



# PROVIDER MANUAL

Improving Lives.



## Table of Contents

<b>Improving Lives</b>	<b>5</b>
Welcome to Cenpatico	5
About Cenpatico	6
Cenpatico Managed Care Philosophy	7
Our Core Beliefs	8
<b>Coordination between New Hampshire Healthy Families and Cenpatico</b>	<b>9</b>
Eligibility for New Hampshire Healthy Families	9
Verifying Member Enrollment	9
<b>Provider Quick Reference Guide</b>	<b>11</b>
<b>Member ID Cards</b>	<b>12</b>
<b>Provider Network Participation</b>	<b>12</b>
Contracting with Cenpatico	13
Provider Performance	13
<b>Provider Access &amp; Density Standards</b>	<b>14</b>
<b>Provider Data Management</b>	<b>15</b>
Credentialing	15
Council for Affordable Quality HealthCare (CAQH)	17
Provider Rosters	17
Re-Credentialing	17
Site Visits	18
Provider Verification	18
National Provider Identifier (NPI)	19
Medicaid Number	19
Medicare Number	19
Right to Review & Correct Information	19
Status Change Notification	20
Provider Demographic/Information Updates	20
Referral Periods	21
Reporting and Metric Requirements	21
Network Suspension & Termination	21
Provider Request to Terminate	22
Cenpatico's Right to Terminate	22
Discontinuation	23
<b>Provider Education &amp; Training</b>	<b>23</b>
Clinical Training	24
<b>Electronic Transactions &amp; Functionality</b>	<b>24</b>
Electronic Claims Submission	24
Direct Data Entry (DDE) Claim Form	25
Claim Adjustments & Additional Claim Information	25
HIPAA 837 Batch Claims	26
HIPAA 837 Professional & Institutional EDI Claims	26
Electronic Funds Transfer (EFT)	26
<b>Customer Service &amp; Standards of Care</b>	<b>27</b>
After Hours Coverage – NurseWise	27
Interpretation/Translation Services	28
Federal & State Laws Governing the Release of Information	28

No Show Appointments/Hold Harmless	29
Member Treatment Requirements	29
Provider Standards of Practice	30
Provider Office Standards	30
Abuse and Neglect Reporting	31
Advance Directives	32
<b>Integrated Care</b>	<b>33</b>
Communication with the Primary Care Physician	33
Preventative Behavioral Health Programs	35
<b>Benefits, Covered Services &amp; Authorizations</b>	<b>36</b>
Covered Diagnoses	36
Specialty Therapy and Rehabilitative Services (STRS)	37
Medical Necessity Criteria	37
STRS Outpatient Treatment Request (OTR)	37
Location Codes	38
Modifier Definitions	39
<b>Medical Records</b>	<b>40</b>
Medical Record Guidelines	40
Records & Documentation	41
Record Keeping & Retention	41
<b>Confidentiality &amp; Privacy</b>	<b>42</b>
Health Insurance and Accountability Act (HIPAA)	42
<b>Quality Improvement</b>	<b>43</b>
Civil Rights	43
Monitoring Clinical Quality	44
How Cenpatico Monitors Quality	44
Provider Participation in the QI Process	45
Member Concerns about Providers	45
Monitoring Satisfaction	45
Critical Incident Reporting	46
<b>Cultural Competency</b>	<b>46</b>
Health Disparity Facts	47
Understanding the Need for Culturally Competent Services	47
<b>Coordination of Care</b>	<b>48</b>
Inpatient Notification Process	49
Outpatient Notification Process	49
Outpatient Treatment Request (OTR)/Requesting Additional Sessions	50
Guidelines for Psychological Testing	50
Cenpatico's Utilization Management (UM) Program	51
Medical Necessity	52
Concurrent Review	52
Retro Authorization	53
Notice of Action (Adverse Determination)	53
Peer Clinical Review Process	54
Appeals Process	54
Discharge Planning	55
Psychotropic Medications	55
Continuity of Care	56
Case Management (CM)	56

Clinical Practice Guidelines	57
<b>Claims</b>	<b>58</b>
Specialty Therapy & Rehabilitative Services Claims	58
Cenpatico Claims Department Responsibilities	58
Clean Claim	59
Explanation of Payment (EOP)	59
Timely Filing	60
Common Claims Processing Issues	60
Imaging Requirements for Paper Claims	61
Web Portal Claims Submission	61
<b>EDI Clearinghouses</b>	<b>62</b>
<b>Billing Policies</b>	<b>62</b>
Member Hold Harmless	62
Claim Status	63
Claim Reconsideration	64
<b>Complaints, Grievances &amp; Appeals</b>	<b>65</b>
What is a Provider Complaint?	65
What is a Member Complaint?	65
<b>Waste, Abuse &amp; Fraud</b>	<b>66</b>
Authority & Responsibility	67

## IMPROVING LIVES

Improving Lives is more than our tagline. It's our commitment to the members and providers we serve. We are behavioral health experts that deliver quality results and improve outcomes.

### Welcome to Cenpatico®\*

---

Welcome to the Cenpatico Provider Network. We look forward to a long and mutually rewarding partnership as we work together in the delivery of behavioral health, substance use disorder services, and specialty therapy & rehabilitative services to our members in the state of New Hampshire. Member care is a collaborative effort that draws on the expertise and professionalism of all involved. An experienced provider network is essential to provide consistent, superior services to our members. We collaborate with providers to ensure that our members are receiving services in alignment with evidence-based practices which result in the most effective clinical treatment. To achieve our goal, Cenpatico builds strong, long-term relationships with our provider network.

We view our relationships with our provider network as a partnership. Our role in that partnership includes providing tools, training and technical assistance to ensure successful outcomes, not only for our members, but also our providers with regard to timely and accurate claims payment.

This Manual provides a description of Cenpatico's treatment philosophy and the policies and procedures administered in support of this philosophy. It also describes the requirements Network Providers/Practitioners (Providers) must adhere to in the delivery of services and administrative processes, which were developed in collaboration with our clients, industry standards and our accreditation body; NCQA. It has been developed to answer your questions about Cenpatico's program and to explain how we manage the delivery of behavioral health, substance use disorder services, and specialty therapy & rehabilitative services to the members we serve. This Manual will also provide you with specific and detailed information about the Cenpatico service delivery system within the state of New Hampshire.

Cenpatico will provide bulletins, as needed; to incorporate any needed changes to this Manual online at [www.cenpatico.com/providers](http://www.cenpatico.com/providers). We offer a wealth of resources for our providers on our website including this Manual, provider forms, etc.



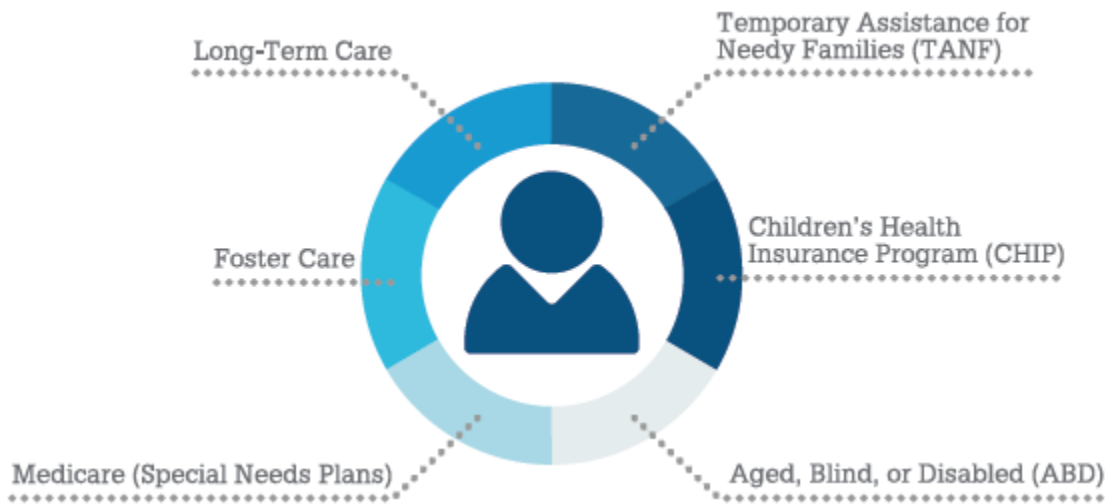
We look forward to working with you and providing you and your staff with ongoing support and assistance. We hope that you find your relationship with Cenpatico a satisfying and rewarding one.

\*Cenpatico Behavioral Health, LLC

## ABOUT CENPATICO

Cenpatico offers agencies, health plans, and states solutions to administer healthcare services more effectively. Our specialties include managed care solutions for Behavioral Health, Community Re-Entry, Foster Care, Specialized School Services, Specialty Therapy and Rehabilitation Services programs.

We are a [national leader](#) in care management. Our members receive care from local teams that truly understand the specific needs of their communities. We continually introduce innovative clinical initiatives and network strategies designed to create quality service delivery systems. Our members are enrolled in publicly-funded programs including:



Cenpatico is a wholly owned part of [Centene Corporation®](#), headquartered in St. Louis, Missouri. Centene is a top managed care company that powers Cenpatico's information systems. This company offers our clients an advantage when creating special options for their members.



## Cenpatico Managed Care Philosophy

---

Cenpatico is strongly committed to the philosophy of providing appropriate treatment at the least intensive level of care that meets the member's needs. We believe that individualized consideration and evaluation of each member's treatment needs are required for optimal medical necessity determinations. Unless inpatient treatment is strongly indicated and meets Medical Necessity Criteria, outpatient treatment is generally considered the first choice treatment approach. Many factors support this position:

- Outpatient treatment allows the member to maximize existing social strengths and supports, while receiving treatment in the setting least disruptive to normal everyday life.
- Outpatient treatment maximizes the potential of influences that may contribute to treatment motivation, including family, social, and occupational networks.
- Allowing a member to continue in occupational, scholastic, and/or social activities increases the potential for confidentiality of treatment and its privacy. Friends and associates need not know of the member's treatment unless the member chooses to tell them.
- Outpatient treatment encourages the member to work on current individual, family, and job-related issues while treatment is ongoing. Problems can be examined as they occur and immediate feedback can be provided. Successes can strengthen the member's confidence so that incremental changes can occur in treatment.

At Cenpatico, we take privacy and confidentiality seriously. We have processes, policies and procedures to comply with applicable federal and state regulatory requirements.

{ We appreciate your partnership with Cenpatico in maintaining the highest quality and most appropriate level of care for our members. }



## Our Core Beliefs

---

Cenpatico's core beliefs drive every decision we make as we work to improve the lives of our members.

We continuously monitor all aspects of our business, including utilization and case management trends and projections, provider network composition and adequacy, quality and performance improvement, and overall member population behavior and outcomes.

{ We offer a complete picture of the systems of care for our members, turning data into actionable information to support continuous improvement. }





## Coordination between New Hampshire Health Families and Cenpatico

New Hampshire Healthy Families and Cenpatico work together to assure quality behavioral health, substance use disorder services, and specialty therapy & rehabilitative services are provided to all members. This coordination includes participation in Quality Improvement committees for both organizations, and planned focus studies conducted conjointly for physical and behavioral healthcare services.

In addition, Cenpatico works to educate and assist physical health and behavioral health providers in the appropriate exchange of medical information. Behavioral health utilization reporting is prepared and provided to New Hampshire Healthy Families on a monthly basis, and is shared with New Hampshire Healthy Families QI committee quarterly. Benchmarks for performance are measured, and non-compliance with the required performance standards prompts a corrective action plan to address and/or resolve any identified deficiency.

Cenpatico manages and reimburses claims for the covered behavioral health, substance use disorder services, and specialty therapy & rehabilitative services for consumers eligible for coverage and enrolled with Granite State Health Plan's New Hampshire Healthy Families statewide.

### Eligibility

---

The New Hampshire Department of Health and Human Services (DHHS) is responsible for determining eligibility of persons applying for the New Hampshire Healthy Families Program. Persons interested in applying for the New Hampshire Healthy Families Program can be referred to the New Hampshire Electronic Application System (NH EASY).

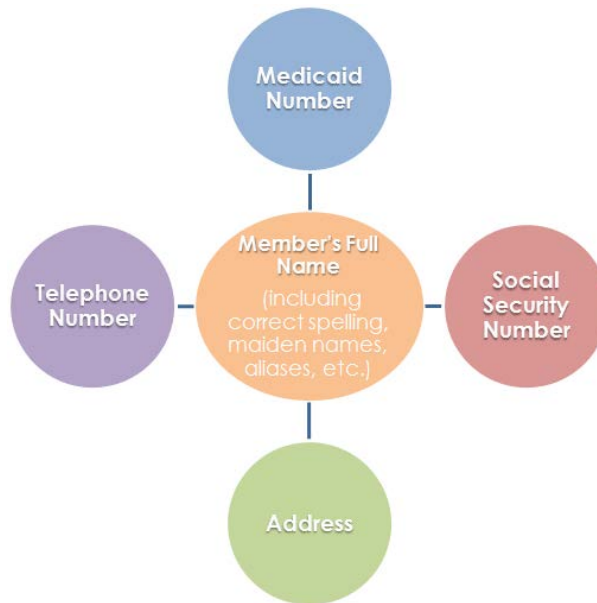
Member eligibility in New Hampshire Healthy Families is effective on the first calendar day of a month, and may be confirmed by any of the Eligibility Verification systems described below.

### Verifying Member Enrollment

---

Providers are responsible for verifying eligibility every time a member schedules an appointment and when they arrive for services. Cenpatico Customer Service will assist you with determining member eligibility. Customer Service Representatives, available during regular business hours have access to current member eligibility information. Providers should use any provided options to verify member enrollment.

When you call to check eligibility, please have available as much of the following information as possible:



Until the actual date of enrollment with New Hampshire Healthy Families, Cenpatico is not financially responsible for services the prospective member receives. In addition, Cenpatico is not financially responsible for services members receive after their coverage has been terminated, however, Cenpatico is responsible for those individuals who are Cenpatico members at the time of a hospital inpatient admission and change health plans during that confinement.

Cenpatico has the capability to receive ANSI X12N 270 eligibility inquiries and generate ANSI X12N 271 health plan eligibility response transaction through New Hampshire Healthy Families. For more information on conducting these transactions electronically, please contact our EDI department.

