

## South Carolina Provider Quick Reference Guide

### Contacts

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Senior Vice President, Clinical Operations  
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Care Coordination Supervisor  
Amy Cornett

Senior Director, Service Operations  
Agnes Ponce

Credentialing Manager  
Linda White

Senior Director, Quality Improvement, Process Improvement  
Mari Bilderback

Network Manager  
Mel Martin

### Phone Numbers

Eligibility & Authorizations (866) 534-5976  
Utilization Management (866) 534-5976  
Provider Services (866) 534-5976  
Appeals/Medical Necessity (866) 534-5976  
Credentialing 1 (866) 534-5976  
Re-credentialing (866) 534-5976  
Claims Customer Service (877) 730-2117  
South Carolina Provider Network Office:  
- Mel Martin, Network Development Manager (803) 521-2017 or melmartin@cenpatico.com

### Faxes

Utilization Management (866) 694-3730  
Outpatient Treatment Request (OTR) (866) 694-3649  
Quality Management and Critical Incident Reports (866) 714-7991  
Grievances (866) 714-7991  
Credentialing (866) 694-3735  
South Carolina Provider Network Office (866) 739-3424

### Claims

Cenpatico  
P.O. Box 7001  
Farmington, MO 63640-3813

### 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

### Trading Partner-Emdeon

(800) 845-6592  
Trading ID-68059

### Appeals – Medical Necessity

Cenpatico  
ATTN: APPEALS/GRIEVANCE DEPARTMENT  
12515-8 Research Blvd., Suite 400  
Austin, TX 78759

### Cenpatico Web Portal

<http://www.cenpatico.com>

### Health Plan Contact Information

#### Absolute Total Care

1441 Main Street, Suite 900  
Columbia, SC 29201  
(866) 433-6041  
Fax: (866) 912-3610  
[www.absolutetotalcare.com](http://www.absolutetotalcare.com)