



Behavioral Health Integration

Beginning July 1, 2018, Cenpatico/Envolve People Care Provider Network and Home State's Provider Partnership Network will merge in order to streamline service and support, and provide a fully integrated delivery model for medical and behavioral health providers.

The following support services will transition to the Provider Partnership Associate assigned by region:

- Changes to your practice (Locations, NPI, TIN numbers)
- Credentialing of a new practitioner
- In-service training for new providers/staff
- On-going education for existing staff
- Clarification of policies and procedures
- