

Frequently Asked Questions (FAQ)

GENERAL

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 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.

Who manages the physical health benefits for Cenpatico members?

Sunshine Health manages the physical health benefits for our Florida membership. You can visit the Sunshine website at www.sunshinehealth.com.

How do I contact Sunshine Health?

You may call visit www.sunshinehealth.com and click "contact us" link.

How do I contact Cenpatico?

Please call customer service (866) 796-0530

Where can I find a copy of the Provider Manual?

You can find a copy of the Cenpatico Florida Provider Manual online at www.cenpatico.com.

What services are covered by Cenpatico?

Please refer to Cenpatico's Florida Covered Services & Authorization Grid which is located in the Cenpatico Florida Provider Manual which can be found online at www.cenpatico.com.

Where can I find a listing of participating Cenpatico Providers for referrals?

Participating providers will be listed in the Cenpatico Florida Provider Directory. You can find the Provider Directory online at www.cenpatico.com.

NETWORK

How do I contact Provider Relations?

You can reach one of our Provider Relations Representatives by calling (866) 796-0530.

How do I know if I am a participating provider in the Cenpatico Network?

If you are unsure of your participating status in the Cenpatico Network, please call Cenpatico Florida Provider Relations at (866) 796-0530. A representative will verify your status and provide you technical assistance regarding joining our network.

Do I need a Florida Medicaid number to join Cenpatico's network?

Yes, you will need a Florida Medicaid number in order to join and participate in Cenpatico's Florida provider network. If you do not have a Florida Medicaid Number, you will need to complete a Florida Medicaid Enrollment Application. Please contact Cenpatico, (866) 796-0530 to request a copy of the Florida Medicaid Enrollment Application.

Please submit your completed application to the following address:

Cenpatico
12515-8 Research Blvd. Ste. 400
Austin, Texas 78759

Cenpatico will then forward your application to Sunshine Health who will execute and submit to EDS on your behalf. EDS will process the application and provide notification directly to you. Please ensure that you contact your Cenpatico Provider Relations Representative as soon as you receive your Medicaid number so that we can expedite processing your Provider agreement.

Other Required Documents for Cenpatico Network Participation:

You will also need to complete all appropriate Cenpatico credentialing documents and sign the appropriate Cenpatico behavioral health agreement. You will not be considered as a participating provider until you receive an executed agreement that is signed by both you and Cenpatico. Please contact Provider Relations at (866) 796-3350 to obtain both a Cenpatico Agreement for participation and all appropriate credentialing documents.

CLAIM SUBMISSION

What are my claim submission options?

Web Portal Claim Submission: Participating providers may set up a user account at www.cenpatico.com to submit both professional and institutional claims, check patient eligibility statuses and check the status of submitted claims.

EDI Clearinghouse Submission: Cenpatico's network providers may choose to submit their claims through a clearinghouse. Cenpatico accepts EDI transactions through the following vendors:

Emdeon (866-369-8805) Payor ID is 68068.
Gateway (800-969-3666) Payor ID is 68068
Availity (800-282-4548) Payor ID is 68068

Paper Claim Submission:

Paper claims must be sent to:
Cenpatico
PO Box 6900
Farmington, MO 63640-3818

What is the timely filing deadline?

Please submit claims immediately after providing services. Claims must be received within one hundred and eighty (180) days of the date the service(s) are rendered. Claims submitted after this period will be denied payment for untimely filing.

Do I use a CMS-1500 or UB-04 form?

CPT and HCPCS codes must be billed on a CMS-1500 form. Revenue codes must be billed on a UB-04 form.

Does Cenpatico offer Electronic Funds Transfer (EFT)?

Yes, Cenpatico partners with PaySpan Health to provide Electronic Funds Transfer and Electronic Remittance Advice at no cost to providers. Enroll online at www.payspanhealth.com or by contacting PaySpan Health at 877-331-7154.

Where do I find the covered billing codes?

Please refer to the Covered Services and Authorization Guidelines section located in the Cenpatico Florida Provider Manual.

What if I disagree with how my claim was processed?

A thorough review of claim reconsideration steps can be found in the Resolving Claims Issues section of the Cenpatico Florida Provider Manual at www.cenpatico.com.

How do I contact Claims Customer Service?

Please call (877)730-2117 to speak with a Claims Support Liaison.

AUTHORIZATIONS

How do I receive member referrals?

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 and Medical Necessity Criteria, you may also refer to the Cenpatico Florida Provider Manual.

Does Cenpatico offer provider training or CEU opportunities?

Yes, Cenpatico is an approved CEU provider and offers online training through Relias Learning. To learn more about this online training opportunity, 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.

In addition to online training, Cenpatico's Network and Clinical teams are available to conduct provider forums, orientations or individual training on topics such as best practices, current healthcare trends, integration with physical health, and Cenpatico policies & procedures.

Please call our Florida Provider Relations Department at (866) 796-0530 for further information regarding upcoming training events in your area.

How can Cenpatico partner with providers to ensure members realize positive treatment outcomes?

Our Case Managers and Care Coordinators assist members in finding network providers that best meet their needs by assisting in coordinating appointments and providing members follow-up appointment reminders. For those members at risk for re-admission who do not have a phone, a preprogrammed cell phone is provided to keep members and providers connected through the Caring Voices Program. Cenpatico has other incentive programs designed to support members in complying with treatment recommendations and improve outcomes.

PROVIDER CHANGES

How do I update my provider profile information?

Please obtain a Provider Change Form at www.cenpatico.com or call Cenpatico Provider Relations at (866) 796-0530. The form will allow you to change your provider demographics, IRS tax information, practice hours and location(s).

What do I do if my practice is full or if I cannot temporarily see patients?

Please submit the Provider Change Form located at www.cenpatico.com or call Cenpatico Provider Relations at (866) 796-0530. You should use the form if your practice is full or you need to stop seeing our members for a period of time. We will remove your name from our public directory. When you are ready to see new members again, simply forward the form to us. Once complete, simply fax it to the number listed on the form.