

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 (OT, PT and Speech) companies providing behavioral healthcare services through a comprehensive network of qualified providers. 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.

We encourage our provider network to frequently access www.cenpatico.com to obtain important and helpful information about Cenpatico and the procedures pertinent to our provider network.

Who manages the physical health benefits for Cenpatico members?

Home State Health manages the physical health benefits for Missouri members. You can visit the HSHP website at www.homestatehealth.com.

How do I contact Home State Health Plan?

855-694-4663 (HOME)

www.homestatehealth.com

How do I contact Cenpatico?

Please call **866-864-1459**.

Where can I find a copy of the Provider Manual?

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

What services are covered by Cenpatico?

Please refer to Cenpatico's Missouri Covered Services & Authorization Grid which is located in the Cenpatico Missouri 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 Missouri Provider Directory. You can find the Provider Directory online at www.cenpatico.com.

NETWORK

How do I join the Cenpatico Network?

Contact Cenpatico Network Manager:

Jason Howsare

Cenpatico

636-534-4648

jhowsare@cenpatico.com

How do I contact Provider Relations?

Contact Provider Relations Specialist:

Carlos Kramer

Cenpatico

636-534-4690

Have Questions?

Call us at 1-866-864-1459

www.cenpatico.com

ckramer@cenpatico.com

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 Missouri Provider Relations at **866-864-1459**. Provider Relations can verify your status and let you know if we need anything in order to expedite your participating status in our referral database and provider directory.

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

No, you will not need a Missouri Medicaid number but you must not be excluded from participation in Missouri Medicaid or Medicare programs. You will need a NPI number to join and participate in Cenpatico's Missouri provider network.

CLAIM SUBMISSION

What are my claim submission options?

1. **Web Portal Claim Submission:** Participating providers may set up a user account at www.cenpatico.com to submit both professional and institutional claims as well as to check eligibility and the status of previously submitted claims.
2. **EDI Clearinghouse Submission:** Cenpatico's network providers may choose to submit their claims through a clearinghouse. Cenpatico accepts EDI transactions through the following vendors:
 - Gateway EDI (1-800-969-3666)
 - Emdeon (1-800-845-6592)
 - SSI (1-800-880-3032)
 - Cenpatico's Payor ID Number is 68068.
3. **Paper Claim Submission:**
 - Paper claims may be sent to:
Cenpatico
PO Box 7400
Farmington, MO 63640-38127

What is the timely filing deadline?

Please submit claims immediately after providing services. Claims must be received within one hundred eighty days (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.

BILLING

Do I need to bill with a Medicaid number and NPI?

Cenpatico requires that all services provided be billed with an appropriate NPI and Taxonomy number. Additional details on the NPI program can be found at www.cms.hhs.gov.

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 1-877-331-7154.

Have Questions?

Call us at 1-866-864-1459

www.cenpatico.com

Where do I find the covered billing codes?

Please refer to your reimbursement exhibit (fee schedule) in your agreement and the Covered Services and Authorization Guidelines section located in the Cenpatico Missouri 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 Missouri Provider Manual at www.cenpatico.com.

How do I contact Claims Customer Service?

Please call 866-324-3632 to speak with Claims Customer Service.

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 Missouri.

When do I request prior authorization?

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 Missouri 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 Missouri Provider Manual.

Does Cenpatico offer provider training or CEU opportunities?

Cenpatico is an approved CEU provider and offers online training through Relias Learning. Many of the courses offered provide CEUs and CMEs. To learn more about on line learning opportunities, please visit, www.cenpatico.com/providers/education/ If you are a new user, click on Register Now.

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

Please call our Missouri Provider Relations Department at 866-864-1459 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, coordinating appointments and providing follow-up 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 also developed other incentive programs to ensure members follow treatment recommendations to increase the likelihood of positive 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 866-864-1459. The form will allow you to change your provider demographics, IRS tax information, practice hours and location(s). Once you complete the form, simply fax it to the number listed on the form.

What do I do if my practice is full or I can't see patients temporarily?

Please submit the Provider Change Form located at www.cenpatico.com or call Cenpatico Provider Relations at 866-864-1459. 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.

Please notify Cenpatico when your practice has reached 85% of capacity and/or has limitations on the number of referrals that will be accepted.