

## Mississippi CHIP Provider Quick Reference Guide (QRG)

### IMPORTANT PHONE NUMBERS

Customer Service/Authorizations  
(866) 912-6285

Care Management/Quality Improvement  
(866) 912-6285

Claims Customer Service  
(866) 324-3632

Provider Relations  
(866) 912-6285

### IMPORTANT FAX NUMBERS

Outpatient Treatment Requests  
(866) 694-3649

Care Management/Care Coordination  
(866) 694-3730

Provider Relations  
(866) 739-3424

Appeals/Complaints  
(866) 694-3649

Credentialing  
(866) 739-3424

### ADDRESSES

Cenpatico Mississippi Office  
111 East Capitol Street  
Suite 500  
Jackson, MS 39201

Cenpatico Claims  
PO Box 7600  
Farmington, MO  
63640-3824

Claim Appeals  
12515-8 Research Blvd  
Ste. 400  
Austin, TX 78759

### WEBSITES

Cenpatico  
[www.cenpatico.com](http://www.cenpatico.com)

Magnolia Health Plan  
[www.magnoliahealthplan.com](http://www.magnoliahealthplan.com)

Cenpatico Website Includes:

- Provider Resources/Forms  
Including the Provider Manual
- Directory Look-up
- Claim Submission and Claim  
Status look-up
- Member Eligibility
- E-Learning link
- Medical Necessity Criteria and  
Best Practices