**EMAIL**  
EDIBA@centene.com

**PHONE**  
800.225.2573 x25525

## PROVIDER QUICK REFERENCE GUIDE



2 Executive Park  
Bedford, NH 03110

Phone: 866.769.3085  
TDD/TTY: 800.735.2964

[www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com)

State Fiscal Agent (EDS)  
Website

[www.nheasy.nh.gov](http://www.nheasy.nh.gov)

## Important Numbers

Department	Phone	Fax
Prior Authorization / Utilization Management	888.282.7767	
Network Development / Provider Relations	888.282.7767	
Appeals	888.282.7767	866.714.7991
Grievances / Complaints	888.282.7767	866.704.3063
Quality Management / Incident Reports	888.282.7767	
Credentialing	888.282.7767	
Claim Support	888.282.7767	
24/7 Nurse Advise Line (NurseWise)	888.282.7767	
Specialty Therapy & Rehabilitative Services (STRS)	866.769.3085	877.658.0322

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

Verify online via Cenpatico's website


<http://www.nheasy.nh.gov/>

Verify online via New Hampshire's Electronic Application System (NH EASY)

888.282.7767

Contact Cenpatico Customer Service

## MEMBER ID CARDS

	
<b>NAME:</b> Jane Doe	
<b>MEDICAID ID#:</b> XXXXXXXXXXXX	<b>BIN:</b> 008019
<b>PCP Name:</b>	
<b>PCP Phone:</b>	<b>DOB:</b>
<small>If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. <a href="http://www.NHhealthyfamilies.com">www.NHhealthyfamilies.com</a></small>	
<b>IMPORTANT CONTACT INFORMATION</b>	
<b>Members:</b> Member Services: 1-866-769-3085 TDD/TTY: 1-855-742-0123 24/7 NurseWise: 1-866-769-3085 Vision: 1-866-769-3085 Pharmacy: 1-866-862-8615 File a Grievance: 1-866-769-3085	<b>Providers:</b> Provider Services: 1-866-769-3085 IVR Eligibility Inquiry - Prior Auth: 1-866-769-3085
<b>Medical Claims:</b> New Hampshire Healthy Families Attn: Claims PO Box 4060 Farmington, MO 63640-3831	<div style="border: 1px solid black; padding: 5px;"> <b>New Hampshire Healthy Families Address:</b>            264 South River Road            Bedford, NH 03110         </div>
<div style="border: 1px solid black; padding: 5px;"> <b>EDI/EFT/ERA please visit Provider Resources at</b>  <a href="http://www.NHhealthyfamilies.com">www.NHhealthyfamilies.com</a> </div>	

## PROVIDER NETWORK PARTICIPATION

Cenpatico Contracts with behavioral health providers that consistently meet or exceed Cenpatico clinical quality standards.

The Cenpatico provider network may consist of the following types of providers:



Cenpatico contracts its provider network to support and meet the linguistic, cultural and other unique needs of every individual member, including the capacity to communicate with members in languages other than English and communicate with those members who are deaf or hearing impaired.

## Contracting with Cenpatico

---

Cenpatico consistently monitors network adequacy. Network Providers are selected on the following standards:

- ✓ Clinical expertise
- ✓ Ability to accept new patients
- ✓ Potential for high volume referrals
- ✓ Specialties that best meet our members' needs
- ✓ Geographic location considering distance, travel time, means of transportation and access for members with physical disabilities

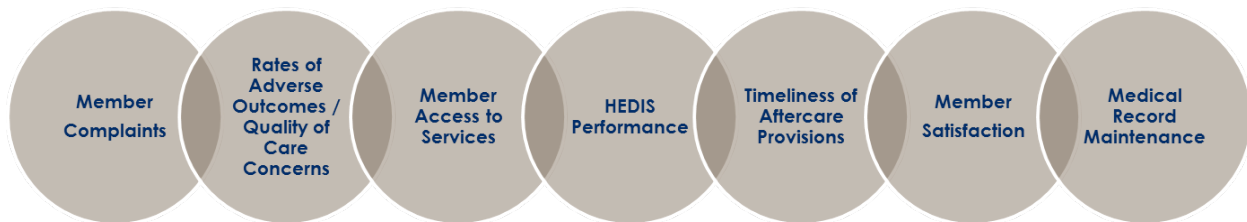
Cenpatico does not require providers to sign exclusive agreements as a condition of contracting. Additionally, we have not stipulations in our agreements requiring providers to participate in multiple product lines. If you have questions or need additional clarification regarding this policy, please contact your Network Manager.

It is the policy of Cenpatico not to use incentives to encourage barriers to care and services. Cenpatico will not make decision regarding hiring, promoting, or terminating its providers or other individuals based upon the likelihood or perceived likelihood that the individual will support or tend to support the denial of benefits. Cenpatico employees, the medical director, and clinical consultants who conduct utilization management (UM) activities are compensated through hourly fees or salaried positions. Cenpatico does not permit or provide compensation, bonuses, or incentives to employees or agents based on Per Member Per Month (PMPM) date, the amount of volume of adverse determinations, reductions or limitations on inpatient days or lengths of stay, benefits, services, or frequency of contacts with health care providers or patients. UM decision making is based on the appropriateness of care and service and existence of coverage.

## Provider Performance

---

Cenpatico monitors provider performance to ensure quality care is provided to Cenpatico members. Cenpatico's Quality Improvement Team evaluates provider performance on the following indicators:



If at any time a provider demonstrates negative trends in member complaints, adverse outcomes/quality of care concerns, and/or member access rates, Cenpatico's Quality Improvement team brings the provider to the Cenpatico Peer Review committee for review. Upon recommendation from the committee, Cenpatico may issue a corrective action plan (CAP) for any provider not meeting performance standards. The CAP is monitored by the Quality Improvement team and evaluated by the Peer Review committee. Cenpatico adopts a collaborative approach to the development and maintenance of provider CAPs and provides technical assistance to providers. Failure to comply with the CAP and demonstrate adherence to CAP action items could result in further compliance action, up to and including termination from the Cenpatico network.

## PROVIDER ACCESS & DENSITY STANDARDS

Cenpatico must ensure that provider accessibility is maintained so that there is a standard of coverage for members throughout the state. The provided standards have been established by Cenpatico for the State of New Hampshire.

**45**  
Transport time shall not exceed forty-five (45) minutes from member to provider

New Hampshire Healthy Families members may access behavioral health, substance use disorder services, and specialty therapy & rehabilitative services through several mechanisms. Members do not need a referral from their Primary Care Physician (PCP) to access covered behavioral health, substance use disorder services, and specialty therapy & rehabilitative services. Caregivers or medical consenters may self-refer members for behavioral health services. If assessment is required, Cenpatico must approve the assessment.

Cenpatico adheres to National Commission for Quality Assurance (NCQA) and State accessibility standards for member appointments. Provider shall meet and maintain compliance with the State's waiting times for appointments with Medicaid Covered Persons as set forth herein, or as otherwise amended by the State. Providers must make every effort to assist Cenpatico in providing appointments within the provided timeframes.

Network Providers shall ensure that services provided are available on a basis of twenty-four (24) hours a day, seven (7) days a week, as the nature of the member's behavioral health condition dictates. Network Providers



will offer hours of operation that are no less than the hours of operation offered to commercial insurance enrollees and shall ensure members with disabilities are afforded access to care by ensuring physical and communication barriers do not inhibit members from accessing services.

Network Providers should call the Cenpatico Provider Relations department at 888.282.7767 if they are unable to meet these access standards on a regular basis. Please note that the repeated inability to accept new members or meet the access standards can result in suspension and/or termination from the network. All changes in a Network Provider's status will be considered in the re-credentialing process.

## PROVIDER DATA MANAGEMENT

Providers are required to successfully complete the credentialing process prior to being accepted as a Cenpatico Network Provider. Only credentialed and contracted providers may render services to Cenpatico members as an in-network provider. We credential providers in accordance with our credentialing policies and procedures and in accordance with specific criteria required by NCQA.

### Credentialing

---

**Providers** must submit at a minimum the following information when applying for participation with Cenpatico:

- Complete, signed, and dated Standardized Credentialing Application or CAQH (Council for Affordable Quality HealthCare) application
- Signed attestation of the correctness and completeness of the application, history of loss of license and/or clinical privileges, disciplinary actions, and/or felony convictions; lack of current illegal substance registration and/or alcohol abuse; mental and physical competence, and ability to perform the essential functions of the position, with or without accommodation
- Copy of current malpractice insurance policy face sheet that includes expiration dates, amounts of coverage and provider's name, or evidence of compliance with state regulations regarding malpractice coverage
- Copy of current Drug Enforcement Administration (DEA) registration certificate, if applicable
- Copy of W-9
- Copy of Educational Commission for Foreign Medical Graduates (ECFMG) certificate, if applicable
- Copy of current unrestricted License to practice in the state of New Hampshire
- Current copy of specialty/board certification certificate, if applicable
- Curriculum vitae listing, at a minimum, a five-year work history
- Signed and dated Release of Information form
- Proof of highest level of education – copy of certificate or letter certifying formal post-graduate training
- Copy of Clinical Laboratory Improvement Amendments (CLIA), if applicable



- Copy of enumeration letter issued by National Plan and Provider Enumeration System (NPI)
- Completed Cenpatico Provider Specialty Profile
- Centers for Medicare & Medicaid Services (CMS) Disclosure form, if applicable

**Facilities** must submit at a minimum the following information when applying for participation with Cenpatico:

- List of current professional Mental Health/Chemical Dependency staff privileged to admit and/or treat patients in your facility, (include license type, address, telephone numbers, and social security numbers) that you would recommend that we contact for membership on Cenpatico's Individual Provider Panel
- Copy of The Joint Commission/CARF/COA/AOA accreditation letter with dates of accreditation
- Copy of the state or local license(s) and/or certificate(s) under which your facility operates
- Copy of Clinical Laboratory Improvement Amendments (CLIA), if applicable
- Copy of current Drug Enforcement Administration (DEA) registration certificate, if applicable
- Copy of professional and general liability insurance policy with the limits of coverage per occurrence and in aggregate, name of liability carrier, and insurance effective date and expiration date (Month/Day/Year)
- Listing of satellite locations and services offered at each location (include copies of accreditation, license, insurance, CLIA, and DEA certificate, if applicable)
- Copy of Credentialing Procedures
- Copy of NDMS agreement, if applicable
- Centers for Medicare & Medicaid Services (CMS) Disclosure form, if applicable
- Facilities contracted under a Cenpatico Facility Agreement that list a rendering NPI in box 24-J of the claim form that is different than the Facility's billing NPI (box 33-A), must submit an electronic (Excel) roster of clinicians rendering covered services with their credentialing materials.

**Non-Accredited Facilities** must include the following in addition to the items above:

- Copy of state or local Fire/Health Certificate
- Copy of Quality Assurance Plan
- Description of Aftercare or Follow-up Program
- Organizational Charts including staff to patient ratio



## Council for Affordable Quality HealthCare (CAQH)

---

Cenpatico subscribes to the CAQH to streamline the Credentialing/Re-credentialing process. If you are interested in having Cenpatico retrieve your credentialing/re-credentialing application from CAQH, or if you are not enrolled with CAQH, Cenpatico can assist you with contacting CAQH for enrollment. Once a CAQH Provider ID number is assigned, you can visit the CAQH website or call the help desk, to complete the credentialing application. There is no cost for providers to participate with CAQH and submit their credentialing applications.



[www.CAQH.org](http://www.CAQH.org)

888.599.1717

## Provider Rosters

---

Cenpatico requires a listing of rendering employed professional Mental Health/Chemical Dependency staff privileged to admit and/or treat patients. This list should include license type, address, telephone numbers, and social security numbers. Cenpatico will require quarterly updates to this listing to ensure accuracy. Please note that the information provided may be accessed by Cenpatico for network accessibility and member referral services.

## Re-Credentialing

---

Providers will be re-credentialed every 36 months from the initial credentialing date in accordance with the current NCQA standard CR4 unless otherwise dictated by state law. Providers will receive notice that they are due to be re-credentialed well in advance of their expiration date and, as such, are expected to submit their updated information in a timely fashion. Failure to do so could result in suspension and/or termination from the network. Quality indicators including but not limited to, complaints, appointment availability, critical incidents, and compliance with discharge appointment reporting will be taken into consideration during the re-credentialing process.

Cenpatico will verify the following information submitted for Credentialing and/or Re-Credentialing:

- License through appropriate licensing agency
- Board certification, or residency training, or medical education
- National Practitioner Data Bank (NPDB) and HIPDB claims
- Five years of work history
- Federal sanction activity including Medicare/Medicaid services (OIG-Office of Inspector General and EPLS – Excluded Parties Listing)

Once the application is completed, the Cenpatico Credentialing Committee will render a final decision on acceptance following its next regularly scheduled meeting.

It is the provider's responsibility to notify Cenpatico of any of the following within ten (10) days of the occurrence:

- ❖ Any lawsuits related to professional role
- ❖ Licensing board actions
- ❖ Changes to NPI and TIN
- ❖ Malpractice claims or arbitration
- ❖ Disciplinary actions before a State agency and Medicaid/Medicare sanctions
- ❖ Cancellation or material modification of professional liability insurance
- ❖ Member complaints against practitioner
- ❖ Changes in fiscal address and/or billing address
- ❖ Any situation that would impact a Provider's ability to carry out the provisions of their Formal Written Agreement with Cenpatico ("Agreement") with Cenpatico, including the inability to meet member accessibility standards Changes or revocation with DEA certifications, hospital staff changes or NPDB or Medicare sanctions

### Site Visits

---

Any entity executing a Facility Agreement will require an accreditation from The Joint Commission /CARF/COA/AOA. In the event such entity is not accredited, a site visit will be required as a component of the credentialing process. Failure to pass the site visit will result in the facility being ineligible to participate in the Cenpatico network, in which case the provider will be notified.

Additionally, providers may also have a site visit conducted by a Cenpatico representative as part of the credentialing/re-credentialing process. Failure to pass the site visit may result in a Corrective Action Plan (CAP) that must be satisfied before being considered for admission to the network. Providers are subject to an on-site visit at any time with or without cause. Cenpatico reserves the right to conduct provider site visit audits. Site visits may be conducted as a result of member dissatisfaction or as part of a chart audit. The site visit auditor reviews the quality of the location where care is provided and will evaluate the accessibility and adequacy of the treatment and waiting areas.

### Provider Verification

---

Provider's state identification information, license, TIN, legal entity name, doing business as (D.B.A) and other pertinent information must be valid and verified with the New Hampshire Department of Community Health. Any discrepancies between the provider information and the State file must be validated by the provider and the State.

## National Provider Identifier (NPI)

---

A National Provider Identifier or NPI is a unique 10-digit identification number issued to health care providers in the United States by the Centers for Medicare and Medicaid Services (CMS). The NPI has replaced the unique provider identification number (UPIN) as the required identifier for Medicare services, and is used by other payers, including commercial healthcare

insurers. The transition to the NPI was mandated as part of the Administrative Simplifications portion of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).



The NPI number can be obtained online through the National Plan and Provider Enumeration System (NPPES) pages on CMS's website. Turnaround time for obtaining a number is from 1 to 20 days.

## Medicaid Number

---

Providers are required to obtain a Medicaid Number in order to provide covered services for a Medicaid product. This Medicaid number can be obtained thru the state Medicaid office. Please note that Cenpatico will verify this information. All provider information on file with New Hampshire Department of Community Health will be utilized for authorization of covered services and claims payment.

## Medicare Number

---

Providers are required to obtain a Medicare number in order to provide covered services for Medicare. Please reference CMS and Medicare Provider Enrollment for additional information. All provider information on file with CMS will be utilized for authorization of covered services and claims payment. Please note that Cenpatico will verify this information via CMS.

## Right to Review and Correct Information

---

All providers participating with the Cenpatico Network have the right to review their information obtained by Cenpatico to evaluate their credentialing/re-credentialing application. This includes information obtained from any outside primary sources such as the National Practitioner Data Bank – Healthcare Integrity and Protection Data Bank, malpractice insurance carriers and the Composite State Board of Medical Examiners and other state board agencies. This does not allow a provider to review references, personal recommendations, or other information that is peer review protected.

