

## Massachusetts Provider Quick Reference Guide

### Important Phone Numbers

|   |              |
|---|--------------|
| Prior-Authorization.....                    | 866-896-5053 |
| Claims Customer Service.....                | 866-324-3632 |
| Network Development/Provider Relations..... | 866-896-5053 |
| Appeals/Grievances/Complaints.....          | 866-896-5053 |

### Important Fax Numbers

|  |              |
|--|--------------|
| Utilization Management (Submitting an OTR) ..... | 866-694-3649 |
| Quality Management/Incident Reports .....        | 866-694-3649 |
| Complaints .....                                 | 866-704-3063 |
| Credentialing .....                              | 866-694-3735 |

### Verifying Member Eligibility

Cenpatico manages the covered behavioral health and substance abuse benefits for members enrolled with CeltiCare for any of the following programs; Commonwealth Care, Commonwealth Care Bridge, CeltiCare Direct and Commonwealth Choice.

|                                |   |
|--------------------------------|---|
| <b>Cenpatico Website</b> ..... | www.cenpatico.com   |
|                                | <i>(You must have a provider log-in to access eligibility online)</i> |
| <b>CeltiCare</b> .....         | 866-433-6041  |
| <b>Cenpatico</b> .....         | 866-896-5053  |

Network Providers who are registered MassHealth providers may also check Commonwealth Care and Commonwealth Care Bridge member eligibility through the Eligibility Verification System (EVS) of the new MMIS.

**Cenpatico Website**  
www.cenpatico.com

Please visit [www.cenpatico.com/providers/forms/massachusetts](http://www.cenpatico.com/providers/forms/massachusetts) for market-specific materials.

**Claims Address**  
Cenpatico  
PO Box 7200  
Farmington, MO 63640-3818

**Health Plan Contact Information**  
CeltiCare Health Plan of Massachusetts, Inc. (CeltiCare)  
866-895-1786  
[www.celticarehealthplan.com](http://www.celticarehealthplan.com)