

Provider Update



A Quarterly Update for HealthWave 21 CHIP Providers

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In this issue:

Page 1—

**Re-credentialing
NAMI Kansas Walk
Advocacy Day**

Page 2—

Claims Corner

Cenpatico Kansas

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

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

Jeanie Kimball
Provider Relations
Specialist
1-800-989-1655, ext. 2
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

Claims

Cenpatico
ATTN:
CLAIMS DEPARTMENT
P. O. Box 6400,
Farmington, MO 63640

Appeals – Claims

Cenpatico
ATTN: CLAIMS APPEALS
P. O. Box 6000,
Farmington, MO 63640

Claims Support Liaison

1-866-324-3632

An Important Reminder about Re-Credentialing

Cenpatico Kansas providers are 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, ext. 2 for information or assistance.

Mental Health Advocacy Day Sponsored by the Kansas Mental Health Coalition Thursday, March 3, 2011 Memorial Hall—10th and Jackson 9 AM Registration

Join fellow providers, advocates, consumers and family members for a chance to become better informed about mental health policy issues in the Kansas legislature and to educate your legislators about the issues important to you.

Register online at http://namikansas.org/nks/advocacy_reg.htm
For more information call 1-800-539-2660

Changing Minds... One Step at a Time

For the fourth year, Cenpatico will be a sponsor for the annual NAMI Kansas Walk to be held on Saturday, May 7, on the Washburn University campus in Topeka. This important event promotes awareness about mental illness and works to eliminate the pervasive stigma of mental illness.

Join Cenpatico by becoming a sponsor of the event or forming a team to walk on May 7. For further information, contact Aubrey Jacobs at 785-233-0755 or go to www.namikansas.org and click on the NAMIWalks tab.

CLAIMS CORNER

Keep Provider Information Current to Avoid Claims Issues

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.

Have you changed or added an address or location? When your **Billing, Mailing, IRS, or Practice Address** changes or an address is added, please notify Cenpatico immediately via email, fax or mail. A change of address form is located on the website at <http://www.cenpatico.com/providers/forms/kansas/>.

The **Billing Address** is where Cenpatico sends your claims payments; a new W-9 form is not needed. The **IRS Address** is the address your taxes are filed under and where your 1099 forms are mailed at the end of the year; a new W9 form is needed. A new W9 form is also needed when your Tax ID number changes. Please notify Cenpatico immediately of any changes to assure accurate claims payment and processing.

For changes to a facility, group or solo (individual) provider/practice name and Tax ID...

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@cenpatico.com or Jeanie Kimball at jkimball@cenpatico.com.

When providers join a group practice...contact Deb Burnham at dburnham@cenpatico.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.

CMHC and Facility Provider Reminder about Rosters...A reminder for contracted CMHC and facility providers to regularly submit any staff changes on the Cenpatico Facility Roster Update form or similar form used by the facility. Updates may be sent to Jeanie Kimball at jkimball@cenpatico.com or faxed to Jeanie at 785-354-4206. **To obtain the Cenpatico Facility Roster Form please contact Jeanie for assistance.**

Cenpatico denies any claim from a CMHC or facility if the provider bills with the rendering provider name in addition to the facility name and the rendering provider name has not been submitted on a roster to Cenpatico for set-up in our claims system. Claims without the rendering provider name will be processed under the facility name, albeit with a drop in reimbursement level to that of a Master's level.

Billing Update

When billing Group Therapy 90853 please remember that a limit of 1 unit per date of service is allowed. Billing multiple counts on the same date of service could result in denial of the claim.

Authorization Update

For authorizing **Crisis Intervention Services, H2011**, please remember to contact 866-896-7293 **within 24 hours** of the crisis occurring (or if the crisis occurs on Friday, then the next business day) and ask for a Kansas utilization management staff person who will authorize the crisis code.

For **authorizations to group providers** to ensure your claims are paid when any provider in your group sees the same member, Cenpatico has a special process called "On Call". How this affects the authorization process is the claim system pays any provider's claim submitted with your TIN with the member's authorization on file; therefore it is important to keep track of all member visits from all providers once an authorization is on file. This tracking will allow you to request additional visits as needed; thus avoiding exceeding the number of authorized visits.