

## Provider Quick Reference Guide

### Phone Numbers

Customer Service/Pre-authorization	800-589-3186
Quality Improvement/Complaints	800-589-3186
Provider Relations Representative	800-547-1647 (ext. 23283)
Network Development Manager/Contracting	800-547-1647 (ext. 23282)
Claims Customer Service	877-730-2117

### Faxes

Outpatient Treatment Request (OTR)	866-694-3649
Care Management/Care Coordination	866-694-3730
Quality Management/Incident Reports	866-714-7991
Appeals	866-714-7991
Credentialing	866-694-3735
Provider Relations/Network Development	866-671-3661

### Cenpatico Addresses

#### **Cenpatico Wisconsin Claims**

PO Box 6123  
Farmington, MO 63640

#### **Cenpatico Wisconsin Claims Appeals**

PO Box 6000  
Farmington, MO 63640

#### **Cenpatico National Service Center:**

504 Lavaca, Suite 850  
Austin, TX 78701

### Helpful Websites

#### **Cenpatico Website**

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

#### **MHS Website**

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

#### **State of Wisconsin Medicaid Website**

[www.forwardhealth.wi.gov](http://www.forwardhealth.wi.gov)