

Behavioral Health Provider Quick Reference Guide

Cenpatico Contact Information:

Medicaid (ICP) 1-866-329-4701
Medicare (MMP) 1-877-941-0482
www.cenpatico.com

Health Plan Contact Information:

IlliniCare Health Plan, Inc.
Medicaid (ICP) 1-866-329-4701
Medicare (MMP) 1-877-941-0482
www.illinicare.com

Eligibility Verification:

Medicaid (ICP) 1-866-329-4701
Medicare (MMP) 1-877-941-0482
Web: www.cenpatico.com (you must have a provider log-on to verify eligibility on this site)

Cenpatico Customer Service:

Call Customer Service to assist with eligibility determinations and provider referrals.
Medicaid (ICP) 1-866-329-4701
Medicare (MMP) 1-877-941-0482

Claims Guidelines:

Claims must be submitted within ninety (90) days of the date of service.

Claims Addresses:

Cenpatico (Medicaid ~ ICP)
PO Box 7300
Farmington, MO 63640-3828

Cenpatico (Medicare ~ MMP)
PO Box 3060
Farmington, MO 63640-3822

Claims Customer Service:

1-866-896-7293

Claims Appeals Address:

Attn: Cenpatico Appeals Department
PO Box 6000
Farmington, MO 63640-3809

Pharmacy Services:

Help Desk Line: 1-800-460-8988

EDI Vendors:

- Availity (1-800-282-4548)
- Emdeon (1-800-845-6592)
- Capario (1-800-792-5256)
- Gateway EDI (1-800-969-3666)

Please note that Cenpatico's Payor ID Numbers are **68068** (ICP), and **68069** (MMP).

Benefits/ Covered Services:

Please refer to your fee schedule and the Illinois Covered Services & Authorization Guidelines document within the Cenpatico Illinois Provider Manual. For MMP please visit www.mmp.illinicare.com.

Prior Authorization:

Call Medical Management prior authorization.
ICP 1-866-329-4701
MMP 1-877-941-0482
Complete an Outpatient Treatment Request (OTR) online at www.cenpatico.com for outpatient services including IOP, Rule 132 services, DASA services and FQHC encounters. The MMP OTRs can be found by visiting www.mmp.illinicare.com or by clicking here: [MMP Resource Materials](#)

After-Hour Admissions:

Please call NurseWise for emergency admissions after-hours and on weekends
ICP 1-866-329-4701
MMP 1-877-941-0482

Medical Necessity Appeals (ICP):

Cenpatico
Attn: Appeals Coordinator
12515 Research Blvd., Building 8, Suite 400
Austin, TX 78759

Or Fax to: 1-866-694-3649

For information on submission of MMP Medical Necessity Appeals please visit www.mmp.illinicare.com

Provider Relations Contact:

Elisa Castro, Phn: 1-866-329-4701 ext. 47608
Claudia Phillips, Phn: 1-866-329-4701 ext. 47968