

JUST THE FAX

A fax bulletin for New Hampshire Healthy Families outpatient and home health physical, occupational and speech therapy providers

September 11, 2015

Update in Process for: Members that have New Hampshire Health Families (NHHF) as secondary coverage

Effective June 1, 2014, providers are no longer required to get prior authorization when a member has NHHF/Cenpatico as a secondary payer. In most cases when the Primary Insurance approves benefit coverage of treatment services, NHHF/Cenpatico will also approve the claim. When the Primary insurance denies a claim, in most cases NHHF/Cenpatico will also deny the claim.

Procedure for submitting for secondary coverage reimbursement:

1. Provider should submit the claim to the member's primary insurance
2. Once the provider receives the Primary- Explanation of Payment (EoP), that document and the claim will be sent in to Cenpatico claims dept.
3. If the NHHF/Cenpatico claim is denied and the provider would like to appeal the decision then the provider can submit both EoPs along with the required clinical documentation(OTR, Script, Eval/Re-Eval and Plan of Care) to the Cenpatico Appeals Dept.: Cenpatico Appeals Dept., 12515-8 Research Blvd Suite 400, Austin, TX, 7875 or fax to: 1-866-714-7991

EFFECTIVE IMMEDIATELY: A provider may request prior authorization when documentation from the primary payer has been obtained to indicate that the member's benefits have been exhausted. In this scenario only, a provider will send in the entire EoP documenting the exhaustion of the benefit, along with the Outpatient Treatment Request Form, prescription, assessment and plan of care. The request will be reviewed for medical necessity and a determination will be faxed to the provider within five (5) calendar days. The Provider must also send in the same EoP documentation when submitting the secondary claim to Cenpatico.

If you have any claims questions or concerns regarding these changes, please reach out to your Provider Relations Specialist, Bill Boyd at 603-263-7139. Clinical questions relating to this change can be directed to the Clinical Provider Trainer, Julie Stover, CCC-SLP, by phone at 512-876-0843 or by email at JStover@Cenpatico.com

Thank you for your continued service to our valued members.

Have Questions?
Call us at 1-888-282-7767

www.cenpatico.com