

Healthy Connections 

ABSOLUTE TOTAL CARE

**TOTAL**

**Cenpatico**<sup>®</sup>  
Improving Lives

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# PROVIDER NEWSLETTER

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# PROVIDER REPORT

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

Welcome to the first Cenpatico provider report for 2013. We're excited to share with you details on Cenpatico's quality, clinical, and network management activities and resources.

The purpose of this report is to provide you with information on specific quality and clinical programs that will support the treatment you provide our members and improve their treatment outcomes. We've provided you details on our case management, disease management and prevention programs. Please take a look at what we offer for your members and contact us if you want us to include them in our programs. Our specialized clinical and prevention programs will only be successful with your input and referrals.

Cenpatico is accredited as a Managed Behavioral Health Organization (MBHO) through the National Committee for Quality Assurance (NCQA). Take a look at our Quality Improvement and Clinical Program Descriptions, work plans and evaluations. We use these resources to drive our quality and clinical programs and functions. Our evaluations include input from you as gathered from provider satisfaction surveys, complaints and other performance indicators. We want you to see how we're performing and the identified, targeted initiatives and activities for the coming year. A primary focus for us is improved performance on our behavioral health HEDIS (Healthcare Education and Demographic Information Set). Our primary quality and clinical efforts focus on improved HEDIS rates through exceptional coordination and continuity of care. We have developed a behavioral health HEDIS quick reference guide for you which will be sent to you in the mail and available on our provider website. Contact me if you have any questions regarding our quality and HEDIS functions.

Additionally, we provide you with contact information and resources regarding claims submission, website



applications and network management activities. Your network management team is an excellent resource for you and is the liaison between you and Cenpatico. We're available to provide you education, resources and explanations for all Cenpatico processes to ensure timely, accurate and reliable submission and payment of your claims. Thank you for the excellent service you provide our members. Our next provider report will include data on key Cenpatico performance measures and provide you an overview of our targeted initiatives for the coming year. We look forward to hearing from you soon.

Sincerely,  
Mari Bilderback, CPHQ  
Sr. Director, Quality and Process Improvement  
Cenpatico



## QI CONTENT

Cenpatico is fully accredited by the National Committee for Quality Assurance (NCQA) as a Managed Behavioral Healthcare Organization (MBHO). To support Cenpatico's commitment to quality, Cenpatico has developed a comprehensive Quality



Improvement Program and Plan that highlights our key quality initiatives and performance measures. Each year, we provide a comprehensive analysis of our Quality Improvement plan. You can find this evaluation in your Quality Tools on the Cenpatico provider website ([www.cenpatico.com](http://www.cenpatico.com)).



## CLINICAL PRACTICE GUIDELINES (CPGs):

Our Quality Improvement and Clinical teams actively research and implement current industry clinical practice guidelines for the treatment and management of the following mental health diagnoses:

1. Management of Depression
2. Management and Treatment for ADHS
3. Management and Treatment for Bipolar Disorder
4. Management and Treatment of Schizophrenia

The CPGs are reviewed and adopted by the Cenpatico Quality Improvement Committee with the input by Cenpatico practitioners. Each year, Cenpatico evaluates provider and practitioner adherence to at least two CPGs using Health Care Effectiveness and Data Information Set (HEDIS) measures. The QI Evaluation posted on our website provides performance data and Cenpatico initiatives to improve adherence to the CPGs.

## PREVENTION PROGRAMS:

Cenpatico is dedicated to improving the health of the families we serve. We implemented two preventative health programs targeting proactive screening and prevention services for perinatal depression and overall population depression management. You can find full program descriptions for each prevention programs on our provider website.



## HOW YOU CAN HELP

Cenpatico's prevention programs are only successful if we have your participation in referring members to us for screening and outreach. If you see a member that could benefit from one or both of our prevention programs, please contact us! We'll take your referral and outreach to the member for engagement in services. If you know that a member is involved in a Cenpatico prevention program, please encourage that member to stay engaged. Take a moment to visit our website and review our prevention program descriptions. We believe these programs will assist with your treatment planning and result in improved outcomes for members.

Please contact us if you have a member you feel would benefit from our prevention programs. Our care coordinators will assist with this and any other care coordination activity. You can reach us at: 877.264.6550.

