

## Behavioral Health Provider Quick Reference Guide

### **Cenpatico Contact Information:**

1-800-224-1991

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

### **Health Plan Contact Information:**

Buckeye Health Plan, Inc.

1-866-296-8731 <http://mmp.bchpohio.com/>

### **Eligibility Verification:**

1-800-224-1991

Web: [www.cenpatico.com](http://www.cenpatico.com) (you must have a provider log-on to verify eligibility on this site)

### **Claims Guidelines:**

Claims must be submitted within ninety (90) days of the date of service.

### **Claims Address:**

Medicaid

PO Box 6150

Farmington, MO 63640-3828

Medicare

PO Box 3060

Farmington, MO 63640-3822

### **Claims Customer Service:**

1-800-224-1991

### **Claim Appeals:**

Cenpatico Appeals

PO Box 6000

Farmington MO 63640

### **Pharmacy Services:**

Customer Service: 1-866-399-0928

Prior-Authorization Fax: 1-877-941-0480

Cenpatico is Buckeye Health Plan's MyCare Ohio (a Medicare-Medicaid Plan) behavioral health affiliate. Buckeye has delegated managing the provision of covered mental health and substance use disorder services to Cenpatico.

**EDI Vendors:**

Emdeon 1-800-845-6592

Medicaid Payor ID Number is **68068**

Medicare Payor ID Number is **68069**

**Benefits/ Covered Services:**

Please refer to your fee schedule and the Ohio Covered Services & Authorization Guidelines document within the Provider Manual.

**Prior Authorization:**

Medicaid 1-800-224-1991

Complete an Outpatient Treatment Request (OTR) online at [www.cenpatico.com](http://www.cenpatico.com)

OTR Fax: 877-725-7751

**After-Hour Admissions:**

Please call NurseWise for emergency admissions after-hours and on weekends Medicaid 1-800-224-1991

**Medical Necessity Appeals:**

Cenpatico

Attn: Appeals Coordinator

12515 Research Blvd., Building 8, Suite 400

Austin, TX 78759

Or Fax to: 1-866-694-3649

**Provider Relations Contact:**

Laurie Kennedy

Phone: 1-866-246-4356 ext. 24183

Email: [lakennedy@cenpatico.com](mailto:lakennedy@cenpatico.com)

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