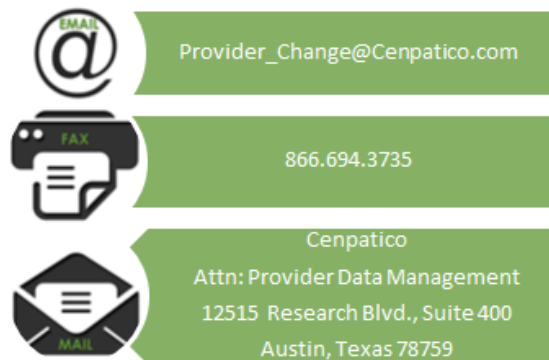
Should a provider believe any of the information used in the credentialing/re-credentialing process to be erroneous, or should any information gathered as part of the primary source verification process differ from that submitted by a provider, they have the right to correct any

erroneous information submitted by another party. To request release of such information, a written request must be submitted to the Cenpatico Credentialing Department. Upon receipt of this information, the provider will have fourteen (14) days to provide a written explanation detailing the error of the difference in information. The Cenpatico Credentialing Committee will then include this information as part of the credentialing/re-credentialing process.

### Status Change Notification

---

Providers must notify Cenpatico immediately of any change in licensure and/or certifications that are required under federal, state, or local laws for the provision of covered behavioral health services to members, if there is a change in provider's hospital privileges, or if there is a change in panel status (open/closed panel). All changes in a provider's status will be considered in the re-credentialing process.



### Provider Demographic/Information Updates

---

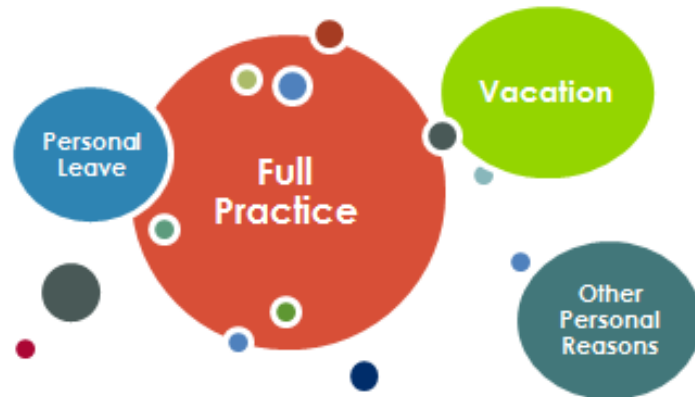
Providers should advise Cenpatico with as much advance notice as possible, any demographic/information updates. Provider information such as address, phone and office hours is used in our Provider Directory, and having the most current information accurately reflects our Provider Network. Please use the Cenpatico Provider Information Update Form to notify us of any changes.

Please notify Cenpatico immediately of any updates to your Tax Identification Number, service site address, phone/fax number, and ability to accept new referrals in a timely manner so that our systems are current and accurately reflect your practice. In addition, we ask that you please respond to any questionnaires or surveys submitted regarding your referral demographics, which may be requested from time to time.

## Referral Periods

---

Providers are required to notify Cenpatico when they are not available for appointments. Providers may place themselves in a “no referral” hold status for a set period of time without jeopardizing their overall network status. Providers must call or write to the Cenpatico Provider Relations department to set up a “no referral” period. Providers must have a start date and an end date indicating when they will be available again for referrals. A “no referral” period will end automatically on the set end date. “No referral” is set up for providers for the following listed reasons.



- Vacation
- Full practice
- Personal leave

The Cenpatico Provider Relations Department can be reached at 888.282.7767.

## Reporting and Metric Requirements

---

Providers may be required to submit timely to Cenpatico reports or performance metrics as required by New Hampshire Healthy Families contract with the New Hampshire Department of Health and Human Services, and/or Cenpatico’s requirements for NCQA accreditation. Such metrics shall include, but are not limited to: provider rosters by service location; compliance rates with timely ambulatory follow-up after a hospitalization; average number of days to receive an emergent appointment; average number of days to receive a routine appointment; network adequacy and similar measures. Cenpatico and Providers shall work together to find solutions when performance standards are not met.

## Network Suspension and Termination

---

New applicants who are declined participation in the Cenpatico Network have the right to request a reconsideration of the decision in writing within fourteen (14) days of formal notice of denial. All written requests should include additional supporting documentation in favor of the applicant’s reconsideration for participation. Reconsiderations will be reviewed by the Credentialing Committee at the next regularly scheduled meeting, but in no case later than 60 days from the receipt of the additional documentation. The applicant will be sent a written response to his/her request within two (2) weeks of the final decision.

If a Network Provider has been suspended or terminated by Cenpatico, he/she may contact the Cenpatico Provider Relations department at 888.282.7767 to request further information or discuss how to appeal the decision.

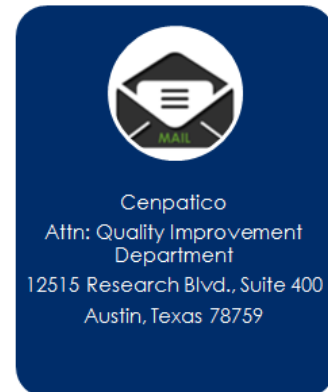
For a formal appeal of the suspension or termination of contract privileges, the provider should send a written request. Please note that the written request should describe the reason(s) for requesting and include any supporting documents. This request must be postmarked within thirty (30) days from the receipt of the suspension or termination letter to comply with the appeal process. Cenpatico will use the Provider Dispute Policy to govern its actions. Details of the Provider Dispute Policy will be provided to the provider with the notification of suspension/termination or you may request a copy by calling 888.282.7767.

Each provider will be provided with a copy of their fully executed Agreement with Cenpatico. The Agreement will indicate the provider's effective date in the network and the initial Term and Renewal Term provisions in Cenpatico's provider network. The Agreement will also indicate the cancellation/termination policies. There is no "right to appeal" when either part chooses not to renew the Agreement.

### Provider Request to Terminate

---

Providers requesting to terminate from the network must adhere to the Termination provisions set forth in their Agreement with Cenpatico. This notice can be mailed or faxed to the Provider Relations Department. The notification will be acknowledged by Cenpatico in writing and the Provider will be advised on procedures for transitioning members if indicated.



Cenpatico fully recognizes that a change in a Provider's participation status in Cenpatico's provider network is difficult for members. Cenpatico will work closely with the terminating Provider to address the member's needs and ensure a smooth transition as necessary. A Provider who terminates his/her contract with Cenpatico must notify all Cenpatico members who are currently in care at the time and who have been in care with that Provider during the previous six (6) months. Treatment with these members must be completed or transferred to another Cenpatico Provider within three (3) months of the notice of termination, unless otherwise mandated by State law. The Provider needs to work with the Cenpatico Care Management Department to determine which members might be transferred, and, which members meet Continuity of Care Guidelines to remain in treatment.

### Cenpatico's Right to Terminate

---

Please refer to your Agreement with Cenpatico for a full disclosure of causes for termination. As stated in your Agreement, Cenpatico shall have the right to terminate the Agreement by giving written notice to the Provider upon the occurrence of any of the following events:

- Termination of Cenpatico's obligation to provide or arrange mental health/substance use disorder services for members;
- Restriction, qualification, suspension or revocation of provider's license, certification or membership on the active medical staff of a hospital or Cenpatico participating provider group;
- Provider's loss of liability insurance required under the Agreement with Cenpatico
- Provider's exclusion from participation in Cenpatico programs;
- Provider's exclusion from participation in the Medicare or Medicaid program;
- Provider's insolvency or bankruptcy or provider's assignment for the benefit of creditors;
- Provider's conviction, guilty plea, or plea of nolo contendere to any felony or crime involving moral turpitude;
- Provider's ability to provide services has become impaired, as determined by Cenpatico, at its sole discretion;
- Provider's submission of false or misleading billing information;
- Provider's failure or inability to meet and maintain full credentialing status with Cenpatico;
- Provider's breach of any term or obligations of the Agreement;
- Any occurrence of serious misconduct which brings Cenpatico to the reasonable interpretation that a provider may be delivering clinically inappropriate care; or
- Provider's breach of Cenpatico Policies and Procedures.

## Discontinuation

---

A provider may be discontinued if required elements and prime source verification cannot be obtained by Cenpatico. An application may be discontinued if it meets the following criteria:

1. Provider non-responsive to three (3) PDM outreach attempts for missing or incomplete items
2. The application has been aging thirty (30) days from receipt of initial documentation

Prior to discontinuing any provider application, Cenpatico will notify Provider/Practitioner of its intent to discontinue. The Provider/Practitioner will then have five (5) business days to respond with the required items for provider application completion. If the application has been discontinued, the applicant is notified in writing that their application will not be processed. This written notification includes the reason for the determination. Following notification, the applications and documentation submitted to Cenpatico will be destroyed in accordance with NCAQ standards.

## PROVIDER EDUCATION & TRAINING

Cenpatico makes outreach to new providers, groups, and facilities to offer an initial orientation within thirty (30) calendar days of being placed on active status. Additional trainings are provided, upon request, to all providers and their staff regarding the requirements of their contract and special needs of the enrollees. Cenpatico shall also conduct ongoing trainings, as deemed necessary by New Hampshire Healthy Families or the New Hampshire Department of Community Health, in order to ensure compliance with program standards and their contract.



Cenpatico will post information, updates, bulletins, and other pertinent information on its website.

## Clinical Training

---

Cenpatico will offer a variety of clinical training opportunities to providers that support their ability to provide quality services to members. The Clinical Training program is committed to achieving the following goals:

- Promote provider competence and opportunities for skill-enhancement
- Promote Recovery & Resiliency
- To sustain and expand the use of Evidence Based practices (e.g. Illness Management, and Recovery, Assertive Community Treatment, Dialectical Behavioral Therapy, etc.)
- To assist in providing at least two (2) hours annually to all CMHC staff related to suicide risk assessment, prevention and post-vention strategies

Clinical trainings for providers will be offered at various times throughout the year and network providers can also contact Cenpatico to request additional clinical trainings or topics specific to your organization. Clinical trainings may be offered live or webinar format.

## ELECTRONIC TRANSACTIONS & FUNCTIONALITY

Our provider website allows providers and office staff access to key information at their convenience, 24 hours a day / 7 days a week.

Providers may register to gain access to secure functionality which includes; member eligibility verification, electronic Professional and Institutional claims submission and status checks, authorization requests and status inquiries, access to training information, claim adjustments, online EOPs, email, downloadable forms and important links.

Cenpatico distributes its Member Rights and Responsibilities to members and providers upon enrollment and annually thereafter. They can also be found on our website.



## Electronic Claims Submission

---

In the best interests of our providers, state clients, and our own internal operations, Cenpatico's preferred mechanism for claim submission is through Electronic Data Interchange (EDI). An electronically filed claim leads to a faster, more accurate process; allows the use of the information sooner in care of our members; and is better for our environment. Our experiential data shows that when providers prepare and submit claims electronically, the time from service to submission to Cenpatico is abbreviated by more than **half** the time compared to claims submitted on paper. This means that we obtain the data earlier, can process the claim faster,



our Case Managers can utilize the information sooner in the care of our members, and we can display the information sooner to our providers. Our technology allows us to validate much of the data submitted at the earliest possible stage in the process, which results in more accurate and complete data received.

We do recognize that provider capabilities related to submitting electronic claims vary based on a provider's technological support and expertise. We also recognize smaller providers face unique challenges. This is why we support a growing variety of online, EDI, and Electronic Funds Transfer (EFT) for claim payment options so each provider can select the best approach for their practice.

### Direct Data Entry (DDE) Claim Form

---

Our website allows for the HIPAA compliant entry of individual *professional* and *institutional* claims via *form templates* directly through our Provider Portal. When claims are submitted utilizing this interactive template on our portal, the data goes through the same rigor for data and field validation as do HIPAA 837 transactions.



When a provider submits a **professional** claim via our online Direct Data Entry (DDE) form, we will receive and process the claim within **two (2) business days** of receipt, providing a status of paid, denied, or pended along with the corresponding reason codes and descriptions. Payments and denials will be received on the next check run and pends will be routed appropriately and finalized within required timelines. This method of claims filing (along with any other electronic form of claims submission) reduces paper and improves the timeliness of claims data, as well as providing the obvious direct benefit to the submitting provider. This service level is made possible through the integration of our Provider Portal, *EDIFECs*, and *AMISYS Advance*, our core claims processing system.

### Claim Adjustments and Additional Claim Information

---

Providers can submit claim adjustments and additional information electronically on our provider website, such as an Explanation of Benefit (EOB) from another insurance carrier further ensuring that claim submission are complete. The ability to submit this information electronically enables faster overall turnaround time (TAT) in claim adjudication and payment.

## HIPAA 837 Batch Claims

---

Cenpatico supports the online submission of HIPAA 837 batch claims directly through our provider website. Supporting this feature is our EDICECS Ramp Manager tool which facilitates the process for EDI on-boarding. EDICECS Ramp Manager is an interactive tool that allows providers to test their EDI transactions directly with us and, once approved, certify them for direct submission of HIPAA 5010 claim transactions to us. EDIFECS Transaction Manager, another component of our EDIFECS system, will allow Cenpatico to continuously monitor provider EDI submission patterns which help to ensure consistent levels of EDI service. Beyond claim and remit transactions, providers connecting directly via EDI will receive direct assistance from our EDI Help Desk to implement the broader HIPAA transaction set, including 270/271 Eligibility Inquiry and Response; the 276-277 Claim Status Inquiry and Response; the 278 Service Authorization Request and Response; and (for providers sufficiently equipped) HL7 based transactions, such as the Continuity of Care Document (CCD) and Scheduling Interface Unsolicited (SIU) for collaborative scheduling.

## HIPAA 837 Professional & Institutional EDI Claims

---

Cenpatico supports *over 60 trading partners* across 13 states who file HIPAA 837 EDI claims on behalf of our providers. In fact, we will accept claims from any clearinghouse that meets our performance and service quality standards and can implement our HIPAA companion guides.

## Electronic Funds Transfer (EFT)

---

Like EDI claims submission, Electronic Funds Transfer (EFT) via the Automated Clearinghouse (ACH) affords both our providers and HSHP administrative and financial efficiencies, and we actively encourage our providers to sign up for PaySpan Health, the EFT option we offer. To initiate EFT directly with Cenpatico, complete a Cenpatico EFT Agreement. Upon acceptance, Cenpatico will deposit payment for claims directly into the assigned bank account.



## CUSTOMER SERVICE & STANDARDS OF CARE

Cenpatico operates a toll free emergency and routine Behavioral Health Services Hotline, answered by a live voice and staffed by trained personnel, Monday through Friday 8:00 AM – 5:00 PM EST. After hours services are available during evenings, weekends and holidays. The Cenpatico Customer Service department strives to support the mission statement in providing quality, cost-effective behavioral health services to our customers. We strive for customer satisfaction on every call by doing the right thing the first time and we show our integrity by being honest, reliable and fair.

The Customer Service department's primary focus is to facilitate the authorization of covered services for members for treatment with a specific clinician or clinicians. The Customer Service Department provides the member with information about Providers and assists the member in selecting a Provider who can meet their specific needs. Licensed clinicians on staff in the Clinical department are available to provide referrals for and assessment of the level of urgency of a caller presenting special needs.



In addition to working with members, the Cenpatico Customer Service department assists Providers with the following:



Providers may freely communicate with patients about their treatment, regardless of benefit coverage limitations.

