

# Provider Update

A Quarterly Update for HealthWave 21 CHIP Providers



## Volume 4, Issue 2

Apr—May—Jun 2011

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**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  
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CLAIMS DEPARTMENT  
P. O. Box 6400,  
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**Appeals – Claims**  
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Farmingington, MO 63640

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1-866-324-3632

## Cenpatico Looks to Enhance Provider Engagement in 2011

The dynamic relationship between Cenpatico and its providers is one of the most critical and a fundamental building block for improving the lives of our members. This relationship is the starting point to enable improvements in the quality of care provided to HealthWave members.

As we enter into 2011, Cenpatico is sharing with you our strategy for improving our processes to allow providers to focus on delivering quality care. Included with this issue of *Provider Update*, is Cenpatico's *Provider Engagement* strategy. The strategy highlights three areas — **Core Components for Providers, Training and Support, and Quality Initiatives.**

**Core Components for Providers...**To improve member compliance and management of their care, provider's cooperation with Cenpatico in three key areas is needed: (1) Use of Evidence-Based Practices, (2) Timely completion of documentation, and (3) Coordination of care between Cenpatico, the member's Primary Care Physician and you.

**Training and Support...**Cenpatico offers opportunities for training and support, including provider training and continuing education credits. We want to give you the necessary tools to thrive and further your development.

**Quality Initiatives...**Our quality improvement program evaluation and report, clinical practice guidelines, member rights statement, and preventative health programs are available in more detail at [www.cenpatico.com](http://www.cenpatico.com). To learn more, contact our Quality Improvement Department at 866-896-7293.

With your participation, you can help us provide excellent services to our members.

## Check Out the Cenpatico Website for These Updates...

Check out the Cenpatico website at [www.cenpatico.com/providers/forms/kansas/](http://www.cenpatico.com/providers/forms/kansas/) for updates to:

- ◆ **Provider Manual and FAQ Guides (coming soon!)**
- ◆ **Brochure for Providers/General Public about Cenpatico**
- ◆ **Keeping Our Children Safe—Provider Brochure**

Check out the Kansas Member Section of the Cenpatico website at <http://www.cenpatico.com/members/kansas/member-resources/> for updates to:

- ◆ **Member Handbook**
- ◆ **Brochure for Members about Cenpatico**
- ◆ **Provider Directory**
- ◆ **Keeping Our Children Safe—Member Brochure**

## Claims Corner

### Authorization for Crisis Intervention

To obtain authorization for Crisis Intervention Services, H2011, contact Cenpatico the next business day at 866-896-7293. Failure to contact Cenpatico the next business day (or on Monday if the crisis occurs during the weekend) could result in the service not being authorized.

### When Prior Authorization is Not Required

Participating (in network) providers do not need a prior authorization for one (1) 90801 or 90802 plus five (5) follow-up sessions (this may include a combination of 90804 – 90808, 90810 – 90814, 90846, 90847, 90849, 90853). An Outpatient Treatment Request (OTR) is required after first six (6) sessions. No authorization is needed for Medication Management (90862) if a participating provider.

When billing 908XX series codes covered by Cenpatico, remember that only **one** unit of service should be used with no modifiers. Using more than one unit and/or using a modifier could result in the claim being denied or an inaccurate payment.

### Billing Intensive Outpatient (IOP) Services

Cenpatico has updated the professional services compensation schedule to include the intensive outpatient program chemical dependency (IOP-CD) billing code; H0015. Effective **June 1, 2011** claims for IOP-CD services must be submitted as follows:

- When submitting claims for IOP using the **906** revenue code, the claim must be submitted on a UB-04 Claim Form.
- When submitting claims for IOP using the **H0015** HCPCS code, the claim must be submitted on a CMS-1500 Claim Form.

Claims submitted on the incorrect claim form will be denied. Providers contracted to deliver IOP services have been notified of this change via letter. If you did not receive the notice, and believe you should have, please contact Deb Burnham at 800-989-1655, ext. 1.

## Maintaining Member's Health Following Inpatient Hospitalization

Initiation of outpatient treatment shortly after hospital discharge has been shown to reduce readmission rates. Cenpatico monitors the rate of members discharged from an inpatient mental health hospitalization who receive an outpatient appointment within seven calendar days of discharge. **The expectation is that all members discharged from a mental health inpatient stay will have an outpatient appointment within seven calendar days.**

Inpatient treatment stabilizes individuals with acute behavioral conditions, but timely and appropriate continued care is needed to maintain and extend improvement outside of the hospital. Cenpatico employs a number of interventions with members, hospitals and outpatient providers to continue improving post-hospital follow-up rates.

Some of our key interventions include:

- Working with hospitals to **promote timely aftercare planning, which includes a specific appointment date and time within seven calendar days of the inpatient discharge.**
- Coordinating a discharge consultation session between the hospital, member and Cenpatico care management staff to assure that members have an outpatient appointment in place at the time of discharge, and a plan of treatment that they helped develop and agree upon.

- Obtaining updated member contact information while the member is in the inpatient setting to facilitate member outreach activities.
- Contacting outpatient providers as soon as possible following the member's scheduled after-care appointment. **Cenpatico's care managers assist members who do not keep scheduled aftercare appointments, to reschedule another appointment at the earliest possible date.**
- Finding appropriate therapists or psychiatrists who are geographically available and can schedule timely and convenient appointments.

## How Providers Can Help

**Hospital providers** can help to improve member compliance with post-hospital aftercare by:

- Presenting illness fact sheets and follow-up materials pre-discharge with verbal reinforcement to keep follow-up appointments.
- Explaining the benefits of aftercare to the member so that he or she understands the need to keep follow-up appointments and providing reminder cards for all follow-up appointments.
- Explain Cenpatico's incentive program to members prior to discharge.
- Involving and educating the member's family to support the member's treatment and aftercare plan.
- Educating the member about the medicine(s) they take and how to obtain refills.
- Verifying the accuracy of the hospital's post-discharge contact information for the member.
- Calling the member to remind him or her to attend a follow-up appointment.
- Reviewing any barriers that might pose an issue for the member getting to their appointments, such as transportation.
- Ensuring communication between the inpatient staff and outpatient provider about the member's discharge plan.

**Hospital providers should notify Cenpatico if a follow-up appointment for a member within seven calendar days of discharge can not be secured.** Cenpatico will work with your hospital staff to make these arrangements. Also notify Cenpatico of any barriers or other needs of the member. You may contact Cenpatico by calling 866-896-7293 and asking for a Kansas Care Coordinator.

**Outpatient providers** can help by seeing members within seven calendar days of discharge when the hospital or member calls to make a follow-up appointment. If you are unable to see the member, please refer the member to Cenpatico for assistance in locating another network provider at 866-896-7293.

Outpatient providers who consistently cannot meet the needs of members needing seven day follow-up appointments, or outpatient providers who have more availability that is not being utilized, should contact Deb Burnham, Network Manager, at 800-989-1655.

By working together to coordinate our aftercare efforts, we can have a significant impact on the lives of members and their families.