



Indiana Quick Reference Guide

General Information for Providers

Cenpatico Headquarters

12515-8 Research Blvd, Suite 400
Austin, TX 78759

Cenpatico Indiana Office

1099 N. Meridian St., Ste 400
Indianapolis, IN 46204

Cenpatico Customer Service

1-877-647-4848 (option 2, then option 1)

Claims Support: 1-866-324-3632

Claims Address

Cenpatico PO
Box 6800
Farmington, MO 63640-3817

Claims Appeals

Cenpatico
P.O. Box 6000
Farmington, MO 63640-3809

Providers have 60 calendar days from the date they receive the EOP to file an adjustment claim and 33 days to file a formal appeal to a decision which must be in writing. Failure to do so within the specified timeframe will waive your right for reconsideration.

MEMBER SERVICES

Members and providers may call Member Services for all Member related questions at 1-877-647-4848.

PRIOR AUTHORIZATION

Please call Care Management for inpatient and partial hospitalization authorizations at 1-877-647-4848. Follow prompts to Behavioral Health.

Authorization forms for Intensive Outpatient Therapy and Psych Testing may be obtained on our website.

Cenpatico Website: www.cenpatico.com

MEDICAL NECESSITY APPEALS

Submit to:
Cenpatico, Attn: Appeals Coordinator
12515-8 Research Blvd., Suite 400
Austin TX 78701 or fax to: 1-866-714-7991

***Participating Provider means that you have been contracted, credentialed, and loaded in our claim system as a participating provider.**

Services Requiring Prior-Authorization

Inpatient Hospitalization Partial
Hospitalization
In-Home Therapy
Detox

Intensive Outpatient Program
ECT
23-Hour Observation
NeuroPsych & Psych Testing

All services by non-participating providers

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1099 N. Meridian Street, Suite 400 • Indianapolis, IN 46204 • 1-877-647-4848 • mhsindiana.com
Members with speech or hearing disabilities call 1-800-743-3333 for TTY/TDD.

MHS is a health insurance provider that has been proudly serving Indiana residents for two decades through Hoosier Healthwise, the Healthy Indiana Plan and Hoosier Care Connect. MHS also offers a qualified health plan through the Health Insurance Marketplace called Ambetter from MHS. MHS is your choice for affordable health insurance. Learn more at mhsindiana.com.



Services NOT Requiring Authorization

Diagnostic Evaluation Codes

90791 and 90792 ** One (1) unit per member/per provider/per 6 months without authorization

Psychotherapy (applies to par providers only)

Due to the MH Parity Act of 2008 and the Affordable Care Act, authorizations for OP individual, family or group therapy is no longer required. The following codes apply: 90832, 90834, 90837, 90846, 90847, 90849, 90853, 90857

Medication Management with and without Therapy for ALL MD psychiatrists and participating Nurse Practitioners.

99211, 99212, 99213, 99214, 99215. The add-on codes are 90833, 90836 and 90838.

Crisis codes

90839 and 90840

Emergency Services

Emergency admissions after-hours and on weekends, should be called into 1-877-647-4848 and follow the prompt for NurseWise.

Emergency Admission – It is the responsibility of the hospital to contact Cenpatico and obtain authorization for the admission within two business days. Emergency room visits that do not result in an admission are the payment responsibility of MHS.

Pharmacy Services

Pharmacy is managed by OMPP (Office of Medicaid Policy & Planning). Please refer to the IHCP Manual at www.indianamedicaid.com.

Customer Service: 1-800-577-1278 or 1-317-655-3240 (Option 1)

Prior-Authorization: 1-866-879-0106

Coordination with Physical Health

Coordination with the member's Primary Medical Provider is important for coordination of care. Please make sure to notify the PMP within 5 days of your initial visit with a new MHS patient or when a change in treatment plan occurs.

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Claims

Cenpatico's **Secure Web Portal** is available for contracted providers at www.cenpatico.com. You may register by visiting www.cenpatico.com creating a username and password. Providers may submit both Professional and Institutional claims. You may also check claim status or file corrected claims through the Web Portal.

Cenpatico accepts EDI transactions through the following vendors:

Emdeon	68068	800-845-6592
Capario	68068	800-792-5256, ext. 812
Availity	68068	800-282-4548

Centene's EDI Department: 800-225-2573, ext. 25525

Claims from Participating Providers must be submitted within **ninety (90)** days of DOS.

When "resubmitting" a corrected claim, you may either send a paper claim with the words "**Resubmission**" at the top of the CMS 1500 along with the original claim number **OR** you may correct your claim using the Web Portal. Corrected claims should be resubmitted within 60 calendar days of the date claim originally paid/denied. If an appeal is necessary, providers have 33 days to file a formal appeal on a decision. Failure to do so within the specified timeframe will waive your right for reconsideration.

Local Resources

Richard Elliott Network
Manager
1-877-647-4848, ext. 20143
RELIOTT@cenpatico.com

Mary Schermer
Provider Relations Specialist 1-877-647-4848, ext. 20268
Mschermer@cenpatico.com

LaKisha Browder
Provider Relations Specialist 1-877-647-4848, ext. 20224
LBrowder@cenpatico.com

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