

Buckeye Health Plan MyCare Ohio Program Frequently Asked Questions

GENERAL

1. **What is Cenpatico's Role in Buckeye Health Plan's MyCare Program?**

Cenpatico is Buckeye Health Plan's (BHP) behavioral health affiliate. BHP has delegated the management of covered mental health and substance use disorder services and subsequent claims reimbursement for BHP's MyCare membership to Cenpatico.

2. **What Documents Contain General Information and MyCare Program Administrative Requirements?**

Providers are required to adhere to their agreement with Cenpatico and the MyCare Provider Manual. Providers can also refer to the MyCare Quick Reference Guide (QRG) and obtain additional information at the following link:

<http://www.buckeyehealthplan.com/for-providers/mycare-ohio-resources/>

3. **Does a Member Need a PCP Referral for Behavioral Health Services?**

No, MyCare members do not need a referral from their primary care physician (PCP) to initiate covered behavioral health services.

4. **Does Cenpatico Offer Provider Training or CEU Opportunities?**

Cenpatico's Network Development and Provider Relations team are available to conduct orientations and individual training to our Ohio provider network. Providers may call 1-800-224-1991 to request training or obtain additional information relative to MyCare policies and procedures.

In addition to orientation and ongoing training opportunities, Cenpatico offers online courses through Relias Learning. Please visit the following link for more information:

<http://www.cenpatico.com/providers/education-and-training/?state=Ohio>

BILLING GUIDELINES

1. **Is a Medicare or Medicaid Number for MyCare claims?**

In order to provide services to MyCare members that are Medicare covered services, providers must bill with their Medicare Number and NPI. In order to provide services to MyCare members that are Medicaid, providers must bill with their Ohio Medicaid Number and NPI.

2. **How Should Claims Be Submitted?**

There are three options for MyCare claims submission to Cenpatico.

- a. **Web Portal Claim Submission:** providers can set up a user account on the Cenpatico Provider Portal at www.cenpatico.com to submit both professional and institutional service claims, check the status of previously submitted claims and verify member eligibility.

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- b. **EDI Clearinghouse Claim Submission:** Cenpatico accepts EDI transactions through Emdeon (1-800-845-6592). Cenpatico's MyCare Payor Identification Number is 68068.
 - c. **Medicare Certified Providers Should Submit Their Paper Claims to:**
Cenpatico
PO Box 3060
Farmington, MO 63640
 - d. **Medicaid Only Providers Should Submit Their Paper Claims to:**
Cenpatico
PO Box 6150
Farmington, MO 63640
3. **Does Cenpatico offer Electronic Funds Transfer (EFT)?**
Yes, Cenpatico is partnered with Payspan to provide an innovative web-based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs). This service is available to providers at no cost. Providers can access these forms by contacting PaySpan directly at 1-877-331-7154 to begin the process.
 4. **Where Do I Find the Covered Billing Codes?**
For a comprehensive listing of billing codes, please refer to Cenpatico's MyCare Covered Services & Authorization Guidelines document at:
<http://www.buckeyehealthplan.com/for-providers/mycare-ohio-resources>
 5. **What if I Disagree With My Explanation of Payment?**
Please refer to the Claims Reconsideration section of the MyCare Provider Manual which can be found at:
<http://www.buckeyehealthplan.com/for-providers/mycare-ohio-resources>
 6. **How Do I Contact Claims Customer Service?**
Please call 1-800-224-1991 to speak with Claims Customer Service.

CLINICAL

1. **What Services Are Covered and What Requires Authorization?**
Cenpatico covers a comprehensive array of behavioral health and substance use disorder services for MyCare members. Services include, but are not limited to the following: inpatient, detoxification, partial hospitalization, intensive outpatient, traditional outpatient and community based services. For a comprehensive listing of services and authorization requirements, please refer to Cenpatico's MyCare Covered Services & Authorization Guidelines document at:
<http://www.buckeyehealthplan.com/for-providers/mycare-ohio-resources/mycare-ohio-home-community-based-providers>

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2. How Do I Obtain Authorization?

- a. **Telephonic Review:** Please call 1-800-224-1991 to obtain authorization for inpatient hospitalization and partial hospitalization.
- b. **Outpatient Treatment Request (OTR) Form:** For services that require authorization that do not require telephonic review please complete and fax an OTR to 877-725-7751. Cenpatico's MyCare OTRs are posted at the following link:
<http://www.buckeyehealthplan.com/for-providers/mycare-ohio-resources/mycare-ohio-home-community-based-providers>

The Cenpatico clinical team will review and process your OTR request once it is received. You will be notified of your new/updated authorization via fax. The usual turnaround time is fourteen (14) business days.

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