### **COORDINATION AND CONTINUITY OF CARE:**

Cenpatico can help you identify and coordinate care with your members' primary care physicians and other behavioral health practitioners.

We are committed to timely, coordinated care to assist members with improved treatment outcomes. We attempt to fax all members' discharge summaries to PCPs and behavioral health practitioners to ensure continuity of care upon discharge from an inpatient setting. This is only one step in providing coordinated care to members. We need your commitment to engage in coordination of care activities as well. You can support this effort by always screening your members for a comprehensive medical and behavioral health history upon intake and at least annually thereafter and assisting members in identification of their PCPs. Make sure to document this information in your members' medical records.

We have created an easy to use PCP Communication Form, located on our provider website. The following information should always be shared with PCPs and other behavioral health practitioners involved in members' care:

1. Member demographics, including name, birth date and address

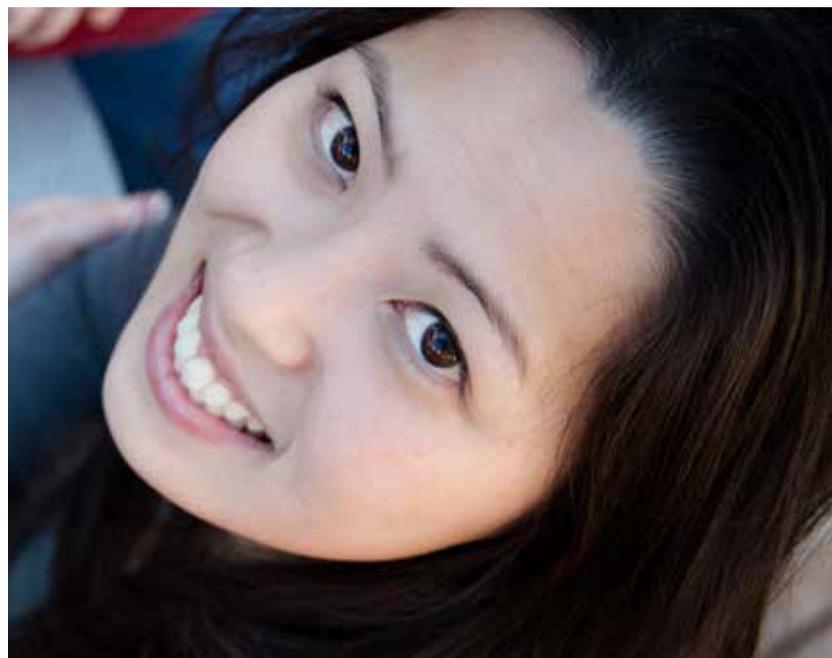
2. Your name and contact information
3. Member diagnosis
4. Current behavioral health medications
5. Any and all lab work completed for members, specifically labs with abnormal values
6. Current treatment plan
7. Assessment of progress toward meeting treatment plan goals.

Providing this information to all practitioners treating our members is key to improved coordination and continuity of care. We need you to help engage members in providing written consent to share behavioral health treatment information with their service providers.

Please contact us if you have a member for whom you need to conduct coordination of care activities, specifically if you need assistance in identifying their PCPs or other service providers. Our care coordinators will assist with this and any other care coordination activity. You can reach us at: 877.264.6550.

### **CARE COORDINATION**

Cenpatico's Care Coordination (CC) program ensures that members are aware of and have access to services appropriate for their needs. Care Coordinators assist members with maintaining compliance with treatment recommendations, discharge planning from Inpatient settings, accessing relevant community resources and interfacing with those collateral supports, and understanding health plan services, including how to access appropriate benefits. Care Coordinators do not provide direct





treatment or make treatment recommendations and will refer member to the Intensive Case Management program as appropriate for evaluation and further intervention

## **INTENSIVE CASE MANAGEMENT**

The purpose of the Case Management program at Cenpatico is to reduce recidivism, improve treatment compliance and facilitate positive treatment outcomes through the proactive identification of Members with complex or chronic behavioral health conditions that require coordination of services and periodic monitoring. In addition to the basic Care Coordination functions, the assigned Intensive Case Manager (ICM) will conduct, with the member, an in-depth needs assessment and develop a person centered Care Plan that includes short and long-term treatment objectives, identified barriers to success, timeframes for measurement, criteria for Case management discharge and regular progress updates.