### After Hours Coverage- NurseWise

NurseWise is Cenpatico's after hour's nurse referral line through which callers can reach both customer service representatives and bilingual nursing staff. NurseWise provides nurse referrals and assessment and after-hours phone coverage seven (7) days per week including holidays for Cenpatico members.



The NurseWise referral service provides Members and Providers with the following:

- Provide referrals after hours
- Verify member eligibility
- Crisis Interventions
- Emergency assessment for acute care services
- After hours emergency refills
- Documentation and notification of inpatient admissions that occur after hours
- Assistance with determining the appropriate level of care in accordance with clinical criteria, as applicable.

### Interpretation/Translation Services

---

Cenpatico is committed to ensuring that staff are educated about, remain aware of, and are sensitive to the linguistic needs and cultural differences of its Members. In order to meet this need, Cenpatico provides or coordinates the following:

- Customer Service is staffed with Spanish and English bilingual personnel.
- Trained professional language interpreters, including American Sign Language, can be made available face-to-face at your office if necessary, or telephonic, to assist Practitioners/Providers with discussing technical, medical, or treatment information with Members as needed.

Key Information: To access interpreter services for Cenpatico members, contact Customer Service at 888.282.7767.



### Federal and States Laws Governing the Release of Information

---

The release of certain information is governed by a myriad of Federal and/or State laws. These laws often place restrictions on how specific types of information may be disclosed, including, but not limited to, mental health, alcohol /substance use disorder treatment and communicable disease records. For example, the federal Health Insurance Portability and Accountability Act (HIPAA) requires that covered entities, such as health plans and providers, release protected health information only when permitted under the law, such as for treatment, payment and operations activities, including care management and coordination.

However, a different set of federal rules place more stringent restrictions on the use and disclosure of alcohol and substance abuse treatment records (42 CFR Part 2 or “Part 2”). These records generally may not be released without consent from the individual whose information is subject to the release.



Still other laws at the State level place further restrictions on the release of certain information, such as mental health, communicable disease, etc.

Contracted providers within the Cenpatico network are independently obligated to know, understand and comply with these laws. Cenpatico takes privacy and confidentiality seriously. We have established processes, policies and procedures to comply with HIPAA and other applicable federal and/or State confidentiality and privacy laws.

Please contact the Cenpatico Privacy Officer by phone or in writing with any questions about our privacy practices. Please instruct any member to contact Member Services with any questions they may have about our privacy practices.

### No Show Appointments/Hold Harmless

---

A “no show” is defined as a failure to appear for a scheduled appointment without notification to the provider with at least twenty-four (24) hours advance notice. No show appointments must be recorded in the member record. A “no show” appointment may never be applied against a member’s benefit maximum. New Hampshire Healthy Families members may not be charged a fee for a “no show” appointment.

### Member Treatment Requirements

---

Providers are required to:

- Refer members with known or suspected physical health problems or disorders to the member’s PCP for examination and treatment;
- Only provide physical health services if such services are within the scope of the clinical licensure;
- Providers (facilities and community mental health centers) must ensure Members that are discharging from an inpatient psychiatric or crisis stabilization unit (CSU) acute care, are scheduled for outpatient follow-up and/or continuing treatment prior to discharge. The outpatient appointment must be set before discharge and must occur within (7) seven days of member discharge from an inpatient psychiatric setting or crisis stabilization until;

- Contact members who have missed appointments within twenty-four (24) hours to reschedule;
- Ensure all members receive effective, understandable and respectful treatment provided in a manner compatible with their cultural health beliefs and practices and preferred language;
- Make referrals or admissions of members for covered behavioral health services only to other Participating Healthcare Practitioners/Providers (those that participate in New Hampshire Healthy Families or Cenpatico Provider Network), except as the need for Emergency Care may require, or where Cenpatico specifically authorizes the referral, or as otherwise required by law;
- Comply with all State and federal requirements governing emergency, screening and post-stabilization services; and
- Provide member's clinical information to other practitioners/providers treating the member, as necessary to ensure proper coordination and treatment of members who express suicidal or homicidal ideation or intent, consistent with State law

### Provider Standards of Practice

---

Providers are requested to:

- Submit all documentation in a timely fashion;
- Comply with Cenpatico's Utilization Management Programs;
- Cooperate with Cenpatico's QI Program (e.g., allow review of or submit requested charts, receive feedback);
- Support Cenpatico access standards;
- Use the concept of Medical Necessity and evidence-based Best Practices when formulating a treatment plan and requesting ongoing care;
- Coordinate care with other clinicians as appropriate, including consistent communication with the PCP as indicated in the Cenpatico QI Program;
- Assist members in identifying and utilizing community support groups and resources;
- Maintain confidentiality of records and treatment and obtain appropriate written consents from members when communicating with others regarding member treatment;
- Notify Cenpatico of any critical incidents;
- Notify Cenpatico of any changes in licensure, any malpractice allegations and any actions by your licensing board (including, but not limited to, probation, reprimand, suspension or revocation of license);
- Notify Cenpatico of any changes in malpractice insurance coverage;
- Complete credentialing and re-credentialing materials as requested by Cenpatico; and
- Maintain an office that meets all standards of professional practice.

### Provider Office Standards

---

Cenpatico requires the following;

- Office must be professional and secular.
- Signs identifying office must be visible.
- Office must be clean, and free of clutter with unobstructed passageways.
- Office must have a separate waiting area.
- Waiting area must have adequate seating to support the current member volume.
- Clean restrooms must be available.
- Office environment must be physically safe.



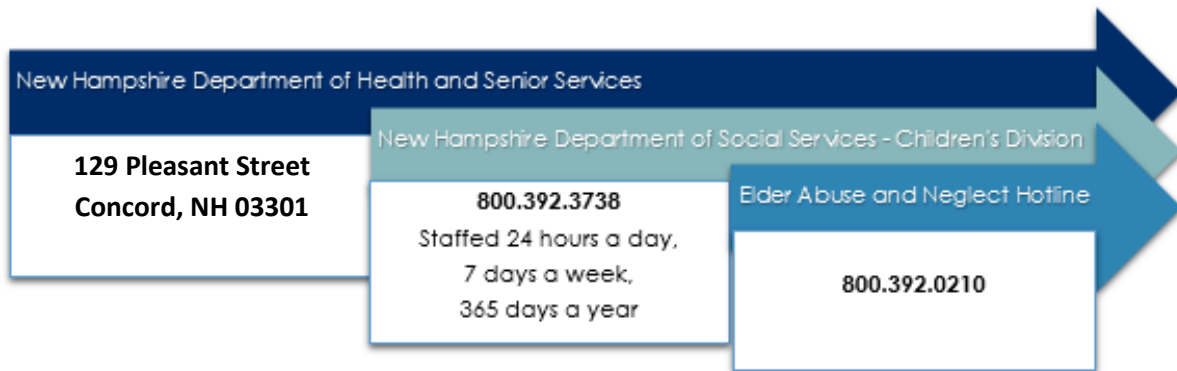
- Providers must have a professional and fully-confidential telephone line and twenty-four (24) hour availability.
- Member records and other confidential information must be locked up and out of sight during the work day.
- Medication prescription pads and sample medications must be locked up and inaccessible to members.

The Provider’s office must have evidence of the following:

- Child Abuse and HIPAA Privacy posters are posted in the Provider’s waiting room/reception area;
- The Provider has a complete copy of the Patient’s Bill of Rights and Responsibilities, available upon request by a member, at each office location; and
- The Provider’s waiting room/reception area has a consumer assistance notice prominently displayed in the reception area.

### Abuse and Neglect Reporting

Providers are required to report all incidents that may include abuse and neglect consistent with the Department of Human Services Act, the Adults with Disabilities Domestic Abuse Intervention Act and the Abused and Neglect Child Reporting Act. Reports regarding elderly Enrollees who are over the age of 60 will be reported to the State Department of Aging by using the Elder Abuse Hotline number. Cenpatico will offer training to providers about the signs of abuse or neglect.





Cenpatico is committed to ensuring that its members know of, and are able to avail themselves of their rights to execute Advance Directives. Cenpatico is equally committed to ensuring that its Providers and office staff are aware of, and comply with their responsibilities under federal and state law regarding Advance Directives.

Providers must ensure that adult members or member representatives over the age of eighteen (18) years receive information on Advance Directives and are informed of their right to execute Advance Directives. Providers must document such information in the permanent member medical record. Cenpatico recommends:

- The first point of contact in the Provider office should ask if the member has executed an Advance Directive. The member's response should be documented in the medical record.
- If the member has executed an Advance Directive, the first point of contact should ask the member to bring a copy of the Directive to the Provider's office and document this request.
- An Advance Directive should be included as a part of the member's medical record, including mental health Directives.
- If a Behavioral Health Advance Directive exists, the Provider should discuss potential emergencies with the member and/ or family members (if named in the Advance Directive and if available) and with the referring physician, if applicable. Discussion should be documented in the medical record.
- If an Advance Directive has not been executed, the first point of contact within the office should ask the member if they desire more information about Advance Directives.
- If the member requests further information, member Advance Directive education/ information should be provided.



An Advance Directive form can be found on the American Academy of Family Physicians' website at:

<http://www.aafp.org/afp/1999/0201/afp19990201p617.pdf>



## INTEGRATED CARE

Cenpatico and New Hampshire Healthy Families encourage and support collaborative efforts among primary care physicians and other medical/surgical healthcare providers and mental health providers. We support whole-person health care because physical conditions and mental illness are not independent phenomena and the treatment of both must be coordinated.

Physical health conditions can and often do exacerbate mental health conditions or can trigger mental health issues, such as depression following a cardiac event. Mental health conditions can and often do impact physical health conditions. For example, a person with depression may lack the motivation or energy to follow the physical therapists recommendations for rehab after a surgery.

The treatment and medication regimens for physical and mental health conditions can interact negatively. For example, many psychotropic medications can cause weight gain, which can exacerbate metabolic syndrome or diabetes.

Even differential diagnosis can be complicated if the assessment fails to consider potential physical causes for apparent mental conditions, such as psychosis-like symptoms triggers by high liver enzymes in members with liver disease.

### Communication with the Primary Care Physician

New Hampshire Healthy Families encourages primary care physicians (PCPs) to consult with their members' mental health providers. In many cases the PCP has extensive knowledge about the member's medical condition, mental status, psychosocial functioning, and family situation. Communication of this information at the point of referral or during the course of treatment is encouraged with member consent, when required.

Providers can identify the name and number for a member's PCP on the front-side of the Member ID Card. Practitioners/Providers should refer members with known or suspected untreated physical health problems or disorders to the PCP for examination and treatment.



Providers should screen for the existence of co-occurring mental health conditions and substance use disorders and make appropriate referrals.

Providers should communicate not only with the member's PCP whenever there is a behavioral health problem or treatment plan that can affect the member's medical condition or the

treatment being rendered by the PCP, but also with other behavioral health clinicians who may also be providing service to the member. Examples of some of the items to be communicated include:

- Prescription medication, especially when the medication has potential side effects, such as weight gain, that could complicate medical conditions, such as diabetes;
- The member is known to abuse over-the-counter, prescription or illegal substances in a manner that can adversely affect medical or behavioral health treatment;
- The member has lab work indicating need for PCP review and consult;
- The member is receiving treatment for a behavioral health diagnosis that can be misdiagnosed as a physical disorder (panic symptoms can be confused with heart attack symptoms); and
- The member's progress toward meeting the goals established in their treatment plan.

Cenpatico provides a form for your convenience in communicating with PCP and other providers, which is available on the Cenpatico website. Cenpatico recommends that you use all available communications means to coordinate treatment for members in your care. All communication attempts and coordination activities must be clearly documented in the member's medical record.

Cenpatico requires that Providers report specific clinical information to the member's PCP in order to preserve the continuity of the treatment process. With appropriate written consent from the member, it is the Providers responsibility to keep the member's PCP abreast of the member's treatment status and progress in a consistent and reliable manner. Such consent shall meet the requirements set forth in 42 CFR 2.00 et seq., when applicable. If the member requests this information not be given to their PCP, the Provider must document this refusal in the member's treatment record, and if possible, the reason why.

The following information should be included in the report to the PCP;

- A copy or summary of the intake assessment;
- Written notification of member's noncompliance with treatment plan (if applicable);
- Member's completion of treatment;
- The results of an initial psychiatric evaluation, and initiation of and major changes in psychotropic medication(s) within fourteen (14) days of the visit or medication order; and
- The results of functional assessments.

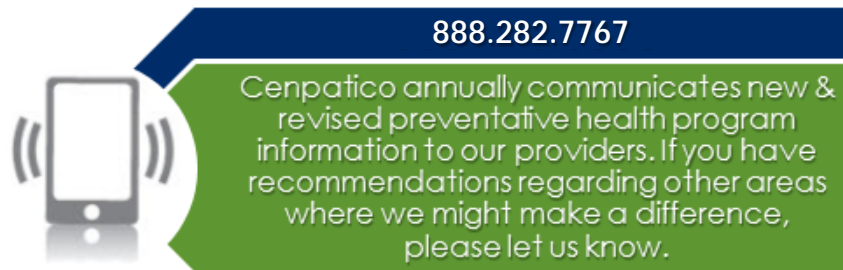
Caution must be exercised in conveying information regarding substance use disorders, which is protected under separate federal law. Cenpatico monitors communication with the PCP and other caregivers through audits. Failure to adhere to these requirements can be cause for termination from the network.

## Preventative Behavioral Health Programs

---

Cenpatico offers preventative behavioral health programs for our members. A brief description of the programs including who is eligible to participate is listed below. Cenpatico encourages you to refer your members to the programs directly when you see an unmet need. If you would like more information about the programs or if you have suggestions as to how we can improve our preventative behavioral health programs please contact the Quality Improvement department at 888.282.7767.

The Perinatal Depression Screening Program offers screening to members who are pregnant or have delivered to identify those who would benefit for treatment for depression. We send a copy of the Edinburgh Depression screening instrument to all pregnant women. Each member who completes the survey and returns it to Cenpatico receives a letter from Cenpatico informing them of their screening results and how to access help if appropriate. If a member screens positive for depression while pregnant or after delivery, our staff attempts outreach to assist the member in finding resources. Cenpatico outreaches to the medical provider as well to assure the member has the care needed.



{ Cenpatico appreciates your assistance in promoting these preventative behavioral health programs. }

## BENEFITS, COVERED SERVICES & AUTHORIZATIONS

### Covered Diagnoses

Cenpatico shall provide a full range of medically necessary services authorized under the State Plan and specified in the New Hampshire Medicaid Mental Health Targeted Case Management Coverage and Limitations Handbook and the New Hampshire Medicaid Community Behavioral Health Services Coverage and Limitations Handbook. Covered services include:



- Inpatient hospital services for behavioral health conditions
- Outpatient hospital services for behavioral health conditions
- Psychiatric physician services for behavioral health conditions
- Community behavioral health services for mental health conditions
- Community behavioral health services for substance use disorder conditions
- Mental Health Targeted Case Management
- Mental Health Intensive Targeted Case Management
- Specialized therapeutic foster care
- Comprehensive behavioral health assessment
- Behavioral Health overlay services in child welfare settings
- Residential Care
- Statewide Inpatient Psychiatric Program (SIPP) services for individuals under age eighteen (18)
- Specialty Therapy and Rehabilitative Services

For a listing of service codes, limitations, and authorization requirements, please refer to the New Hampshire Covered Professional Services and Authorization Guidelines. Providers should refer to their Agreement with Cenpatico to identify which services they are contracted and eligible to provide. All services performed must be medically necessary.

