Cenpatico®
Improving Lives

D-SNP *exists to serve special needs populations, living with high-risk chronic medical issues coupled with significant behavioral health components. Eligible members are covered with dual eligibility under Medicare and Medicaid.*

Frequently Asked Questions

Who is Cenpatico?

Cenpatico, a division of Centene Corporation, is one of the nation's most experienced behavioral health and specialty therapy (occupational, physical and speech therapies) companies. Cenpatico, established in 1994, customizes in behavioral health and specialty therapy solutions by providing its clinical and administrative expertise to governmental entities, health plans and employers. Cenpatico is the behavioral health vendor for Sunshine Health.

We encourage our providers to frequently access www.cenpatico.com to obtain important and helpful information about Cenpatico and the procedures pertinent to our provider network. The Cenpatico website contains resources for providers including best practice/clinical practice guidelines, frequently asked questions, the Cenpatico Provider Manual, and details of all quality improvement and preventative health programs.

What is Cenpatico's Role in Sunshine Health Plan's D-SNP Program?

Cenpatico is Sunshine Health Plan's behavioral health affiliate. Sunshine has delegated the provision of covered mental/behavioral health and substance use disorder services and subsequent claims reimbursement for Sunshine behavioral health D-SNP's membership to Cenpatico.

What Documents Contain General Information and D-SNP Program Administrative requirements?

Providers are required to adhere to the agreement with Cenpatico and the D-SNP Provider Manual. Providers can also refer to the D-SNP Quick Reference Guide (QRG) and obtain additional information at the following link: www.cenpatico.com.

Does a Member Need a PCP Referral for Behavioral health Services?

No, D-SNP members do not need a referral from the Primary Care Physician (PCP) to initiate covered behavioral health services. The recommendation will be for members to ensure that the PCP is part of wraparound care services and for the primary care provider to be kept informed.

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Does Cenpatico Offer Provider Training or CEU Opportunities?
Cenpatico's Network Development and Provider Relations team are available to conduct orientations and individual provider training to our Florida provider network. Providers interested in training or further information on D-SNP policies and procedures can email appropriate Provider Relations professional assigned by region on the www.cenpatico.com website.

In addition to orientation and ongoing training opportunities, Cenpatico offers online courses through Relias Learning. Please visit www.cenpatico.com/providers/education/ and click on Relias Learning link. Many courses offered provide CEUs and CMEs. If you are a new user, click on 'Register Now' to get started.

Providers can also reach out by email/fax to request training events from our Cenpatico training team: aug_CDandTraining.com or fax: (855) 279-9043 to request face-to-face training(s). Cenpatico's Network and Clinical teams are available to conduct provider forums, orientations or individual training on topics such as evidenced-based practices, current healthcare trends, integration with physical health and Cenpatico policies and procedures.

BILLING GUIDELINES

Do I use a Medicare or Medicaid Number for D-SNP claims?
Providers must bill with Medicare number and NPI for Medicare services.
Providers must bill with Florida Medicaid Number and NPI for Medicaid services.

How are claims submitted?
There are three options for D-SNP claims submission to Cenpatico:

1. Web Portal Claim Submission:

Providers can set up a user account on the provider.cenpatico.com website to submit both professional and institutional service claims, to check the status of previously submitted claims and verify member eligibility.

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2. _EDI Clearinghouse Claim Submission_: Cenpatico accepts EDI transactions through:

Emdeon at 1-800-845-6592 with Payer ID 68069.
Availity/THIX at 1-800-282-4548 with Payer ID 68069
The SSI Group at 1-800-820-4744 with Payer ID 68069.

Cenpatico's D-SNP Payer Identification Number is 68069.

