

STAR+PLUS Medicare-Medicaid Plan (MMP) Frequently Asked Questions

BILLING GUIDELINES

What are my claim submission options?

1. **Web Portal Claim Submission:** Participating providers can set up a user account on the www.cenpatico.com website to submit both professional and institutional services as well as to check eligibility and the status of previously submitted claims.
2. **EDI Clearinghouse Submission:** Providers can submit claims through a clearinghouse partner. Payor ID number **68069**.
3. **Paper Claim Submission:** Paper claims should be mailed to:
Cenpatico
PO Box 3060
Farmington, MO 63640-3822

What are the claim filing deadlines?

First Time Submission

Contracted Providers - 95 days from date of service
Non-Contracted Providers- 365 days from date of service

Corrected Claims and Appeals

Contracted Providers - 120 days from claim payment or denial
Non-Contracted Providers- 365 calendar days from claim payment or denial

Do I Need to Bill with a Medicaid Number and NPI?

All providers are required to have a Texas Medicaid number for reimbursement of Medicaid services. Cenpatico requires that claims are submitted with the appropriate provider NPI and Taxonomy number for claims processing. Please refer to the Cenpatico Provider Manual for claim filing instructions.

How do I Contact Claims Customer Service?

Please call Claims Support Services at (866)-896-7293.

CLINICAL

What are the Covered Services and Authorization requirements?

Cenpatico covers a comprehensive array of behavioral health and substance use disorder services. For a comprehensive listing of covered services and authorization requirements, please refer to the Texas Covered Services & Authorization Guidelines document in the Cenpatico Provider Manual www.cenpatico.com.

How do providers obtain a prior authorization?

Providers can obtain authorization for services by accessing the Cenpatico secure web portal at www.cenpatico.com, calling customer service, or by faxing an Outpatient Treatment Request form or Service Request Form to (877) 725-7751.

Have Questions?

Call us at 1-866-896-1844

www.cenpatico.com

Where Can I Find the Cenpatico Clinical Practice Guidelines, Medical Necessity Criteria, Outpatient Treatment Request forms, and Service Request forms?

Request forms and clinical information is available on the Cenpatico website at www.cenpatico.com. Please refer to the Cenpatico Provider Manual for clinical practice guidelines and medical necessity criteria.

How can Cenpatico partner with providers to ensure members realize positive treatment outcomes?

Cenpatico Case Managers and Service Coordinators conduct face to face visits with enrollees in inpatient settings and provide assistance with coordinating appointments; discharge planning and 7 day follow up.

GENERAL**Does Cenpatico offer Electronic Funds Transfer (EFT)?**

Yes, Cenpatico is partnered with PaySpan to provide a free innovative web-based solution for Electronic Funds Transfers (EFTs) and Electronic Remittance Advices (ERAs).

Providers can register with PaySpan at www.payspanhealth.com. For additional information regarding PaySpan Health please call 1-877-331-7154 or email providersupport@payspanhealth.com.

Does Cenpatico Offer Provider Training or CEU Opportunities?

Yes, Cenpatico offers a wide variety of training and educational resources, including free access to CEU credits through our online education partner, Relias Learning. Our Provider Relations and Clinical teams are also available to conduct educational provider orientations, or individual training to providers.

For additional information regarding STAR+PLUS MMP please visit, <http://mmp.superiorhealthplan.com> or the Superior HealthPlan website at www.superiorhealthplan.com.