## Specialty Therapy and Rehabilitative Services (STRS) Medical Necessity Criteria

---

Cenpatico STRS created and applies medical necessity criteria developed using Clinical Practice Guidelines of the physical, occupational and speech professional associations, as well as InterQual Criteria for both Adults and Pediatrics guidelines. The criteria can be found at [www.cenpatico.com/providers](http://www.cenpatico.com/providers). Cenpatico STRS utilizes Physical, Occupational, and Speech Therapists to process Outpatient Treatment Request. Our specialized approach allows for real time interaction with the provider to best meet the overall therapeutic needs of the members.

### STRS Outpatient Treatment Request (OTR)

---

Prior authorization for outpatient and home health physical, occupational, or speech therapy services should be submitted to Cenpatico STRS using the OTR located at [www.cenpatico.com/providers](http://www.cenpatico.com/providers).

Providers may call the customer service department to check the status of an OTR. Providers should allow up to fourteen (14) business days after date of receipt to process non-urgent requests.

#### IMPORTANT:

- The OTR must be completed in its entirety. Failure to submit a completed request will result in an upfront rejection will not be processed, and providers will be required to resubmit to be considered for authorization. The following are considered an incomplete submission:
  - Name of Provider is missing/illegible
  - Contact name was not provided and/or is illegible
  - Eligibility cannot be verified for the member with the information provided
  - MD signature on Prescription or Plan of Care is missing, outdated or stamped (must be actual or electronic signature)
  - Documentation of Verbal Order is missing or out of date (not required if there is a prescription)
  - Plan of Care or Evaluation missing or out of date
- For a Plan of Care (POC), the specific requirements are as follows:
  - Home Health – must be updated and signed every 60 days
  - EPSDT – must be updated and signed every 6 months
- Physician prescription or physician signed POC must be included in submission.
- Cenpatico will not retroactively certify routine sessions. Exceptions:
  - Member did not have their Medicaid card or otherwise indicate Medicaid coverage (providers should check eligibility every 30 days)
  - Services authorized by another payer who subsequently determined member was not eligible at the time of services
  - Member received retro-eligibility from Department of Medicaid Services
- The dates of the authorization request must correspond to the dates of expected sessions. Treatment must occur within the dates of the authorization.
- Cenpatico's utilization management decisions are based on Cenpatico's established Medical Necessity Guidelines. Cenpatico does not reimburse for unauthorized services and each Agreement precludes Providers from balance billing (billing a member directly) for covered services with the exception of co-payment and/or deductible

collection, if applicable. Cenpatico's authorization of covered services is an indication of Medical Necessity, not a confirmation of member eligibility, and not a guarantee of payment.

## Location Codes

The list below contains commonly billed location codes. Please refer to the appropriate State of New Hampshire Provider Manual to identify required/accepted location codes for each covered service.

CODE	Description	Code	Description
01	Pharmacy	33	Custodial Care Facility
03	School	34	Hospice
04	Homeless Shelter	41	Ambulance – Land
05	Indian Health Service Free Standing Facility	42	Ambulance – Air or Water
06	Indian Health Service Provider-Based Facility	49	Independent Clinic
07	Tribal 638 Free-Standing Facility	50	Federally Qualified Health Center
08	Tribal 638 Provider-Based Facility	51	Inpatient Psychiatric Facility
09	Prison-Correctional Facility	52	Psychiatric Facility Partial Hospitalization
11	Provider's Office	53	Community Mental Health Center
12	Home	54	Intermediate Care Facility/Mentally Retarded
13	Assisted Living Facility	55	Residential Substance Abuse Treatment Facility
14	Group Home	56	Psychiatric Residential Treatment Center
15	Mobile Unit	57	Non-Residential Substance Abuse Treatment Facility
20	Urgent Care Facility	60	Mass Immunization Center
21	Inpatient Hospital	61	Comprehensive Inpatient Rehab Facility
22	Outpatient Hospital	62	Comprehensive Outpatient Rehab Facility
23	Emergency Room – Hospital	65	End Stage Renal Disease Treatment Facility
24	Ambulatory Surgical Center	71	State or Local Public Health Clinic
25	Birthing Center	72	Rural Health Clinic
26	Military Treatment Facility	81	Independent Laboratory
31	Skilled Nursing Facility	99	Other Place of Service
32	Nursing Facility	XX	Invalid/Missing Place of Service on Claim Form

## Modifier Definitions

The modifier list below contains commonly billed modifiers. Please refer to Covered Services and Authorization Grid to identify required/accepted modifiers for each covered service.

Modifier	Definition
AH	Clinical Psychologist
AJ	Clinical Social Worker
EP	EPSDT
GT	Telehealth Services
H9	Court Ordered
HA	Child/Adolescent Program
HB	DEAS, Adult Program
HC	DEAS, Adult Program – Geriatric
HE	Mental Health Program
HF	Substance Use Disorder Program
HM	Less than Bachelor Degree Level
HN	Bachelor's Degree Level
HO	Master's Degree Level
HQ	Group Setting
HS	Family/Couple without Client Present
HU	DCYF, Funded by Child Welfare Agency
HW	CB, Funded by State Mental Health Agency
HY	JJS, Funded by State Mental Health Agency
SC	Medically Necessary Service or Supply
SE	DDS, State and/or Federally-Funded Programs/Services
TM	DDS, School Based – Individualized Education Program
U1	Psychiatrist
U2	Psychiatric Nurse
U3	Professional Equivalent
U4	Other Professional
U5	Mental Health Associate
U6	Certified Alcohol and Drug Counselor
U7	Certified Prevention Professional
U8	Certified Psychological Associate
U9	Licensed Marriage and Family Therapist
UA	Certified Professional Counselor
UB	Certified Professional Art Therapist
UC	Community Support Staff Member
UD	Pregnancy Related Service
UF	Services Provided in the Morning
UG	Services Provided in the Afternoon
UH	Services Provided in the Evening
UJ	Services Provided at Night
L1	Severe and Persistent Mental Illness (SPMI)
L2	Severe Mental Illness (SMI)
L3	Former Severe and Persistent Mental Illness (F/SPMI)
L4	Former Severe Mental Illness (F/SMI)



L5	Low Utilizer (one of the above certification categories where it is difficult to engage the person in service)
L6	Seriously Emotionally Disturbed Child (SED)
L7	Seriously Emotionally Disturbed Child with Interagency Involvement (SED-Inter)
L8	Child at Risk for Developing a Serious Emotional Disturbance (At Risk)
L9	Child at Risk for Developing a Serious Emotional Disturbance with Interagency Involvement (At Risk)
L0	Non Certified

## MEDICAL RECORDS

Cenpatico requires treatment records to be maintained in a manner that is current, detailed and organized and which permits effective and confidential patient care and quality review. Treatment record standards are adopted that are consistent with the National Committee for Quality Assurance. The adopted standards facilitate communication, coordination and continuity of care and promote efficient, confidential and effective treatment. Medical records must be prepared in accordance with all applicable State and Federal rules and regulations and signed by the medical professional rendering the services. Cenpatico requires the confidentiality of medical records in accordance with 42 CFR, Part 431, Subpart F. This includes confidentiality of a minor’s consultation, examination, and treatment for a sexually transmissible disease in accordance with s. 384.30(2), F.S.

### Medical Record Guidelines

---

Cenpatico requires compliance with the privacy and security provisions of the Health Insurance Portability and Accountability Act (HIPAA). Cenpatico’s minimum standards for practitioners/provider medical record keeping practices include medical record content, medical record organization, ease of retrieving medical records, and maintaining confidentiality of patient information. The following 13 elements reflect a set of commonly accepted standards for behavioral health treatment record documentation.

1. Each page in the treatment record contains the patient’s name or ID number.
2. Each record includes the patient’s address, employer or school, home and work telephone numbers including emergency contacts, marital or legal status, appropriate consent forms and guardianship information, if relevant.
3. All entries in the treatment record are dated and include the responsible clinician’s name, professional degree and relevant identification number, if applicable.
4. The record is legible to someone other than the writer.
5. Medication allergies, adverse reactions and relevant medical conditions are clearly documented and dated. If the patient has no known allergies, history of adverse reactions or relevant medical conditions, this is prominently noted.
6. Presenting problems, along with relevant psychological and social conditions affecting the patient’s medical and psychiatric status and the results of a mental status exam, are documented.
7. Special status situations, when present, such as imminent risk of harm, suicidal ideation or elopement potential, are prominently noted, documented and revised in compliance with written protocols.
8. Each record indicates what medications have been prescribed, the dosages of each and the dates of initial prescription or refills.



9. A medical and psychiatric history is documented, including previous treatment dates, provider identification, therapeutic interventions and responses, sources of clinical data and relevant family information. For children and adolescents, past medical and psychiatric history includes prenatal and perinatal events, along with a complete developmental history (physical, psychological, social, intellectual and academic). For patients 12 and older, documentation includes past and present use of cigarettes and alcohol, as well as illicit, prescribed and over-the-counter drugs.
10. A DSM- diagnosis is documented, consistent with the presenting problems, history, mental status examination and/or other assessment data.
11. Treatment plans are consistent with diagnoses, have both objective, measurable goals and estimated timeframes for goal attainment or problem resolution, and include a preliminary discharge plan, if applicable. Continuity and coordination of care activities between the primary clinician, consultants, ancillary providers and health care institutions are included, as appropriate.
12. Informed consent for medication and the patient's understanding of the treatment plan are documented.
13. Progress notes describe patient strengths and limitations in achieving treatment plan goals and objectives and reflect treatment interventions that are consistent with those goals and objectives. Documented interventions include continuity and coordination of care activities, as appropriate. Dates of follow-up appointments or, as applicable, discharge plans are noted.

## Records and Documentation

---

- Providers need to retain all books, records and documentation related to services rendered to members as required by law and in a manner that facilitates audits for regulatory and contractual reviews.
- The provider will provide Cenpatico, New Hampshire Healthy Families, and other regulatory agencies access to these documents to assure financial solvency and healthcare delivery capability and to investigate complaints and grievances, subject to regulations concerning confidentiality of such information. Access to documentation must be provided upon reasonable notice for all inpatient care. This provision shall survive the termination and or non-renewal of an Agreement with Cenpatico.

## Record Keeping and Retention

---

The clinical record is an important element in the delivery of quality treatment because it documents the information to provide assessment and treatment services. You may access sample forms that Providers are encouraged to use for members on the Cenpatico website.

As part of our ongoing quality improvement program, clinical records may be audited to assure the quality and consistency of Provider documentation, as well as the appropriateness of treatment. Before charts can be reviewed or shared with others, the member must sign an authorization for release. You may access this form on the Cenpatico website. Chart Audits of member records will be evaluated in accordance with these criteria. Clinical records require documentation of all contacts concerning the member, relevant financial and legal information, consents for release/disclosure of information, release of information to the member's PCP, documentation of member receipt of the Statement of Member's Rights and Responsibilities, the prescribed medications with refill dates and quantities, including clear evidence of the informed consent, and any other information from other professionals and

agencies. If the Provider is able to dispense medication, the Provider must conform to drug dispensing guidelines set forth in New Hampshire Healthy Families drug formulary.

Providers shall retain clinical records for members for as long as is required by applicable law. These records shall be maintained in a secure manner, but must be retrievable upon request.

## CONFIDENTIALITY & PRIVACY

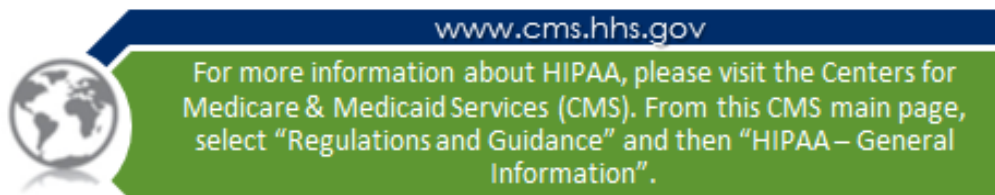
Cenpatico abides by applicable federal and State laws which govern the use and disclosure of mental health information and alcohol/substance use disorder treatment records.

Similarly, Cenpatico contracted providers are independently obligated to comply with applicable laws and shall hold confidential all member records and agree to release them only when permitted by law, including but not limited to 42 CFR 2.00 et seq., when applicable.

### Health Insurance and Accountability Act (HIPAA)

The administrative simplification provisions of the Health Insurance Portability and Accountability Act (HIPAA), which was signed into law in 1996, require the implementation of measures to standardize electronic transactions in the healthcare industry while protecting the security and privacy of health information used or disclosed in any medium, including oral communications.

As covered entities under these regulations, network providers are obligated to comply with them and any other applicable federal/state laws governing the use and disclosure of mental health information.



Cenpatico takes privacy and confidentiality seriously. We have established processes, policies and procedures to comply with HIPAA and other applicable confidentiality/privacy laws.

Please contact the Cenpatico Privacy Officer by phone or in writing with any questions about our privacy practices. Please instruct any member to contact Member Services with any questions they may have about our privacy practices.

## QUALITY IMPROVEMENT



We are dedicated to providing quality services and programs improve the lives of our members. The Cenpatico Quality Improvement (QI) program utilizes the principles of Continuous Performance Improvement (CPI). This approach allows us to implement focused, rapid improvement interventions that are data driven and member focused.

Our QI Program is highly integrated with clinical services, access issues pertaining to Providers and services, credentialing, utilization, member satisfaction, Provider satisfaction, PCP communications, and administrative office operations, as well as New Hampshire Healthy Families Quality Improvement Program. Each key task and core process is monitored for identification and resolution of problems and opportunities for improvement and intervention.

We embrace a culture of quality across the organization. The systematic approach to the use of industry standard quality metrics allows for creative, targeted initiatives designed to continually drive performance and improve member outcomes. We are committed to providing quality care and clinically appropriate services for our members. In order to meet our objectives, Providers must participate and adhere to our programs and guidelines.

Our website contains a wealth of information and we encourage you to visit [www.cenpatico.com/providers](http://www.cenpatico.com/providers), where you will find information about Cenpatico's Quality Program. This includes descriptions of Cenpatico's clinical and service quality initiatives and an evaluation of our performance.



Cenpatico achieved full accreditation by the National Committee for Quality Assurance (NCQA), an industry standard of excellence, as a Managed Behavioral Health Organization in May 2013.

### Civil Rights

Cenpatico provides covered services to all eligible members regardless of Age, Race Religion, Color, Disability, Sex, Sexual Orientation, National Origin, Marital Status, Arrest or Conviction, or Military Participation.

All medically necessary covered services are available to all members. All services are provided in the same manner to all members. All persons or organizations connected with Cenpatico who refer or recommend members for services shall do so in the same manner for all members.

