

Provider Quick Reference Guide

Phone Numbers

Appeals – Medical Necessity.....	866-896-7293
Credentialing and Re-credentialing.....	866-896-7293
HealthWave 21 Eligibility & Authorizations.....	866-896-7293
Utilization Management.....	866-896-7293
Provider Relations.....	800-989-1655
Claims Customer Service.....	866-324-3632
Kansas Provider Network Office	800-989-1655
Debra Burnham, Network Development Manager, dburnham@cenpatico.com	800-989-1655, ext. 1
Jeanie Kimball, Provider Relations Specialist, jkimball@cenpatico.com	800-989-1655, ext. 2

Faxes

Credentialing	866-694-3735
Grievances	866-714-7991
Outpatient Treatment Request (OTR)	866-694-3649
Quality Management/Critical Incident Reports	866-714-7991
Utilization Management	866-694-3730
Kansas Provider Network Office	785-354-4206

Cenpatico Kansas Office

Bank of America Tower, 534 South Kansas Avenue,
Suite 305, Topeka, KS 66603
Phone: 800-989-1655

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

Cenpatico – EDI: 800-225-2573, ext. 25525 or
ediba@centene.com

Emdeon: 866-369-8805

Appeals – Medical Necessity

Cenpatico
ATTN: APPEALS/GRIEVANCE DEPARTMENT
504 Lavaca, Suite 850, Austin, TX 78701

Cenpatico Provider Website

<http://www.cenpatico.com/providers/>

Kansas HealthWave Website

<http://www.kansashealthwave.org/>

KMAP Website (verify member eligibility)

<https://www.kmap-state-ks.us/Public/Provider.asp>

All forms can be found at <http://www.cenpatico.com/providers/forms/kansas>