contact **866-324-3632** to speak with Claims Customer Service.

### 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.

### My Tax Identification Number Has Changed, What Do I Do?

Submit a letter detailing your approval to change your Tax Identification Number (TIN) (and the new TIN's effective date) in our system with a copy of your updated W9 to Provider Relations via fax at **866-532-8837**. You may also submit these materials to Provider Relations via mail to the following address;

**Cenpatico  
Georgia Provider Relations  
3200 Highlands Parkway S.E. Suite 200  
Smyrna, Georgia 30082**

### Can I Bill a Member for Covered Services?

Per your agreement with Cenpatico and per Georgia Medicaid Guidelines, you may not bill a member for covered services.

### Who Do I Contact if My Checks are sent to the Wrong Address?

Please contact Cenpatico Georgia Provider Relations at **770-437-3007** to request a Provider Address Change form.