



CENPATICO

Recovery. Resiliency. Results.

Spring 2009
www.cenpatico.com

Provider Updates

Tobacco Cessation

Cenpatico is focusing efforts on a health concern that affects a significant number of our members—tobacco use/dependence. **The use of tobacco among adults is 50% more prevalent in the Medicaid population than in the general population.** With the help of our providers, we want to identify our members that use tobacco. The WI Medicaid/BadgerCare Plus Program provides comprehensive coverage for tobacco cessation services. If a Managed Health Services or Network Health Plan member asks for help to quit tobacco, Cenpatico will cover therapy visits specific to tobacco dependence treatment.

Cenpatico's benefit includes outpatient therapy sessions billed with CPT codes 90804 thru 90815 and billed with the tobacco dependence/use ICD9 diagnosis codes of 305.1 (Tobacco Use Disorder) and V15.82 (History of Tobacco Use). Per CPT Guidelines, 305.1 can be billed as a primary or secondary diagnosis and V15.82 can only be billed as a secondary diagnosis.

Do you provide Smoking Cessation Therapy?

We would like to create a referral list of clinicians that provide tobacco cessation therapy. Please notify Kristel Johns by email at kjohns@centene.com or by fax at 866-671-3661 if you provide this type of treatment.

State Drug Formulary Update

The State of WI Drug Formulary was revised effective January 01, 2009. The Complete PDL and reference information is posted on the State Website. Note that page two includes updates regarding antidepressants and anti-psychotic drugs. www.forwardhealth.wi.gov

New Claims Filing Limit

Great News! Because of your feedback, we have increased our Timely Filing Limit for claim submission to **90 Days**. Resubmissions, corrected claims and appeals also must be received within 90 days of the initial process date.

New Online Features

If you haven't already registered on the Cenpatico website, go to www.cenpatico.com to take advantage of our online features. You can verify member eligibility, check claims status, and download provider forms. We also provide access to online clinical trainings, many of which provide CEU's, through our link to Essential Learning.

Coming soon: Online Authorization Requests

We will post more information on the website when this feature becomes available.

Still submitting paper claims?

You can submit claims through our website; this not only speeds up reimbursement, but also provides improved accuracy. The site is easy to use. We have posted a helpful Online Claim Submission Policy Manual on our site. If you have questions or need assistance for online setup, please contact your Provider Relations Specialist.

Provider Relations Specialist
Kristel Johns
800-547-1647 (x23283)

Contracting Issues
Network Development Manager
Donna Kay
800-547-1647 (x23282)

Contact Cenpatico

Customer Service: 800-589-3186 / Claims Customer Service: 877-730-2117

Cenpatico manages the Behavioral Health benefit for the Badgercare Plus and Medicaid SSI members of Managed Health Services and Network Health Plan