## **UTILIZATION PROGRAM DESCRIPTION**

The Cenpatico Utilization Management (UM) Program provides a structure and process by which clinical appropriateness of behavioral health and substance abuse services are defined, continuously monitored, and improved over time. Cenpatico believes quality is an organizational value synonymous with performance, therefore the UM program is highly integrated with the Quality Improvement program, which continuously monitors program data, evaluates clinical and consumer satisfaction results, and takes focused actions when opportunities for improvement are identified. The purpose of the program is to support the provision and the maintenance of a

quality oriented enrollee care environment, and to provide easy and equitable access to quality mental health and substance abuse treatment services, with a focus on individualized treatment strategies that promote resiliency and recovery using evidence-based practices.

## **PREVENTION PROGRAMS:**

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## **DISEASE MANAGEMENT PROGRAM**

Cenpatico's Disease Management (DM) Program has as an overarching goal of helping eligible members with eligible diagnoses achieve the highest possible levels of wellness, functioning, and quality of life. Cenpatico Disease Management staff works with the member/families to identify and provide the most effective and efficient resources. Both short and long-term disease-specific measurable goals are established to ensure positive outcomes for our members.

Cenpatico takes a proactive approach in identifying those members who would most benefit from the Disease Management Program. Additionally, DM staff provide educational materials to behavioral health providers and stakeholders in an effort to solicit referrals of those members who might benefit from this educational program.

## PERINATAL DEPRESSION:

This prevention program focuses on the early identification and management of depression for pregnant and newly delivered women. The program uses the Edinburgh Depression Screener as the primary screen for entry into the program. Members receive the screening tool in their health plan's Start Smart for Your Baby™ packet upon notification of pregnancy and delivery. The communication materials are designed to educate mothers about pregnancy, care of newborns and self care after delivery. Once a member completes the screen, it is mailed to Cenpatico for scoring. If a member is identified as at moderate or high risk for depression, Cenpatico clinicians begin active outreach and engagement activities with the member so we can refer her for care, offer community resources and engage in behavioral health treatment.

## DEPRESSION DISEASE MANAGEMENT:

The majority of people with symptoms of depression turn to primary care providers for help rather than seeking mental health services directly. For this reason, Cenpatico recognizes the important role that primary care plays in the diagnosis and treatment of depression. Cenpatico's Disease Management (DM) Program has as an overarching goal of helping members with depression achieve the highest possible levels of wellness, functioning, and quality of life. Cenpatico Disease Management staff supports and collaborates closely with primary care physicians in managing patients in primary care to ensure the member the most effective and efficient resources. Disease-specific measurable goals are established so that the DM care coordinator and the member/family can measure the effectiveness of the Disease Management program. Necessary changes will be made to ensure a favorable outcome in the health of the member.

## EVIDENCE BASE

The Cenpatico Depression Disease Management program is based on the IMPACT model of evidenced



based depression care. The program utilizes key IMPACT components such as systematic use of the PHQ-9 and behavior activation. For 2013, the disease management program will include additional IMPACT components, including relapse prevention planning prior to members ending participation in the DM program. The program will also include targeted primary care physician (PCP) member service plan staffings to provide technical assistance on stepped care and the IMPACT tenants of treating to goal.

Research evidence is available on the IMPACT website: <http://impact-uw.org/about/>.

Also, IMPACT is listed in SAMHSA's National Registry of Evidenced Based Programs and Practices: <http://www.nrepp.samhsa.gov/ViewIntervention.aspx?id=105>.

Utilizing predictive modeling with specified filters and Health Risk Screening, the eligible members are proactively identified as being newly diagnosed and

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at risk due to antidepressant non-compliance or identified as being at risk of exacerbating a co-morbid medical illness. Our predictive modeling tool is a claims based system that identifies those at risk by examining recent service utilization. The program is open to adolescents aged 12-18 and all enrolled adults.

