

Quick Reference Guide

Cenpatico Contact Information:

Cenpatico
866-864-1459
www.cenpatico.com

Health Plan Contact Information:

Home State Health
855-694-4663 (HOME)
<http://www.homestatehealth.com/>

Eligibility Verification:

Phone: 866-864-1459
Web: www.cenpatico.com (you must have a provider log-on to verify eligibility on this site)

ERA/EFT Enrollment:

Please call PaySpan Health at 1-877-331-7154 or visit www.payspanhealth.com.

Cenpatico Customer Service:

Please call Customer Service at 866-864-1459 to assist with eligibility determinations and provider referrals

Claims Guidelines:

Claims must be submitted within 180 days of the date of service.

Claims Address:

Cenpatico
PO Box 7400
Farmington, MO 63640-38127

Claims Support:

866-324-3632

Claims Appeals Address:

Cenpatico Appeals
PO Box 6000
Farmington, MO 63640-3827

EDI Vendors:

Gateway EDI (1-800-969-3666)
Emdeon (1-800-845-6592)
Please note that Cenpatico's Payor ID Number is 68068.
SSI (1-800-880-3032)

Benefits/ Covered Services:

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

Prior Authorization:

Call Medical Management at 866-864-1459
Download and complete an Outpatient Treatment Request (OTR) online at www.cenpatico.com.

After-Hours Admissions:

Please call NurseWise at 866-864-1459 for emergency admissions after-hours and on weekends.

Medical Necessity Appeals:

Cenpatico
Attn: Appeals Coordinator
12515-8 Research Blvd
Suite 400
Austin, TX 78759
or Fax to: 866-694-3649

Network Manager:

Jason Howsare
Phone: 636-534-4648
Fax: 866-739-3424 (Right Fax)
Email: jhowsare@cenpatico.com

Provider Relations Specialist:

Carlos Kramer
Phone: 636-534-4690
Email: ckramer@cenpatico.com