

Provider Update



Providers for MHS, NHP BadgerCare Plus and Medicaid SSI

Fall 2011

Cenpatico Wisconsin
10700 W. Research Drive
STE. 300
Milwaukee, WI 53226

Provider Relations

Specialist

Kristel Johns
1-800-547-1647
Ext. 23283
Fax Number
866-671-3661

Network Manager

Donna Kay
1-800-547-1647
Ext. 23282

Claims

Cenpatico Wisconsin
Claims
P.O. Box 6123
Farmington, MO 63640

Claims Customer Service

1-877-730-2117

Appeals

Cenpatico WI Claims
Appeals
P.O. Box 6000
Farmington, MO 63640

Claims Cenpatico Provider Portal

www.cenpatico.com

Customer Service

1-800-589-3186

Avoid Authorization Denials

KEEP TRACK OF VISITS—We want you to be paid for the services that you provide. If you don't have a process in place, developing a *tracking system* for your authorizations is very important.

Authorization is ALWAYS required when billing the following Substance Abuse Codes: **H0005, H0022 and T1006**. Call Customer Service for a verbal authorization for the first three visits, and then submit the Outpatient Treatment Request (OTR) for additional visits.

When billing **CPT codes**, an authorization is not required for the first five visits per member, per provider, per lifetime. Evaluations do not require an authorization and are allowed once every six months. After those visits, submit an OTR.

REQUEST THE CORRECT TYPE OF AUTHORIZATION—Be sure to complete the OTR form requesting the services that match what you are billing. If you are billing CPT Codes for mental health or substance abuse services, request Outpatient Services in the CPT sections of the last page of the OTR form. If you are billing H0005 or H0022, for Substance Abuse, be sure to request these services on the OTR H code section.

Claims Updates

MODIFIERS REQUIRED FOR ALL PROFESSIONAL SERVICES

| | | |
|-----------------------|----|---------------------------------------|
| Master's Degree Level | HO | |
| MD, Psychiatrist | UA | |
| APNP-Psychiatrist | UB | |
| Doctoral Level | HP | |
| Bachelor Level | HN | (Can bill only H0005, H0022 or T1006) |

ELECTRONIC BILLING—If you are not yet billing Cenpatico electronically, either through a clearinghouse or via our website, please contact Kristel Johns at 414-773-4083 to discuss your options. Electronic billing greatly reduces errors and speeds up your payment process.

EFT/ERA ARE AVAILABLE—We are now using PaySpan for Electronic Funds Transfer and Electronic Remit. You will be receiving information from them within the next couple of weeks explaining more about the process and how to sign up. If you already are registered with them, simply go to 'Already Registered' and enter additional Registration Code to add Cenpatico.

Seven Day Follow-Up Following Inpatient Hospitalization

Inpatient treatment stabilizes individuals with acute behavioral conditions, but outpatient treatment shortly after hospital discharge and appropriate continued care is needed to maintain and extend improvement outside of the hospital. Our expectation is that all members discharged from a mental health inpatient stay will have an outpatient appointment within seven calendar days.

How Providers Can Help

- See 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 them to Cenpatigo for assistance in locating another network provider at 1-800-589-3186.
- Explain the benefits of aftercare to the member so that they understand the need to keep follow-up appointments and provide reminder cards for all follow-up appointments.
- Involve and educate the member's family to support the member's treatment and aftercare plan.
- Educate the member about the medications they take and how to obtain refills.
- Call the member to remind him or her to attend a follow-up appointment.
- Identify any barriers that might pose an issue for the member getting to their appointments, such as transportation.

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

Cenpatigo Looks To Enhance Provider Engagement in 2011

Cenpatigo is sharing with you our strategy for improving our processes to allow providers to focus on delivering quality care. Listed below is Cenpatigo's *Provider Engagement* strategy.

Core Components for Providers—The dynamic relationship between Cenpatigo and its providers is one of the most critical and fundamental building blocks for improving the lives of our members. A provider's cooperation with Cenpatigo is needed in these key areas:

- **Use of Evidence-Based Practices**
- **Timely Completion of Documentation**
- **Engagement with Cenpatigo and Member's Primary Care Physician.**

Training and Support—Cenpatigo offers opportunities for training and support, which includes provider training and continuing education credits.

Quality Initiatives—Our Quality Improvement Program Evaluation and Report, Clinical Practice Guidelines, Member Rights Statement, and Preventative Health Programs are available at www.cenpatigo.com. To learn more, contact our Quality Improvement Department at 866-896-7293.

New on the Cenpatigo Website www.cenpatigo.com

Check out www.cenpatigo.com/providers/forms/wisconsin/ for updates to:

- Brochures for Providers/General Public about Cenpatigo
- Keeping Our Children Safe—Provider Brochure

Check out www.cenpatigo.com/members/wisconsin/member-resources/ for updates to:

- Member Handbook
- Member Brochure About Cenpatigo
- Provider Directory