3. _Medicare/Medicaid Certified Providers Submit Paper Claims to:_
Medicare: Cenpatico; PO Box 3060; Farmington, MO 63640 (bill once initially to Medicare; then if denied, system internally will bill to Medicaid)
***For a service not covered by Medicare; bill directly to Medicaid per change August 2015
Medicaid: Cenpatico: PO Box 6900; Farmington, MO 63640

Does Cenpatico offer Electronic Funds Transfer (EFT)?
Yes, Cenpatico is partnered with Payspan to provide an innovative web-based solution for Electronic Funds Transfers (EFT's) and Electronic Remittance Advices (ERAs). This service is available to providers at no cost. Providers can access these forms by contracting PaySpan directly at (877) 331-7154.

Where do I find the Covered Billing Codes?
For a comprehensive listing of billing codes, please refer to Cenpatico's D-SNP Covered Services and Authorization Guidelines (C-SAG) document at www.cenpatico.com. Click on Provider Tools for the most recent listing of billing codes.

What if I disagree with how my claim was processed?
A thorough review of claim reconsideration steps is found in the Resolving Claims Issues section of the Cenpatico Florida Provider Manual: www.cenpatico.com.

How do I contact Claims Customer Service?
Please call (877)730-2117 to speak with a Claims Support Liaison for Medicaid issues. Mail claims issues for Medicaid to: Attn: Grievance and Appeals: PO Box 6900; Farmington, MO 63640.

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Please call (877) 861-6724 or fax (877) 273-2691 to contact a Claims Support Liaison for Medicare issues. Mail claims issues for Medicare to: Attn: Grievance and Appeals: Medicare Operations; 7700 Forsyth Blvd; St Louis, MO 63105.

What Services are Covered and What Requires Authorization?

Cenpatico covers a comprehensive array of behavioral health and substance use disorder services for D-SNP members. Services include; but are not limited to, the following: inpatient, detoxification, partial hospitalization, intensive outpatient, traditional outpatient and community based services. For a comprehensive listing of services and authorization requirements, please refer to Cenpatico's www.cenpatico.com handbook for Covered Services and Authorization Guidelines (C-SAG).

Cenpatico employs a team of Customer Service Representatives (CSR) who refer members to Cenpatico providers. Referrals are tailored to the member's needs and provider specialty and location are taken into consideration. Unless otherwise requested, all in-network providers will be listed in the public directory and posted at www.cenpatico.com. Click on the Find a Provider Tab and then click on Florida.

How do I request prior authorizations?

For certain billing codes, Network Practitioners may provide a covered evaluation/ assessment and provide limited number of follow-up therapy visits for a member without seeking authorization from Cenpatico. Please refer to the Covered Services and Authorization Guidelines section in the Cenpatico Florida Provider Manual for the number of units that may be provided before practitioners must submit an Outpatient Treatment Request Form (OTR). Please visit our website, www.cenpatico.com, to download this form.

CLINICAL
Where can I find the Cenpatico Clinical Practice Guidelines, Medical Necessity Criteria and Outpatient Treatment Request forms?

You can find these materials and forms on the Cenpatico website at www.cenpatico.com. For Clinical Practice Guidelines visit link on **How Do I Obtain Authorization**? For a Telephonic Review: Please call 1(866) 796-0530 to obtain authorization for Inpatient initial reviews, concurrent reviews or 23-hour observation services.

Outpatient Treatment Request (OTR) Form:

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For services that require authorization that do not require telephonic review, please complete and submit through:

1. WEB Portal;
2. Mail to Claims at:
   Medicaid: Cenpatico; PO Box 6900; Farmington, MO 63640-3818;
   Medicare: Cenpatico; PO Box 3060; Farmington, MO 63640
3. Fax a Medicare OTR request to (877) 725-7751; or,
4. Fax a Medicaid OTR request to (866) 694-3649
**if Medicare denial the OTR will be forwarded internally to Medicaid

The Cenpatico clinical team will review and process your OTR request once it is received. You will be notified of your new/updated authorization via fax. The usual turnaround time is seven (7) business days.

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Have questions? Call us at (866) 796-0530   www.cenpatico.com