## Monitoring Clinical Quality

---

Each year, and at various intervals throughout the year, Cenpatico audits and measures the following:

- Access standards for care;
- Adherence to Clinical Practice Guidelines;
- Treatment record compliance;
- Communication with PCPs and other behavioral health practitioners;
- Critical Incidents;
- Member safety;
- Member confidentiality;
- High-risk member identification, management and tracking;
- Discharge appointment timeliness and reporting;
- Re-admissions;
- Grievance procedures;
- Potential over- and under-utilization;
- Provider satisfaction;
- Member satisfaction; and
- Completion of Functional Assessments

## How Cenpatico Monitors Quality

---

Cenpatico conducts surveys and conducts initiatives that monitor quality. These activities may include any of the following:

- Provider satisfaction surveys;
- Medical treatment record reviews;
- Grievance investigation and trending;
- Review of potential over- and under-utilization;
- Member Satisfaction Surveys;
- Outcome tracking of treatment evaluations;
- Access to care reviews;
- Appointment availability;
- Discharge follow-up after inpatient or partial hospitalization reporting;
- Crisis Response;
- Monitoring appropriate care and service;
- Provider quality profiling; and
- Outcome of functional assessments.

Findings are communicated to individual Providers and Practitioner groups for further discussion and analysis to reinforce the goal of continually improving the appropriateness and quality of care rendered. Cenpatico may request action plans from the Provider. Findings are considered during the re-credentialing process.

## Provider Participation in the QI Process

---

Cenpatico Providers are expected to monitor and evaluate their own compliance with performance requirements to assure the quality of care and service provided.

Providers are expected to meet Cenpatico's performance requirements and ensure member treatment is efficient and effective by:

- Cooperating with medical record reviews and reviews of telephone and appointment accessibility;
- Cooperating with Cenpatico's complaint review process;
- Participating in Provider satisfaction surveys; and
- Cooperating with reviews of quality of care issues and critical incident reporting.

In addition, Providers are invited to participate in Cenpatico's QI Committees and in local focus groups.

### Member Concerns about Providers

---

Members who have concerns about Cenpatico Providers should contact Cenpatico to register their concern. All concerns are investigated, and feedback is provided on a timely basis. It is the Provider's responsibility to provide supporting documentation to Cenpatico if requested. Any validated concern will be taken into consideration when re-credentialing occurs, and can be cause for termination from Cenpatico's Provider Network.

### Monitoring Satisfaction

---

Satisfaction surveys are conducted periodically by Cenpatico. These surveys enable Cenpatico to gather useful information to identify areas for improvement. Providers may be requested to participate in the annual survey process. The survey includes a variety of questions designed to address multiple facets of the providers experience with our delivery system should call the Cenpatico Provider Relations department at 888.282.7767 to address concerns as they arise. Feedback from Providers enables Cenpatico to continuously improve systems, policies and procedures.



### Critical Incident Reporting

---

A Critical Incident is defined as any occurrence which is not consistent with the routine operation of a Mental Health/Substance Use Disorder Provider. It includes, but is not limited to; injuries to members or member advocates, suicide/homicide attempt by a member while in treatment, death due to suicide/homicide, sexual battery, medication errors, member escape

or elopement, altercations involving medical interventions, or any other unusual incident that has high risk management implications.

Providers will follow the DHHS process and requirements for submission of all critical incidents. Upon receipt and notification of critical incident review requests from DHHS, Cenpatico will require providers to participate in the Cenpatico quality review process.

## CULTURAL COMPETENCY

Cultural Competency within the Cenpatico Network is defined as, “a set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance and respect for cultural differences and similarities within, among and between groups and the sensitivity to know how these differences influence relationships with members.”

Cenpatico is committed to the development, strengthening, and sustaining of healthy provider/member relationships. Members are entitled to dignified, appropriate and quality care. When healthcare services are delivered without regard for cultural differences, members are at risk for sub-optimal care. Members may be unable or unwilling to communicate their healthcare needs in an insensitive environment, reducing effectiveness of the entire healthcare process.

The Cenpatico vision for culturally competent care is:

- Care is given with the understanding of, and respect for, the member’s health related beliefs and cultural values
- Cenpatico staff respect health related beliefs, interpersonal communication styles and attitude of the members, families and communities they serve
- Each functional unit within the organization applies a trained, tailored approach to culturally sensitive care in all member communications and interactions.
- All Cenpatico providers and practitioners support and implement culturally sensitive care models to Cenpatico members.
- The Cenpatico goal for culturally sensitive care is:
- To support the creation of a culturally sensitive behavioral health system of care that embraces and supports individual differences to achieve the best possible outcomes for individuals receiving services.

Providers must ensure the following:

- Members understand that they have access to medical interpreters, signers, and TTY services to facilitate communication without cost to them.
- Care is provided with consideration of the members’ race/ ethnicity and language and its impact/ influence on the members’ health or illness.



- Office staffs that routinely come in contact with members have access to and participate in cultural competency training and development.
- The office staff responsible for data collection makes reasonable attempts to collect race and language specific member information.
- Treatment plans are developed and clinical guidelines are followed with consideration of the member's race, country of origin, native language, social class, religion, mental or physical abilities, heritage, acculturation, age, gender, sexual orientation and other characteristics that may result in a different perspective or decision-making process.
- Office sites have posted and printed materials in English, Spanish, or other prevailing languages within the region.



The entire Cenpatico Cultural Competency Plan can be accessed online.

## Health Disparity Facts

---

- Government-funded insurance consumers face many barriers to receiving timely care.
- Households headed by Hispanics are more likely to report difficulty in obtaining care.
- Consumers are more likely to experience long wait times to see healthcare providers.
- African American Medicaid consumers experience longer waits in emergency departments and are more likely to leave without being seen.
- Consumers are less likely to receive timely prenatal care, more likely to have low birth weight babies and have higher infant and maternal mortality.
- Consumers that are children are less likely to receive childhood immunizations.
- Patient race, ethnicity, and socioeconomic status are important indicators of the effectiveness of healthcare.
- Health disparities come at a personal and societal price.

## Understanding the Need for Culturally Competent Services

---

Research indicates that a person has better health outcomes when they experience culturally appropriate interactions with providers. The path to developing cultural competency begins with self-awareness and ends with the realization and acceptance that the goal of cultural competency is an ongoing process. Providers should note that the experience of a member begins at the front door. Failure to use culturally competent and linguistically competent practices could result in the following:

- Member's feelings of being insulted or treated rudely;
- Member's reluctance and fear of making future contact with the Provider's office;
- Member's confusion and misunderstanding;
- Non-compliance by the member;
- Member's feelings of being uncared for, looked down upon and devalued;



- Parents' hesitance to seek help for their children;
- Unfilled prescriptions;
- Missed appointments;
- Provider's misdiagnosis due to lack of information sharing;
- Wasted time for the member and Provider; and/or
- Increased grievances or complaints.

The road to developing a culturally competent practice begins with the recognition and acceptance of the value of meeting the needs of your patients. Cenpatico is committed to helping you reach this goal.

Take the following into consideration when you provide services to members:

- What are your own cultural values and identity?
- How do/can cultural differences impact your relationship with your patients?
- How much do you know about your patient's culture and language?
- Does your understanding of culture take into consideration values, communication styles, spirituality, language ability, literacy, and family definitions?

## COORDINATION OF CARE

Cenpatico's coordination of care process is designed to ensure the coordination and continuity of care during the movement between providers and settings. During transitions, patients with complex medical needs are at risk for poorer outcomes due to medication errors and other errors of communication among the involved providers and between providers and patients/caregivers.

Continuity of health care means different things to different types of caregivers, and can be of several types:

- Continuity of information. It includes that information on prior events is used to give care that is appropriate to the patient's current circumstance.
- Continuity of personal relationships, recognizing that an ongoing relationship between patients and providers is the foundation that connects care over time and bridges discontinuous events.
- Continuity of clinical management.

## Inpatient Notification Process

---

Inpatient providers (including Crisis Stabilization Units) are required to notify Cenpatico of emergent and urgent admissions (Emergency Behavioral Health Care) no later than the next business day following the admission. Authorization is required to track inpatient utilization, enable care coordination, initiate discharge planning and ensure timely claim(s) payment.

Emergency Behavioral Healthcare requests indicate a condition in clinical practice that requires immediate intervention to prevent death or serious harm (to the member or others) or acute deterioration of the member's clinical state, such that gross impairment of functioning exists and is likely to result in compromise of the member's safety. An emergency is characterized by sudden onset, rapid deterioration of cognition, judgment or behavioral and is time limited in intensity and duration (usually occurs in seconds or minutes, rarely hours, rather than days or weeks). Thus, elements of both time and severity are inherent in the definition of an emergency.

**All inpatient admissions require authorization.** The number of initial days authorized is dependent on Medical Necessity and continued stay is approved or denied based on the findings in concurrent reviews.

Members meeting criteria for inpatient treatment must be admitted to a contracted hospital or crisis stabilization unit. Members in need of emergency and/or after hours care should be referred to the nearest participating provider for evaluation and treatment, if necessary.

The following information must be readily available for the Cenpatico Utilization Manager when requesting initial authorization for inpatient care:

- Name, age, health plan and identification number of the member
- Diagnosis, indicators, and nature of the immediate crisis
- Alternative treatment provided or considered
- Treatment goals, estimated length of stay, and discharge plans
- Family or social support system
- Current mental status

## Outpatient Notification Process

---

Providers must adhere to the Covered Professional Services & Authorization Guidelines set forth in this Manual, when rendering services. Cenpatico does not retroactively authorize treatment.



For prior-authorizations during normal business hours, providers should call 888.282.7767

## Outpatient Treatment Request (OTR)/ Requesting Additional Sessions

---

For those outpatient services that require authorization, the Provider must complete an Outpatient Treatment Request (OTR) form and submit online or fax the completed form to Cenpatico for clinical review. Please refer to [www.cenpatico.com/providers](http://www.cenpatico.com/providers) to obtain the OTR form or to submit electronically. Providers may call the Customer Service department to check status of an OTR. Providers should allow up to fifteen (15) business days to process non-urgent requests.

### IMPORTANT:

- The OTR must be completed in its entirety. The five (5) Axis diagnoses as well as all other clinical information must be evident. Failure to complete an OTR in its entirety can result in authorization delay and/or denials.
- Cenpatico will not retroactively certify routine sessions. The dates of the authorization request must correspond to the dates of expected sessions. Treatment must occur within the dates of the authorization.
- Failure to submit a completed OTR can result in delayed authorization and may negatively impact your ability to meet the timely filing deadlines which will result in payment denial.

Cenpatico's utilization management decisions are based on Medical Necessity and established Clinical Practice Guidelines. Cenpatico does not reimburse for unauthorized services and each Agreement with Cenpatico precludes Providers from balance billing (billing a member directly) for covered services with the exception of copayment and/or deductible collection, if applicable. Cenpatico's authorization of covered services is an indication of Medical Necessity, not a confirmation of member eligibility, and not a guarantee of payment.

## Guidelines for Psychological Testing

---

Psychological testing must be prior-authorized for either inpatient or outpatient services. Testing, with prior-authorization, may be used to clarify questions about a diagnosis as it directly relates to treatment.

### It is important to note that:

- Testing will not be authorized by Cenpatico for ruling out a medical condition.
- Testing is not used to confirm previous results that are not expected to change.
- A comprehensive initial assessment (90801 and 90802) should be conducted by the requesting Psychologist prior to requesting authorization for testing. No authorization is required for this assessment if the practitioner is contracted and credentialed with Cenpatico.
- Providers should submit a request for Psychological Testing that includes the specific tests to be performed. Providers may access Cenpatico's Psychological Testing Authorization Request Form on the Cenpatico website, [www.cenpatico.com/providers](http://www.cenpatico.com/providers).

## Cenpatico's Utilization Management Program

---

The Cenpatico Utilization Management department's hours of operation are Monday through Friday (excluding holidays) from 8:00 a.m. to 6:00 p.m. Eastern Standard Time (EST). Additionally, clinical staff is available after hours if needed to discuss urgent UM issues. UM staff can be reached via our toll-free number 888.282.7767. The Cenpatico Utilization Management team is comprised of qualified behavioral health professionals whose education, training and experience are commensurate with the Utilization Management reviews they conduct.

Cenpatico is committed to compliance with the Mental Health Parity and Addiction Equity Act (MHPAEA) of 2008 and the Interim Final Rule and subsequent Final Ruling.

Cenpatico will ensure compliance with MHPAEA requiring parity of both quantitative limits (QTLs) applied to MH/SUD benefits and non-quantitative limits (NQTLs). Cenpatico administers benefits for Substance Use Disorder (SUD) and/or services for mental health conditions as designated and approved by the contract and Plan benefits. MHPAE does not preempt State law, unless law limits application of the act. We support access to care for individuals seeking treatment for Mental Health conditions as well as Substance Use Disorders and believe in a "no wrong door" approach. Our strategies, evidentiary standards and processes for reviewing treatment services are no more stringent than those in use for medical/surgical benefits in the same classification when determining to what extent a benefit is subject to NQTLs.

The Cenpatico Utilization Management Program strives to ensure that:

- Member care meets Cenpatico Medical Necessity Criteria;
- Treatment is specific to the member's condition, is effective and is provided at the least restrictive, most clinically appropriate level of care;
- Services provided comply with Cenpatico quality improvement requirements; and, utilization management policies and procedures are systematically and consistently applied; and
- Focus for members and their families' centers on promoting resiliency and hope.

Cenpatico's utilization review decisions are made in accordance with currently accepted behavioral healthcare practices, taking into account special circumstances of each case that may require deviation from the norm stated in the screening criteria. Cenpatico's Medical Necessity Criteria are used for the approval of medical necessity; plans of care that do not meet Medical Necessity guidelines are referred to a licensed physician advisor or psychologist for review and peer to peer discussion.

Cenpatico conducts utilization management in a timely manner to minimize any disruption in the provision of behavioral healthcare services. The timeliness of decisions adheres to specific and standardized time frames yet remains sufficiently flexible to accommodate urgent situations. Utilization Management files includes the date of receipt of information and the date and time of notification and resolution.

Cenpatico's Utilization Management Department is under the direction of our licensed Medical Director or physician designee(s). The Utilization Management Staff regularly confer with the Medical Director or physician designee on any cases where there are questions or concerns.

The Utilization Management's decision making process is based on appropriateness of care and service and existence of coverage. Cenpatico does not specifically reward practitioners or other individuals for issuing denials of coverage or services. Financial incentives for UM decision makers do not encourage decisions that result in under-utilization.

## Medical Necessity

---

Member coverage is not an entitlement to utilization of all covered benefits, but indicates services that are available when Medical Necessity Criteria are satisfied. Member benefit limits apply for a calendar year regardless of the number of different behavioral health practitioners providing treatment for the member.

Cenpatico uses *Interqual* Criteria for mental health for both adult and pediatric guidelines. *Interqual* is a nationally recognized instrument that provides a consistent, evidence-based platform for care decisions and promotes appropriate use of services and improved health outcomes. Cenpatico utilizes the American Society of Addiction Medicine Patient Placement Criteria (ASAM) for substance abuse Medical Necessity Criteria. Additionally, Cenpatico has adopted the New Hampshire State Medicaid Manual service descriptions and medical necessity guidelines for all community based services.

ASAM and the *Interqual* criteria sets are proprietary and cannot be distributed in full; however, a copy of the specific criteria relevant to any individual need for authorization is available upon request. Community-Based Services criteria can be found on the Cenpatico website.

ASAM, *Interqual* and our Community Based Services criteria are reviewed on an annual basis by the Cenpatico Provider Advisory Committee that is comprised of Network Providers as well as Cenpatico clinical staff.

