

**Claims Submission and Coordination of Benefit (COB) Update
A MESSAGE FROM CENPATICO**

Tertiary Claims

When a member has three different insurance coverages, and Cenpatico is the third payer, we are unable to process these claims through the secure provider portal, electronically through a vendor or via KMAP. Until further notice, please submit first-time third-payer claims on paper directly to Cenpatico:

P.O. Box 6400,
Farmington, MO 63640-3807

Reconsiderations or appeals can be submitted to:

Cenpatico KS Claim Appeals,
PO Box 6000,
Farmington MO 63640-3809.

COB Information/Submission on the Cenpatico Secure Portal

When Cenpatico is the secondary payer, and the primary payer does not cover the service or the provider type please follow the steps below.

1. Enter **0** (zero) in the Allowed Amount
2. Enter **0** (zero) in the Amount Paid
3. Select **Non-Covered Service** in the Denied Category drop-down
4. Enter the Charges (\$) in the Denied Amount
5. Click **Add Denied Reason**

Primary Insurance
Notice: If the Member has more than one primary insurance (Medicaid would be the 3rd payer), the claim cannot be submitted through the Web.

Amount Allowed*

Deductible

Copay

Co-Insurance

Amount Paid

Service Line Denial Reasons
Select denied category, enter amount and click "Add Denied Reason" to add a denied amount to your claim.

Denied Category

Denied Amount

By populating the other insurance fields (as provided in the steps and example screenshot above), the provider's TPL Information will be captured by the claims system for coordination of benefit (COB). This will allow Cenpatico to process the claim. All documentation from the third party payer indicating a denial for service must be kept on file with the provider.