



In this issue:

Page 1—  
Cenpatico Website Updates  
Updating Provider Information

Page 2 —  
7-Day Follow-up  
Coordination of Care Team  
SCHIP Expansion

**Cenpatico Kansas**  
Bank of America Tower  
534 South Kansas Avenue  
Suite 305  
Topeka, KS 66603

1-800-989-1655  
Deb Burnham  
Network Manager  
Option 1  
Direct Number: 785-633-5746

Jeanie Kimball  
Provider Relations Specialist  
Option 2  
Direct Number: 785-217-6965

FAX Number: 785-354-4206

**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/](http://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 SCHIP Providers



## Psst Providers—Have You Told Your Billers About...

**Pass it On...**Online claims submission is just one of the functions available on Cenpatico’s website. **Are your billers not using the online claims function?** Tell them to check out the Professional Claims Submission Manual at:

<http://www.cenpatico.com/providers/forms/kansas>



**Questions?** Contact Jeanie Kimball, Provider Relations Specialist, at 800-989-1655, option 2. Jeanie is happy to answer any questions and provide on-site training for you or your billers.

**And Don’t Forget...**You or your biller can check the status of claims on the Cenpatico website.

**Updates...**Check out the Cenpatico website for recent updates to the...

- ◆ **2009 Kansas Member Handbook:** To download or view a copy of the English or Spanish versions go to: <http://www.cenpatico.com/members/kansas/member-resources/>
- ◆ **2009 Medical Necessity Criteria:** To download or view a copy of the updated Medical Necessity Criteria, go to: <http://www.cenpatico.com/providers/forms/kansas/>

<http://www.cenpatico.com>

## Providers—Have You Changed Something?

Has your organization recently made changes? Any changes in services, name of business, facility/office locations, billing address, phone number, Tax ID or NPI number must be communicated to Cenpatico. These changes may effect your provider agreement, so it is important to keep us up to date on these changes.

If you are participating under a group or facility contract and resign from the group practice or facility, you must notify Cenpatico within ten (10) business days of the change. In order to remain a participating provider for Cenpatico, a new contract must be executed as soon as possible to avoid any possible disruption of care. If you have further questions, please contact Debra Burnham or Jeanie Kimball for assistance.

**Call us — we are here to help you!**



## 7 Day Follow-up Key to Improving Member's Mental Health

Members who have been in the hospital for a mental illness need follow-up care. It is important to make sure that they are getting the right treatment and if using medicine, that they are taking it correctly. In its 2005 State of Health Care Quality report, the National Committee for Quality Assurance (NCQA) states that "Appropriate treatment and follow-up of mental illness can reduce the duration of disability from mental illness and the likelihood of recurrence".

When Cenpatico members are discharged from an inpatient facility, a post-hospital appointment is required within **7 days** of discharge. If you can not secure an appointment for a member within this timeframe, please contact the **Cenpatico Kansas Customer Care staff at 1-866-896-7293**. Cenpatico will work with the member to schedule an appointment with an alternative provider who can meet the access standards.

Following are some practices that may be employed to help members keep outpatient appointments:

- ◆ Present illness fact sheets and follow-up materials pre-discharge with verbal reinforcement to keep follow-up appointments
- ◆ Educate the member about the medicine(s) they take and how to obtain refills
- ◆ Have staff contact the outpatient provider before discharge
- ◆ Schedule a follow-up appointment pre-discharge or soon after discharge
- ◆ Ensure communication between the inpatient staff and outpatient provider about the member's discharge plan
- ◆ Have the member start the aftercare program prior to discharge
- ◆ Involve the member's family in treatment and discharge plan

With your help we can improve the health of our members.

## Coordination of Care Team Looks to Improve Health Outcomes for Pregnant Women

Staff representing Cenpatico, Children's Mercy Family Health Partners, Kansas Health Solutions, UniCare, Value Options, Kansas Health Policy Authority and the Kansas Department of Social and Rehabilitation Services began meeting last year to develop ways to better coordinate the physical, mental health and substance abuse services across all Kansas health plans.

Team members started by looking at pregnant women with co-occurring substance abuse and/or mental health issues and how to improve the coordination of services for these women. The effort will enhance early detection and treatment of multiple issues, create a holistic approach to care, and improve outcomes for the entire family.

In order to better coordinate care, Value Options has created a Release of Information form to allow for the sharing of information between all healthcare providers. You can find this form at: [http://www.valueoptions.com/kansas/providers/prv\\_forms.htm](http://www.valueoptions.com/kansas/providers/prv_forms.htm)

Have questions? Contact Deb Burnham at 800-989-1655, option 1 for further details.

### Thank You and Best Wishes...

Cenpatico extends its thanks and gratitude to Dr. Marcia Nielsen for her leadership at the Kansas Health Policy Authority. Dr. Nielsen will be stepping down as Executive Director of KHPA in July to return to the faculty of the University of Kansas Medical Center. Andrew Allison, Deputy Director of KHPA and the State Medicaid Director, will serve as acting Executive Director beginning June 1. We wish both of them well!

## Kansas Lawmakers Approve SCHIP Expansion



KHPA (Kansas Health Policy Authority) reports that more than 9,300 uninsured Kansas children could receive affordable health coverage under the expanded State Children's Health Insurance Program (SCHIP), also known as HealthWave 21 or HW 21. The expanded eligibility will take effect Jan. 1, 2010.

Under the plan, the income limit for eligibility will increase from 200 percent to 250 percent of the 2008 federal poverty level. That translates to \$53,000 a year for a family of four. The income limit will remain tied to the 2008 federal poverty level guidelines in future years.

To learn more about the SCHIP expansion, go to <http://www.khpa.ks.gov/default.htm>

### Cenpatico Sponsors NAMI Kansas Walk

For the second year, Cenpatico was a Corporate sponsor at the annual NAMI Kansas Walk held on Saturday, May 2, on the Washburn University campus in Topeka.

Deb Burnham, Network Manager at Cenpatico, has served on the NAMI Kansas walk committee for the past two years. She assists with locating entertainment for the event. This year, Bobbie the Balloon Man, entertained participants at the walk. Cenpatico also provided bottled water for the event.

"Cenpatico's involvement with NAMI Kansas Walk for the Mind of America demonstrates our commitment to recovery and the importance of raising awareness of the mental health needs of Kansans," said Deb. For more information go to <http://www.nami.org>