Cenpatico is committed to the delivery of appropriate service and coverage, and offers no organizational incentives, including compensation, to any employed or contracted UM staff based on the quantity or type of utilization decisions rendered. Review decisions are based only on appropriateness of care and service criteria, and UM staff is encouraged to bring inappropriate care or service decisions to the attention of the Medical Director.

## Concurrent Review

---

Cenpatico's Utilization Management Department will concurrently review the treatment and status of all members in inpatient (including crisis stabilization units) and partial hospitalization through contact with the member's attending physician or the provider's Utilization and Discharge Planning departments. The frequency of review for all higher levels of care will be determined by the member's clinical condition and response to treatment. The review will include evaluation of the member's current status, proposed plan of care and discharge plans.

## Retro Authorization

---

By standard practice, Cenpatico does not provide retro authorization, however there are certain unique circumstances in which there may be an exception. If your claim was denied because you did not have an authorization number or if you failed to receive authorization for a service provided, please send a request in writing for a Retroactive Authorization, explaining in detail the reason for providing services without an authorization.

Retro Authorizations will only be granted in rare cases, such as eligibility issues. All requests for retro authorizations must be submitted within 180 days of the date of service and should include a cover letter explaining why authorization was not obtained. You should provide medical records that will be used to determine if medical necessity was met for the services provided.

Repeated requests for Retro authorizations will result in termination from the Cenpatico provider network due to inability to follow [policies and procedures.

## Notice of Action (Adverse Determination)

---

When Cenpatico determines that a specific service does not meet criteria and will therefore not be authorized, Cenpatico will submit a written notice of action (or, denial) notification to the treating network practitioner or provider rendering the service(s) and the member. The notification will include the following information/ instructions:

- The reason(s) for the proposed action in clearly understandable language.
- A reference to the criteria, guideline, benefit provision, or protocol used in the decision, communicated in an easy to understand summary.
- A statement that the criteria, guideline, benefit provision, or protocol will be provided upon request.
- Information on how the provider may contact the Peer Reviewer to discuss decisions and proposed actions. When a determination is made where no peer-to-peer conversation has occurred, the Peer Reviewer who made the determination (or another Peer Reviewer if the original Peer Reviewer is unavailable) will be available within one (1) business day of a request by the treating provider to discuss the determination.
- Instructions for requesting an appeal including the right to submit written comments or documents with the appeal request; the member's right to appoint a representative to assist them with the appeal, and the timeframe for making the appeal decision.
- For all urgent precertification and concurrent review clinical adverse decisions, instructions for requesting an expedited appeal.
- The right to have benefits continues pending resolution of the appeal, how to request that benefits be continued, and the circumstances under which the member may be required to pay the costs of these services.



Cenpatico ensures that only clinically-licensed behavioral health clinicians review and make adverse determinations.

## Peer Clinical Review Process

---

If the Utilization Manager is unable to certify the requested level of care based on the information provided, they will initiate the peer review process.

For both mental health and chemical dependency service continued stay requests, the physician or treating practitioner is notified about the opportunity for a telephonic peer-to-peer review with the Peer Reviewer to discuss the plan of treatment. The Peer Reviewer initiates at least three (3) telephone contact attempts within twenty-four (24) hours prior to issuing a clinical determination. All attempts to reach the requestor are documented in the Utilization Management Record. When a determination is made where no peer-to-peer conversation has occurred, a provider can request to speak with the Clinical Consultant who made the determination within one (1) business day.

The Peer Reviewer consults with qualified board certified sub-specialty psychiatrists when the Peer Reviewer determines the need, when a request is beyond his/ her scope, or when a healthcare practitioner provides good cause in writing.

As a result of the Peer Clinical Review process, Cenpatico makes a decision to approve or deny authorization for services. Treating practitioners may request a copy of the Medical Necessity Criteria used in any denial decision. Copies of the Cenpatico Medical Necessity Criteria are available on our website. If you would like a paper copy of the criteria, contact Customer Service.

The treating practitioner may request to speak with the Peer Reviewer who made the determination after any denial decision. If you would like to discuss a denial decision, contact Cenpatico.

## Appeals Process

---

For cases where authorization has been denied because the case does not meet the necessary criteria, the Appeals Process, described in your denial letter is the appropriate means of resolution.



The image contains two blue rectangular boxes. The left box features a white circular icon of an envelope with a green 'MAIL' label below it. Below the icon, the text reads: 'Cenpatico Appeals Department 12515-8 Research Blvd. Suite 400 Austin, Texas 78759'. At the bottom of this box, in smaller text, it says 'Submit Retroactive Authorization Request'. The right box features a white circular icon of a fax machine with a green 'FAX' label above it. Below the icon, the text reads: '866.714.7991'.



## Discharge Planning

---

Follow-up after hospitalization is one of the most important markers monitored by Cenpatico in an effort to help members remain stable and to maintain treatment compliance after discharge. Follow-up after discharge is monitored closely by the National Committee for Quality Assurance (NCQA), which has developed and maintains the Health Plan Employer Data and Information Set (HEDIS). Even more importantly, increased compliance with this measure has been proven to decrease readmissions and helps minimize no-shows in outpatient treatment.

While a member is at an inpatient provider receiving acute care services, Cenpatico's Utilization Managers and Case Managers work with the provider's treatment team to make arrangements for continued care with outpatient Practitioners. Every effort is made to collaborate with the outpatient practitioner to assist with transition back to the community and a less restrictive environment as soon as the member is stable. Discharge planning should be initiated on admission.

Prior to discharge from an inpatient setting, an ambulatory follow-up appointment must be scheduled with a licensed behavioral health clinician to occur within (7) calendar days after discharge. Cenpatico's Care Coordination and Case Management staff follow-up with the member prior to this appointment to remind him/her of the appointment. If a member does not keep his/her outpatient appointment after discharge, Cenpatico asks that Practitioner's inform Cenpatico as soon as possible. Upon notification of a no-show, Cenpatico's Care Coordination staff will follow up with the member and assist with rescheduling the appointment and provide resources as needed to ensure appointment compliance.

## Psychotropic Medications

---

Cenpatico will monitor psychotropic medication usage in partnership with New Hampshire Healthy Families to identify any medications for physical conditions prescribed by psychiatric practitioners as well as to review psychotropic medications prescribed by primary care physicians (PCP).

A comprehensive evaluation to include a thorough health history, psychosocial assessment, mental status exam, and physical exam should be performed before beginning treatment for a mental or behavioral disorder.

The role of non-pharmacological interventions should be considered before beginning a psychotropic medication, except in urgent situations such as suicidal ideation, psychosis, self-injurious behavior, physical aggression that is acutely dangerous to others, or severe impulsivity endangering the member or others; or when there is marked disturbance of psycho-physiological functioning (such as profound sleep disturbance), marked anxiety, isolation, or withdrawal.

## Continuity of Care

---

When members are newly enrolled and have been previously receiving behavioral health services, Cenpatico will continue to authorize care as needed to minimize disruption and promote continuity of care. Cenpatico will work with non-participating practitioners/providers (those that are not contracted and credentialed in Cenpatico's Provider Network) to continue treatment or create a transition plan to facilitate transfer to a participating Cenpatico Provider.

In addition, if Cenpatico determines that a member is in need of services that are not covered benefits, the member will be referred to an appropriate provider and Cenpatico will continue to coordinate care including discharge planning.

Cenpatico will ensure appropriate post-discharge care when a member transitions from a State institution, and will ensure appropriate screening, assessment and crisis intervention services are available in support of members who are in the care and custody of the State.

Cenpatico network staff can also arrange a Single Case Agreement (SCA) when it becomes necessary to utilize out-of-network providers (providers not contracted with Cenpatico) to provide covered services. Cenpatico will utilize out-of-network providers, if necessary, to meet the member's clinical, accessibility or geographical needs when the network is inadequate for their specific situation. Before utilizing an out-of-network provider, Cenpatico makes every attempt to refer members to participating Providers who are contracted and credentialed with Cenpatico.

Single Case Agreements are required for the purposes of addressing the following:

- Insufficient network accessibility within the member's geographic area;
- Providers are not available with the appropriate clinical specialty, or are unable to meet special need(s) of the specific member;
- Providers do not have timely appointment availability;
- It is clinically indicated to maintain continuity of care; and
- Transition of care from an established out-of-network provider to a participating Cenpatico Provider.

## Case Management (CM)

---

The Case Management Department provides a unique function at Cenpatico. The essential function of the department is to increase community tenure, reduce recidivism, improve treatment compliance and facilitate positive treatment outcomes through the proactive identification of Members with complex or chronic behavioral health conditions that require coordination of services and periodic monitoring in order to achieve desirable outcomes. Cenpatico Case Managers are licensed behavioral health professionals with at least 3 years' experience in the mental health field.

Cenpatico's ICM functions include:

- Early identification of Members who have special needs;
- Assessment of Member's risk factors and needs;
- Contact with high-risk members discharging from hospitals to ensure appropriate discharge appointments are arranged and members are compliant with treatment;
- Active coordination of care linking Members to behavioral health practitioners and as needed medical services; including linkage with a physical health Case Manager for Members with coexisting behavioral and physical health conditions; and residential, social and other support services where needed;
- Development of a case management plan of care;
- Referrals and assistance to community resources and/or behavioral health practitioners; and
- For members not hospitalized but in need of assistance with overcoming barriers to obtaining behavioral health services or compliance with treatment, Cenpatico offers Care Coordination.

Cenpatico's Care Coordinators are not licensed clinical staff and cannot make clinical decisions about what level of care is needed or assess members who are in crisis.

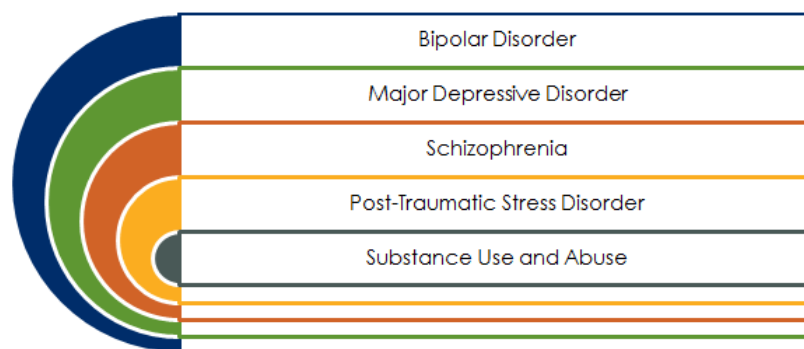
Cenpatico's Care Coordination functions include:

- Coordinate with New Hampshire Healthy Families, member advocates or Providers for members who may need behavioral health services;
- Assist members with locating a Provider;
- Serve as a resource to inpatient discharge planners needing services for members;
- Coordinate requests for out-of-network providers by determining need/access issues involved; and
- Facilitate all requests for inpatient psychiatric consults for members in a medical bed.

### Clinical Practice Guidelines

---

Cenpatico has adopted many of the clinical practice guidelines published by the American Psychiatric Association and the American Academy of Child and Adolescent Psychiatry as well as evidence-based practices for a variety of services. Clinical practice guidelines adopted for adults include but are not limited to treatment of:



For children, Cenpatico has adopted guidelines for Depression in Children and Adolescents, Assessment and Treatment of Children and Adolescents with Anxiety Disorders and Attention Deficit/ Hyperactivity Disorder. Clinical Practice Guidelines may be accessed through our website, or you may request a paper copy of the guidelines by contacting your Network Manager or by calling 888.282.7767. Copies of our evidence-based practices can be obtained in the same manner.



Compliance with clinical practice guidelines is assessed annually as part of the quality process.

## CLAIMS

Cenpatico adjudicates claims for Covered Services for Covered Persons. Claims with a primary diagnosis not related to behavioral health or substance use disorders may be denied. If Providers receive such a denial, please evaluate the service performed. If the Covered Services are performed by a licensed behavioral health provider, please resubmit with an appropriate primary diagnosis. Claims for medical conditions or services should be submitted to New Hampshire Healthy Families

### Specialty Therapy and Rehabilitative Services Claims

STRS providers contracted with New Hampshire Health families should submit their claims in accordance with the claims guidelines set forth in the New Hampshire Health Families' Provider Manual. The manual can be found at [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com).

### Cenpatico Claims Department Responsibilities

Cenpatico's claims processing responsibilities are as follows:

- To reimburse Clean Claims (see Clean Claim section below) within the timeframes outlined by the New Hampshire Agency for Healthcare Administration; and
- To reimburse interest on claims in accordance with the guidelines outlined in the Prompt Pay Statute.

Claims eligible for payment must meet the following requirements:

- The member is effective (eligible for coverage through New Hampshire Healthy Families on the date of service;
- The service provided is a covered service (benefit of New Hampshire Healthy Families) on the date of service; and
- Cenpatico's prior-authorization processes were followed.

Cenpatico's reimbursement is based on clinical licensure, covered service billing codes and modifiers, and the compensation schedule set forth in the Provider's Agreement with Cenpatico. Reimbursement from Cenpatico will be accepted by the Provider as payment in full, not including any applicable copayments or deductibles.



It is the responsibility of the Provider to collect any applicable co-payments or deductibles from the member.

### Clean Claim

---

Unless otherwise defined in the Agreement, a clean claim is a claim submitted on an approved or identified claim format (CMS-1500 or CMS-1450 ("UB-04") or their electronic equivalents or successors) that contains all data fields required by Cenpatico and the State, for final adjudication of the claim. The required data fields must be complete and accurate. A Clean Claim must also include Cenpatico's published requirements for adjudication, such as: NPI Number, Tax Identification Number, or medical records, as appropriate.

Claims lacking complete information are returned to the Provider for completion before processing or information may be requested from the provider on an Explanation of Benefit (EOB) form. This will cause a delay in payment.

### Explanation of Payment (EOP)

---

An Explanation of Payment (EOP) is provided with each claim payment or denial. The EOP will detail each service being considered, the amount eligible for payment, copayments/ deductibles deducted from eligible amounts, and the amount reimbursed.



If you have questions regarding your EOP, please contact Cenpatio's Claims Customer Service at 888.282.7767

**Cenpatico**  
P.O. Box 7500  
Farmington, MO 63640

## Timely Filing

---

Please submit claims immediately after providing services. Claims must be received within one (1) year or 365 days, of the date the service(s) are rendered. Claims submitted after this period will be denied for payment.

Please submit a Clean Claim on a CMS-1500 Form or a CMS-1450 Form ("UB-04") or their electronic equivalents or successors. A Clean Claim is one in which every line item is completed in its entirety.

Please ensure the rendering practitioner's/provider's NPI number is listed in field 24J if you are billing with a CMS-1500 Form or field 56 if you are billing with a CMS-1450 ("UB-04") Form.

Providers must submit claims to the correct address for processing and reimbursement.

## Common Claims Processing Issues

---

It is the Provider's responsibility to obtain complete information from Cenpatigo and the member and then to carefully review the CMS-1500, or its successor claim form and/or CMS-1450 ("UB-04"), or its electronic equivalents or successors claim form, prior to submitting claims to Cenpatigo for payment. This prevents delays in processing and reimbursement.

