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

1-800-989-1655
Deb Burnham
Network Manager
ext. 67406
Direct Number: 785-633-5746

Jeanie Kimball
Provider Relations Specialist
ext. 67546
Direct Number: 785-217-6965

FAX Number: 785-354-4206

Cenpatico Provider Portal
www.cenpatico.com/portal/public/cbh

**Kansas HealthWave
Verification and
Information Number**
1-800-792-4884
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 Title 21 SCHIP Providers



Cenpatico Launches New Website

Cenpatico’s new website, launched in October, features a fresh new design and layout. We have improved functionality for providers including access to check member eligibility, claim history lookup, and online claims submission . We also have valuable resources for our members. Check us out at www.cenpatico.com today.



Providers See Benefits from Online Claims Submission

Kansas providers are taking advantage of the new online claims submission function through the Cenpatico provider web portal. The enhancement went “live” October 1st. Providers can now file professional claims directly to Cenpatico instead of going through a clearinghouse, and track claims online to confirm whether claims were paid, denied or are in process. **Not using the online claims function?** Check out the Professional Claims Submission Manual at www.cenpatico.com/providers/forms. **Questions?** Contact Jeanie Kimball, Provider Relations Specialist, at 800-989-1655, ext. 67546. Jeanie is happy to answer any questions and provide on-site training.

Receive the Provider Update Electronically

To receive the Kansas Provider Update electronically, please email Deb Burnham at dburnham@centene.com with your email address to receive the newsletter via email.



Myers Group to Conduct Surveys

Cenpatico’s annual provider satisfaction survey is being conducted from October to December. The Myers Group is a NCQA and CAPHS certified healthcare survey administrator.

Selected providers will receive a survey via U.S. mail. We encourage you to respond and help provide feedback on how we can better serve you. Responses to the survey are anonymous. The completed surveys are sent back to The Myers Group, not Cenpatico.



Keep Provider Information Current to Avoid Claims Issues

Providers can help reduce claims issues by regularly updating provider information. Follow these simple steps:

- **For changes in address, telephone numbers, or tax id** complete a Provider Information Update Form located at www.cenpatico.com/providers/forms/kansas/
- **For changes to a facility, group or solo (individual) provider/practice name**, contact Deb Burnham at dburnham@centene.com for information needed to make the change. This type of change may require a new contract agreement, updated W9, and other information.
- **When providers leave a group practice**, email the Kansas Network staff with the provider’s name and termination date by contacting Deb Burnham at dburnham@centene.com or Jeanie Kimball at jkimball@centene.com.
- **When providers join a group practice**, contact Deb Burnham at dburnham@centene.com for the forms needed to add a provider to the group. The process may take 60-90 days before the provider becomes effective with Cenpatico, so notify Deb as early as possible.

Claims Corner

Billing HW21 Members

HealthWave 21 SCHIP members may not be billed for any covered service.

If the behavioral health provider renders a non-covered service to a member, the behavioral health provider may bill the

acknowledgement from the member prior to rendering the service and the specific service is not a covered benefit.

A behavioral health provider’s failure to have the service authorized, does not qualify for billing the member for service.

Under no circumstances is a member to be balance billed for care, service or supplies. If the behavioral health provider uses an automatic billing system, bills must clearly state that they have been filed with the insurer and that the participant is not liable for anything other than specified un-met deductible or co-payment (if any).

Discontinued Code

Code 99060 has been discontinued. Please use 99058 in place of 99060.

Location Code 99

When billing for services provided in community type settings (i.e., park, school, work, etc.) Cenpatico Kansas providers should use location code 99.

Billing for Licensure Levels

A reminder that the State of Kansas does not accept modifiers to designate licensure level on encounter data submitted.

Providers should not bill using a modifier. Prior to billing for a MD, PHD or ARNP provider, contact the Kansas Network staff to determine if the provider is participating (PAR), meaning contracted and credentialed, and accurately loaded in the claims system. Claims should be billed under the provider’s name, NPI, and taxonomy code.

An Important Reminder about Re-Credentialing

Cenpatico Kansas providers are generally re-credentialed every three years. Cenpatico re-credentials providers within the time frame required by current URAC and National Committee of Quality Assurance (NCQA) credentialing standards. When you receive a notice that you are due to be re-credentialed, which is well in advance of the credentialing expiration date, please submit updated information to Cenpatico by the deadline indicated. Failure to provide updated information in a timely manner can result in suspension and/or termination from the Cenpatico Kansas network.

Along with the information submitted, Cenpatico reviews such quality indicators as complaints, appointment availability, adverse incidents and compliance with discharge appointment reporting. Do you have questions about the re-credentialing process? Contact the Cenpatico Provider Relations department at **1-800-989-1655** for information or assistance.

