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AGENDA

- ✓ Cenpatico Staff Changes
- ✓ Parity – Authorization Changes
- ✓ MyStrength.com
- ✓ Process Change: Utilization and Case Management Contact
- ✓ CMS 1500
- ✓ Contact Sheet
- ✓ Questions



Cenpatico Staff Changes

Cindy Smith, Provider Relations Specialist –

RETIRING 4/4/2014

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Richard Elliott, Manager, Network Development

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Mark Fisher, Director, Network Operations

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Parity - Authorization Requirements Changes Effective 1/1/2014

Mental Health Parity & Addiction Equity Act (MHPAEA)

- In January 2014, the implementation of the Affordable Care Act expanded the Mental Health Parity & Addiction Equity Act (MHPAEA), also referred to as the Federal Parity Law of 2008.
- This expansion, as it relates to Medicaid managed care plans, aims to provide equal protection for covered members to ensure that the coverage for mental health and substance use conditions will be comparable to, and no more restrictive than, coverage for general medical and surgical care.

Parity - Authorization Requirements Changes Effective 1/1/2014



What does this mean for Cenpatico?

- Cenpatico will no longer require participating providers to submit Outpatient Treatment Requests, (OTR), for behavioral health out-patient (BHOP) services - individual, group and family therapy.
- Authorization requirements will continue in regards to: Facility services billed with revenue codes, including inpatient, intensive outpatient, ECT, partial hospitalization, psychological testing and residential treatment.
- All non-participating providers will require prior authorization for all services except emergency services provided in a facility setting.

A more detailed communication will be sent to participating providers once the final rules from the Centers for Medicare and Medicaid Services, CMS, are known.



Cenpatico now offers MyStrength.com

What is MyStrength:

MyStrength, the health club for your mind! Full of proven CBT (Cognitive Behavioral Therapy) resources, the MyStrength website and phone app include online mood trackers, quick tip videos, interactive tools, & daily inspirational quotes for your Cenpatico clients. And for YOU, free access to provider-only resources, including homework for your clients.

- To explore and learn more about MyStrength visit:
<https://www.mystrength.com/cenpaticoprovider/>



Process Change: Utilization and Case Management Contact

In an effort to better serve you, Cenpatico has instituted a new process improvement that will more efficiently document and process your clinical requests.

Effective immediately, all clinical requests should be called in to Cenpatico's Customer Service department at **877-647-4848**, this includes:

- Pre-Certifications
- Admission Notifications
- Telephonic Concurrent Reviews
- Inpatient Discharges
- Care Coordination
- Case Management

For more information please refer to our website at www.cenpatico.com



CMS 1500

version 08/05 vs. version 02/12

The National Uniform Claim Committee (NUCC) has approved the conversion to the 02/12 version of the CMS 1500 form. This change is being made to accommodate the additional reporting needs related to the implementation of ICD-10.

Cenpatico will follow the implementation of this form as recommended by the NUCC, in accordance to the following timeline:

- January 6, 2014 – March 31, 2014: Cenpatico will accept the current version of the CMS 1500 form (version 08/05) **AND** will accept the new version of the CMS 1500 form (version 02/12).
- April 1, 2014: Cenpatico will **ONLY** accept the 02/12 version of the CMS 1500 form.



Cenpatico Contacts

Cenpatico's Indiana Network and Provider Relations Team :

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Web-Portal Access or Reinstatement

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QUESTIONS?