## **PRIOR AUTHORIZATION**

Cenpatico has identified certain benefits that require pre-authorization (prior to utilizing the service) or authorization for continuing services beyond the initial allotment provided. Authorization of a benefit is approved after a thorough utilization review based on Medical Necessity Criteria (MNC) and appropriateness of initial/continued care for all levels of care. When requesting additional sessions for those outpatient services that require authorization, the Network Practitioner must complete an Outpatient Treatment Request (OTR) form. As authorization requirements vary by state, you are encouraged to refer to the benefits grid located in your Provider Manual for information specific to your market. The Provider Manual and OTR form are located at [www.cenpatico.com](http://www.cenpatico.com).

## **MEDICAL NECESSITY CRITERIA**

Referral and assessment decisions are made according to established Medical Necessity Criteria (MNC) that defines the level of urgency, intensity and

appropriate level/setting of care. Cenpatico uses InterQual criteria for Behavioral Health (Locus and Calocus used in Missouri only), American Society of Addiction Medicine criteria (ASAM) for substance use services, and internally developed criteria for all community based services (this is vetted through a Provider Advisory Council prior to implementation). Medical Necessity Criteria is available via the internet at [www.cenpatico.com](http://www.cenpatico.com). A hard copy can be provided upon request by calling our toll free number at 877.264.6550

## **LOOKING FOR QUICKER CLAIMS PAYMENT?**

Cenpatico offers a fast and easy method for participating providers to submit claims. Billing can be simple and user friendly. Cenpatico provides expedient tools such as Electronic Funds Transfers (EFT). Cenpatico collaborated with Payformance (PaySpan) to offer free services for providers through a web based system. Please review our website at [www.cenpatico.com](http://www.cenpatico.com) for more information.

## **REMINDERS:**

Cenpatico's Payor ID for EDI has been changed to 68068. Contact PaySpan at [pcsc@payspan.com](mailto:pcsc@payspan.com) or via telephone at 877.331.7154 to enroll in EFT. Cenpatico's Web Portal does accept Batch Claim submissions. For quicker payment and on-line look up go to the Cenpatico website at [www.cenpatico.com](http://www.cenpatico.com).

## CENPATICO EXPANDING PRODUCT OFFERINGS:

Cenpatico is expanding its product offerings in our several of our existing service areas. Our product offerings are Medicare and Exchange (Obama Affordable Care Act). To that end, please contact us via your local Network Manager. There are regulator requirements or those providers interested in the Medicare Product offerings, Providers are required to obtain a Medicare number in order to provide covered services for Medicare. Please reference CMS for additional information and Medicare provider enrollment. Please note that Cenpatico will verify this information via CMs at <https://nppes.cms.hhs.gov/NPPES/>. All Provider information on file with CMS will be utilized for authorization of covered services and claims payment.

## STATUS CHANGE NOTIFICATION

Providers must notify Cenpatico immediately of any change in licensure and/or certifications that are required under federal, State, or local laws for the provision of covered behavioral health services to members, if there is a change in Provider's hospital privileges, or if there is a change in panel status (open/closed panel). All changes in a Provider's status will be considered in the re-credentialing process.

## PROVIDER DEMOGRAPHIC/ INFORMATION UPDATES

Providers should advise Cenpatico with as much advance notice as possible, any demographic/ information updates. Provider information such as address, phone and office hours are used in our Provider Directory, and having the most current information accurately reflects our Provider Network. Please use the Cenpatico Provider Information Update Form to notify us of any changes. Completed Provider Information Update Forms should be sent to Cenpatico using one of the following methods;

- Fax: 866-694-3735
- Email: [Provider\\_Change@cenpatico.com](mailto:Provider_Change@cenpatico.com)

- Mail:  
Cenpatico  
12515-8 Research Blvd.  
Suite 400  
Austin, Texas 78759

Please notify Cenpatico immediately of any updates to your Tax Identification Number, service site address, phone/fax number, and ability to accept new referrals in a timely manner so that our systems are current and accurately reflect your practice. In addition, we ask that you please respond to any questionnaires or surveys submitted regarding your referral demographics, as may be requested from time to time.

## PROVIDER WEB PORTAL

Our secure Provider Portal allows practitioners and office staff access to key information at their convenience. Functions available through our provider portal include eligibility verification, electronic claims submission and status checks, benefits inquiry, authorization requests and status inquiries, access to training information, claims adjudication logic, formulary, and online EOPs, contact us secure email, CPGs, downloadable forms, important links, and *patient rosters (for PCPs)*.

