

Provider Quick Reference Guide

Phone Numbers

Customer Service/Authorizations	800-224-1991
Care Management/Quality Improvement	800-224-1991
Claims Customer Service	877-730-2117
Provider Relations- Lorie Stadtmiller	800-224-1991 ext. 24151
Network Management- Donna Kay	800-224-1991 ext. 23282

Faxes

Outpatient Treatment Requests	866-694-3649
Care Management /Care Coordination	866-694-3730
Provider Relations	866-719-5436
Appeals/Complaints	866-704-3663
Credentialing	866-694-3735

Addresses

Cenpatico Ohio Office
175 S. 3rd Street, Suite 1200
Columbus, Ohio 43215

Cenpatico Claims
PO Box 6150
Farmington MO 63640

Claim Appeals
PO Box 6000
Farmington MO 63640

Websites

Cenpatico
www.cenpatico.com

Buckeye Community Health Plan
www.bchpohio.com

Cenpatico Website Includes:

- Provider Resources/Forms including the Provider Manual
- Directory Look-up
- Claim Submission and Claim Status look-up
- Member Eligibility
- E-Learning link
- Medical Necessity Criteria and Best Practices