Some common problem areas are:

- Failure to obtain prior-authorization
- Federal Tax ID number not included
- Rendering provider's NPI number not included in field 24J (CMS-1500) or field 56 (CMS-1450) Insufficient Member ID Number. Providers are encouraged to call Cenpatigo to request the member's Medicaid ID prior to submitting a claim
- Visits or days provided exceed the number of visits or days authorized
- Date of service is prior to or after the authorized treatment period
- Provider is billing for unauthorized services, such as the using the wrong CPT Code
- Insufficient or unidentifiable description of service performed
- Member exceeded benefits
- Claim form not signed by provider
- Multiple dates of services billed on one professional claim form (CMS-1500, or electronic equivalents or successor claim form) are not listed separately
- Diagnosis code is incomplete or not specified to the highest level available – be sure to use 4th and 5<sup>th</sup> digit when applicable
- Hand written claims are often illegible and require manual intervention, thereby increasing the risk of error and time delay in processing claims.

Services that are not pre-certified and require prior-authorization may be denied. Cenpatigo reserves the right to deny payment for services provided that were/are not medically necessary.

## Imaging Requirements for Paper Claims

---

Cenpatico uses an imaging process for claims retrieval. To ensure accurate and timely claims capture, please observe the following claims submission rules:



- Submit all claims in a 9"x12" or larger envelope
- Complete forms correctly and accurately with black or blue ink only (or typewritten)
- Ensure typed print aligns properly within the designated boxes on the claim form
- Submit on a proper form; CMS-1500 or CMS-1450 ("UB04")
- Whenever possible refrain from submitting hand written claims



- Use red ink on claim forms
- Circle any data on claim forms
- Add extraneous information to any claim form field
- Use highlighter on any claim form field
- Submit carbon copied claim forms
- Submit claim forms via fax

## Web Portal Claim Submission

---

Cenpatico also offers our contracted providers and their office staff the opportunity to register for our Secure Web Portal. You may register by visiting [www.cenpatico.com/providers](http://www.cenpatico.com/providers) and creating a username and password. Once registered you may begin utilizing additional available services:

- Submit both Professional and Institutional claims
- Check claim status
- View and print member eligibility
- Request and view prior-authorizations
- Contact us securely and confidentially





We are continually updating our website with the latest news and information. Be sure to add us to your favorites and check back often.



## EDI CLEARINGHOUSES

Electronic Data Interchange (EDI) is a method for transferring data between different computer systems or computer networks. Providers may choose to submit their claims through a clearinghouse. Cenpatico accepts EDI transactions through the following vendors using:

**Payer ID 68068**

 Allscripts	 availity Patients. Not paperwork.	 emdeon	 Practice Insight	 RelayHealth	 SMARTDATA SOLUTIONS HEALTH INFORMATION SYSTEMS APPLICATIONS
Allscripts 800.845.6592	Availity 800.282.4548	Emdeon 800.845.6592	Practice Insight 713.333.6000	Relay Health 800.527.8133	Smart Data Solutions 855.650.6590

## BILLING POLICIES

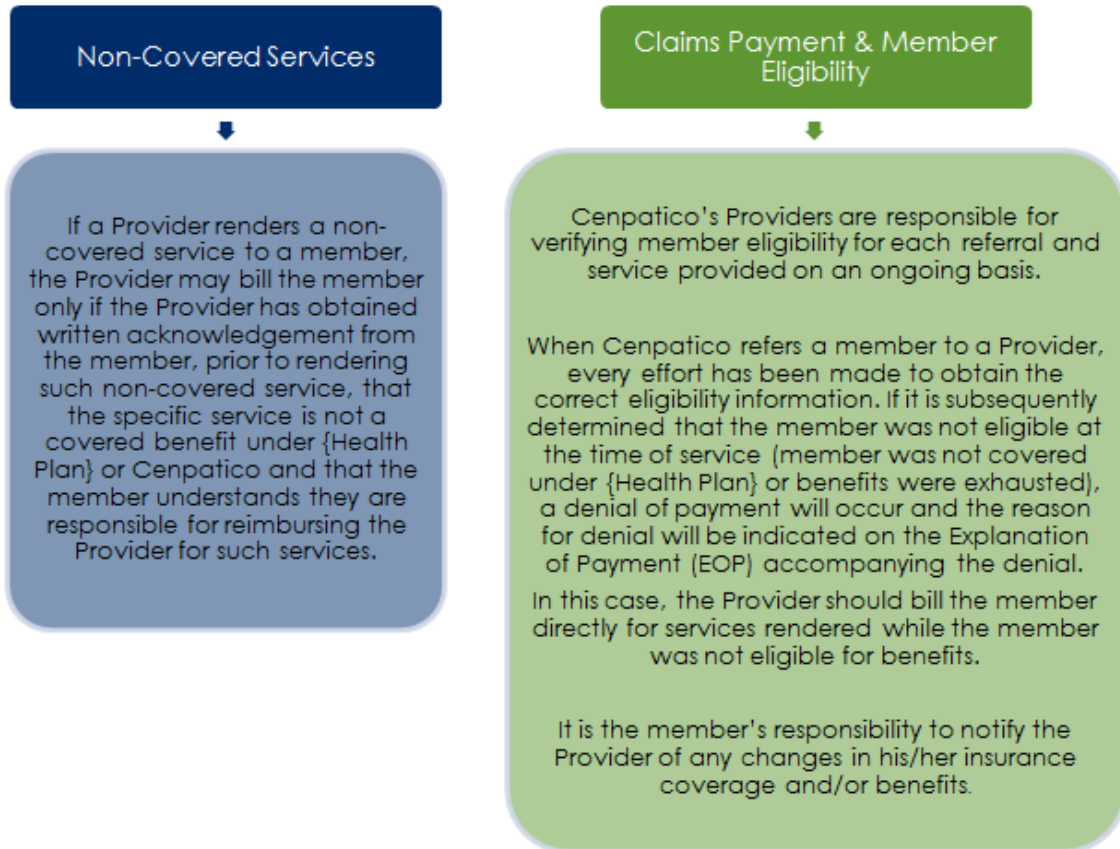
The federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) requires all health care providers and payers to use universal standards for electronic billing and administrative transactions (health care claims, remittance advice [RA], eligibility verification requests, referral authorizations and coordination of benefits).

### Member Hold Harmless

Under no circumstances is a member to be balance billed for covered services or supplies. If the Provider uses an automatic billing system, bills must clearly state that they have been filed with the insurer and that the participant is not liable for anything other than specified un-met deductible or co-payments (if any).

### Please Note:

- A Provider's failure to authorize the service(s) does not qualify/allow the Provider to bill the member for service(s).
- New Hampshire Healthy Families members may not be billed for missed sessions ("No-Show").
- Providers can bill a Member only if they provide proof that they attempted to obtain Member insurance identification information within one hundred and eighty (180) days of service.



## Claim Status

Please do not submit duplicate bills for authorized services. If your Clean Claim has not been adjudicated within forty-five (45) days, please call Cenpatico's Claims Customer Service department at 8 to determine the status of the claim.

To expedite your call, please have the following information available when you contact Cenpatico's Claims Customer Service department:

- Member Name
- Member Date of Birth
- Member ID Number
- Date of Service
- Procedure Code Billed
- Amount Billed
- Cenpatico Authorization Number
- Provider's Name
- Provider's NPI Number
- Provider's Tax Identification Number

## Claim Reconsideration

---

If a claim discrepancy is discovered, in whole or in part, the following action may be taken:

Call the Cenpatigo Claims Support Liaisons at 1-877-730-2117. The majority of issues regarding claims can be resolved through the Claims Department with the assistance of our Claims Support Liaisons.

When a provider has submitted a claim and received a denial due to incorrect or missing information, a corrected claim should be submitted on a paper claim form. When submitting a paper claim for review or reconsideration of the claims disposition, the claim must clearly be marked as **RESUBMISSION** along with the original claim number written at the top of the claim.

Failure to mark the claim may result in the claim being denied as a duplicate. Corrected resubmissions should be sent to:

For issues that do not require a corrected resubmission the Adjustment Request Form can be utilized. The Claims Support Liaison can assist with determining when a corrected resubmission is necessary and when an Adjustment Request Form can be utilized.

If your claim was denied because you did not have an authorization, please send a request in writing for a retroactive authorization, explaining in detail the reason for providing services without an authorization to:

Retro authorizations will only be granted in rare cases. Repeated requests for retro authorizations will result in termination from the network due to inability to follow policies and procedures. If the authorization contains unused visits, but the end date has expired, please call the Cenpatigo Service Center and ask the representative to extend the end date on your authorization.

If a Resubmission has been processed and you are still dissatisfied with Cenpatigo's response, you may file a claims appeal of this decision by writing to the address listed below. Note: Appeals must be filed in writing. Place APPEAL within your request. In order for Cenpatigo to consider the appeal it must be received within 90 days of the date on the EOP which contains the denial of payment that is being appealed unless otherwise stated in your contract. If you do not receive a response to a written appeal within 45 days for Medicaid specific patients, or are not satisfied with the response you receive, you may appeal within 60 days of the HMO's final decision.

If you are unable to resolve a specific claims issue through these avenues then you may initiate the Payment Dispute Process. Please contact your Cenpatigo Provider Relations representative about your specific issue. Please provide detailed information about your efforts to resolve your payment issue. Making note of which Cenpatigo staff you have already spoken with will help us assist you. Steps 1-4 should be followed prior to initiating the Payment Dispute Process. After contacting Provider Relations at the address below, your dispute will be investigated.

## COMPLAINTS, GRIEVANCES & APPEALS

If the time arises when a provider or member disagrees with any of Cenpatico's policies or services or would like to request a review of an unfavorable determination, they may file a complaint, grievance or appeal.

### What is a Provider Complaint?

---

A complaint is defined as any dissatisfaction, expressed by a Provider orally or in writing, regarding any aspect of Cenpatico's operations, including but not limited to, dissatisfaction with Cenpatico's administrative policies.

### What is a Member Complaint?

---

A Complaint is dissatisfaction about any matter other than an action. An action is defined as the denial or limited authorization of a requested service; the reduction, suspension or termination of a previously authorized service; or denial in whole or in part, of payment for a service. Possible subjects for complaints include, but are not limited to, the quality of care or services provided, and aspects of interpersonal relationships such as rudeness of a practitioner or employee, or failure to respect the member's rights.

New Hampshire Healthy Families has established and maintains a Grievance system for the identification and prompt resolution that complies with applicable Federal and State laws and regulations which affords our Providers and members the opportunity to initiate a Complaint. A Complaint can be filed by a provider, member or any person acting on the member's behalf, including a non-participating or participating Provider with the member's signed consent. New Hampshire Healthy Families Member Services department is available to assist providers, members, or member representatives with initiating a Complaint. Complaints can be filed in writing or by calling 888.282.7767.

Cenpatico Providers and members have one (1) year from the date of the action to file a Complaint. New Hampshire Healthy Families has thirty (30) days to respond to and resolve the Complaint. It is one of New Hampshire Healthy Families goals to resolve all Complaints in a timely manner. When a decision is not wholly in the member's favor, the resolution letter must contain the Notice of the Right to a State Fair Hearing and the information necessary to file for a State Fair Hearing. No punitive action will be taken against a Provider who files a Complaint on behalf of a member.

## WASTE, ABUSE & FRAUD

Cenpatico is committed to the ongoing detection, investigation, and prosecution of waste, abuse and fraud (WAF).

In February 2006, the Deficit Reduction Act (DRA) of 2005 was signed into law and created the Medicaid Integrity Program (MIP) under section 1936 of the Social Security Act (the Act). The MIP is the first comprehensive Federal strategy to prevent and reduce provider fraud, waste, and abuse in the Medicaid program.

### WASTE

Is the use of healthcare benefits or dollars without real need. For example, prescribing a medication for thirty (30) days with a refill when it is not known if the medication will be needed.

### ABUSE

Practices that are inconsistent with sound fiscal, business or medical practices, and result in unnecessary cost to the Health Plan program, including, but not limited to practices that result in unnecessary cost to the Health Plan program for services that are not Medically Necessary, or that fail to meet professionally recognized standards for healthcare. It also includes Enrollee practices that result in unnecessary cost to the Health Plan program.

### FRAUD

An intentional deception or misrepresentation made by a person or corporation with the knowledge that the deception could result in some unauthorized benefit under the Health Plan program to himself, the corporation, or some other person. It also includes any act that constitutes fraud under applicable Federal or State healthcare fraud laws. Examples of provider fraud include: lack of referrals by PCPs to specialists, improper coding, billing for services never rendered, inflating bills for services and/or goods provided, and practitioners/providers who engage in a pattern of providing and/or billing for medically unnecessary services. Examples of Enrollee fraud include improperly obtaining prescriptions for controlled substances and card sharing.

Cenpatico, in conjunction with its management company, Centene Corporation, operates a WAF unit. If you suspect or witness a provider inappropriately billing or a member receiving inappropriate services, please call our anonymous and confidential hotline at 866-685-8664. Cenpatico and Centene take reports of potential WAF seriously and investigate all reported issues.

888.282.7761



Providers may also contact the Cenpatico Compliance Department with WAF questions or concerns by phone.

## Authority and Responsibility

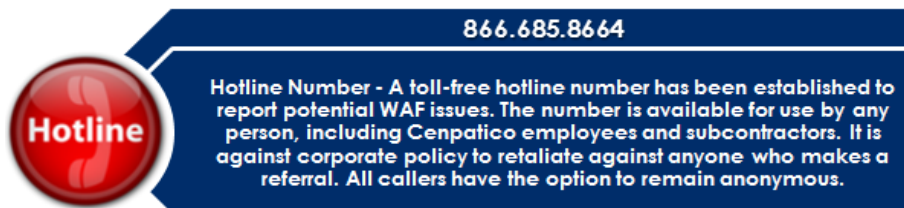
---

The President/CEO and Vice President, Compliance of Cenpatico share overall responsibility and authority for carrying out the provisions of the compliance program. Cenpatico, in conjunction with New Hampshire Healthy Families, is committed to identifying, investigating, sanctioning and prosecuting suspected WAF.

The Cenpatico Provider Network shall cooperate fully in making personnel and/or subcontractor personnel available in person for interviews, consultation, grand jury proceedings, pre-trial conferences, hearings, trials and in any other process, including investigations by New Hampshire Healthy Families, at the provider and/or subcontractor's own expense.

Cenpatico staff, its Provider Network and their personnel and/or subcontractor personnel, shall immediately refer any suspected WAF to the Medicaid Fraud Control Unit of {State} within the Office of the Attorney General at the following address:

Medicaid Fraud Control Unit  
Office of the Attorney General  
33 Capitol Street  
Concord, NH 03301  
Phone: 603.271.1246  
Fax: 603.223.6274  
Email: [mfcuinfo@doj.nh.gov](mailto:mfcuinfo@doj.nh.gov)

A graphic featuring a red circular icon with a white telephone handset and the word "Hotline" in white text. To the right of the icon is a dark blue rectangular box with a white border. At the top of this box, the toll-free number "866.685.8664" is displayed in white. Below the number, a paragraph of white text provides details about the hotline.

**866.685.8664**

**Hotline**

Hotline Number - A toll-free hotline number has been established to report potential WAF issues. The number is available for use by any person, including Cenpatico employees and subcontractors. It is against corporate policy to retaliate against anyone who makes a referral. All callers have the option to remain anonymous.





 **Cenpatico**  
www.cenpatico.com

Improving Lives.

