

In this issue:

Page 1—
- I.C. Hope—Don't Duck
Mental Health Program
- Website Updates

Page 2 —
- Claims Corner

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Cenpatico Provider Portal
[www.cenpatico.com/portal/
public/cbh](http://www.cenpatico.com/portal/public/cbh)

**Kansas HealthWave
Verification and
Information Number**
1-800-792-4884
www.kansashealthwave.org/

Claims
Cenpatico
ATTN:
CLAIMS DEPARTMENT
P. O. Box 6400, Farmington,
MO 63640-3807

Appeals – Claims
Cenpatico
ATTN: CLAIMS APPEALS
P. O. Box 6000, Farmington,
MO 63640-3809

Provider Update

A Quarterly Update for HealthWave 21 CHIP Providers



Cenpatico Supports I.C. Hope—Don't Duck Mental Health Program

In 2005 the Mental Health Association of South Central Kansas, located in Wichita, launched the I.C. Hope—Don't Duck Mental Health campaign to:

- ◆ promote “good” mental health
- ◆ define mental illness
- ◆ erase the stigmas associated with mental illness

I.C. Hope, a friendly life size duck, serves as a mascot bearing a band-aid on his head to remind us that mental illness is real and treatable and a life preserver around his neck to remind us every life is worth saving. The K-12 curriculum and activities is used to educate children and youth on topics such as bullying, peer pressure, teasing, diversity, self-esteem, eating disorders and much more.

Cenpatico is pleased to support the I.C. Hope—Don't Duck Mental Health Program that reaches nearly 4,000 children and youth annually. Dr. Sam Donaldson, Cenpatico President and CEO, emphasizes that, “We are proud to partner with a program that aligns with our philosophy of supporting Recovery, Resiliency and Results for children and youth at risk of, or receiving treatment for, behavioral health disorders.”

For more information about the I.C. Hope—Don't Duck Mental Health Program contact the Mental Health Association at 316-685-1821 or visit the website at www.mhasck.org.

Pictured from left is Jeanie Kimball, Cenpatico Kansas Provider Relations Specialist, with Carrie Ewing, I.C. Hope—Don't Duck Mental Health Coordinator.



New on the Cenpatico Website

Resource materials for Cenpatico Kansas providers have recently been updated and posted on the website. To view or download an updated Quick Reference Guide or Frequently Asked Questions (FAQ) go to www.cenpatico.com and click on Provider, then choose Provider Forms/Resources, then choose Kansas.

While at the website check out the Member section by clicking on Member, then choose Kansas, then choose Member Resources. The Kansas Member Handbook and Kansas Provider Directory were recently updated and posted.



Claims Corner—

Correction to Changes to Billing Codes Provider Update Dated June 9, 2009

Please note that the rates for H2017 and H2017 TJ were inadvertently transposed on the recent Provider Update. Unless otherwise negotiated, the rate for **H2017 should be \$13.63** for all levels and for **H2017 TJ should be \$8.75** for all levels. We apologize for the oversight.

Member Eligibility

A frequent denial code or EX code providers may receive on an Explanation of Payment (EOP) when a claim is denied is: 28—DENY: COVERAGE NOT IN EFFECT WHEN SERVICE PROVIDED. This means that member eligibility should be re-verified. In some instances, the wrong member or member information may have been billed on the claim, which may have been before or after effective dates of coverage.

To avoid claims issues with member eligibility, providers should verify eligibility every time a member schedules an appointment and when they arrive for services. Member's eligibility for coverage under HealthWave 21 may change suddenly for a variety of reasons beyond Cenpatico's control.

Cenpatico Customer Service will assist you with determining member eligibility. Customer Service Representatives, available during regular business hours at 1-866-896-7293, have access to current member eligibility information. When you call them, please have available as much of the following information as possible:

- Member's full name (including correct spelling) and any other names such as maiden names, aliases, etc
- HealthWave 21 Number and Social Security Number
- Address and Telephone

Providers also may verify member enrollment through the Kansas Medical Assistance Program (KMAP) web-site at www.kmap-state-ks.us or call (800) 933-6593.

New Billing Location for Substance Abuse Providers Offering IOP Services

A new billing location is available for non-residential substance abuse treatment providers. The location code **57** should be used when billing Intensive Outpatient (IOP) substance abuse services only.

Billing 908XX Series Codes

A reminder that when billing 908XX series codes covered by Cenpatico (and found at the back of your contract agreement), that only one unit of service should be used with no modifiers. Using more than one unit and/or using a modifier could result in the claim being denied or an inaccurate payment.

Reminder to Facility Providers

A reminder for contracted facility providers to regularly submit any staff changes on the Cenpatico Facility Roster Update form or similar form used by the facility. Updates may be sent to Jeanie Kimball at jkimball@centene.com or faxed to Jeanie at 785-354-4206.

Cenpatico denies any claim from a facility if the provider bills with the rendering provider name in addition to the facility name and the rendering provider name has not been submitted on a roster to Cenpatico for set-up in our claims system. Claims without the rendering provider name will be processed under the facility name, albeit with a drop in reimbursement level to that of a Master's level.

Address and Location Changes

Have you changed or added an address or location? When your **Billing, IRS, or Location Address** changes or an address is added, please notify Cenpatico immediately via the website, email, fax or mail. A change of address form is located on the website at www.cenpatico.com, under Provider Resources/Forms.

The **Billing Address** is where Cenpatico sends your claims payments; a new W-9 form is not needed. The **IRS Address** is the address your taxes are filed under and where your 1099 forms are mailed at the end of the year; a new W9 form is needed. A new W9 form is also needed when your Tax ID number changes. Please notify Cenpatico immediately of any changes to assure accurate claims payment and processing.