

Member Care Coordination

CBH Care Coordinators provide referrals and eligibility verification to HealthWave 21 members and providers. Referrals are tailored to each member's needs, with provider specialty and location taken into consideration.

Care Coordinators:

- Contact by telephone and letters to high-risk members discharging from hospitals to ensure appropriate follow-up
- Coordinate with the health plan, advocates or providers for members who may need behavioral health services
- Assist members with locating an appropriate provider and services
- Serve as a resource to hospital discharge planners needing services for members
- Coordinate requests for out-of-network providers by determining need/access
- Facilitate requests for inpatient psychiatric consults for members in a medical bed

Intensive Case Management

Intensive Case Managers identify members with complex, chronic or high-risk behavioral health conditions that require coordination of services and periodic monitoring in order to achieve desired outcomes.

The Case Managers work collaboratively with the member, physician, family/significant others and providers of healthcare and support services to implement an individualized plan of care. Case Managers assist the member in maximizing efficiency in utilization of available resources and plan benefits.

Contact a CBH Customer Care Representative for Assistance

1-866-896-7293

WHO TO CALL FOR HELP

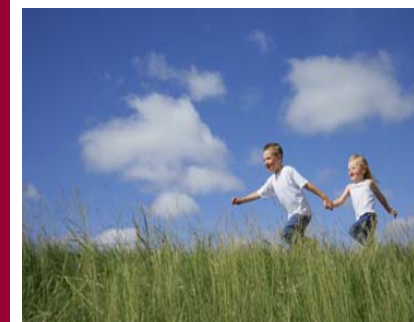
Al-Anon/Alateen	1-888-425-2666
http://www.al-anon.org/	
Alcoholics Anonymous	1-212-870-3400
http://www.aa.org/	
American Academy of Child & Adolescent Psychiatry	
http://www.aacap.org/	1-202-966-7300
American Psychological Association	
http://www.apa.org/	1-800-374-2721
Autism Society of America	1-616-395-3222
http://www.autism-society.org/	
Cenpatico Behavioral Health	
http://www.cenpatico.com/ 1-866-896-7293	
Federation of Families for Children's Mental Health	
http://www.ffcmh.org/	1-240-403-1901
Girls and Boys Town National Hotline	
1-800-448-3000, TTY 1-800-448-1833	
HealthWave Customer Service Center	
1-800-792-4884, TTY 1-800-792-4292	
Kansas Job Corps	1-800-733-5627
KansasWorks	1-877-509-6757
National Alliance on Mental Illness (NAMI)	
http://www.nami.org/	1-800-950-6264
National Resource Center on ADHD	
http://www.help4adhd.org/	1-800-233-4050
National Safe Place	1-888-290-7233
National Runaway Switchboard	1-800-786-2929
National Suicide Prevention	1-800-273-8255
Parent Helpline	1-800-332-6378
To Report Child Abuse/Neglect in Kansas	
1-800-922-5330	

Cenpatico Behavioral Health, LLC
www.cenpatico.com

Bank of America Tower
534 South Kansas Avenue, Suite 305
Topeka, KS 66603
1-800-989-1655
Network Manager, ext. 67406
Provider Relations, ext. 67546



Kansas HealthWave 21
*Supporting the behavioral
health needs of Kansans*





Cenpatico Behavioral Health

Who is Cenpatico Behavioral Health?

Cenpatico Behavioral Health, LLC (CBH), a division of Centene Corporation, is one of the nation's most experienced behavioral health companies providing behavioral healthcare services through a comprehensive network of qualified providers. CBH, established in 1994, customizes behavioral health solutions by providing its clinical and administrative expertise to governmental entities, health plans and employers. To learn more about CBH visit our web-site at <https://www.cenpatico.com>.

Who does CBH serve in Kansas?

CBH partners with the State of Kansas to provide quality, cost-effective behavioral healthcare services for members under the State Children's Health Insurance Program (SCHIP), also known as Title XXI or HealthWave 21. CBH serves members across all counties in the state of Kansas.

CBH can help HealthWave 21 members:

- Locate a substance abuse or mental health professional
- Find resources close to your home community
- Assist with accommodations, such as language services, assistance due to a disability, or other needs
- Assure your healthcare professionals work together to meet your needs through Case Management and Care Coordination.

How can members access treatment services for mental health or alcohol/drug problems?

Members may contact CBH toll free line at 1-866-896-7293 and speak to a Customer Care Representative concerning:

- Coverage
- How to access services
- Choose or change a behavioral health provider
- Request urgent or crisis assistance
- Make arrangements for special accommodations

What behavioral health services does CBH cover in Kansas?

Covered services for CBH members include: diagnostic evaluation, psychological testing, medication management, traditional outpatient services, group therapy, inpatient hospitalization, day treatment/partial hospitalization program (PHP), and intensive outpatient program (IOP). In addition, CBH Value Added services include community psychiatric supportive treatment and psychosocial rehabilitation group therapy.

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www.cenpatico.com



CENPATICO

Recovery. Resiliency. Results.

Qualifications

The State Children's Health Insurance Program (SCHIP), also known as Title XXI or HealthWave 21, provides free or low-cost health insurance coverage to children in Kansas who:

- Are under the age of nineteen
- Do not qualify for Medicaid
- Have family incomes under the 200% of the federal poverty level, and
- Are not covered by state employee health insurance or other private health insurance

Eligibility is continuous for twelve months and re-established annually. The family must meet all eligibility criteria and have paid any applicable premiums from the prior year to be re-enrolled for a new twelve-month period.

To be eligible you must:

- Live in the State of Kansas
- Complete the application
- List all household members on the application
- Sign and date the application
- Provide all household income verification for 3 months (2 months for renewals)
- Provide Citizenship and Identity verification
- If self-employed, provide your most recent tax return, including all schedules and attachments if filed. If a tax return is not available you must provide 3 months of business ledgers.

To verify eligibility or learn more about SCHIP coverage contact the Kansas HealthWave Office at 1-800-792-4884 or visit the HealthWave web-site at <http://www.kansashealthwave.org>.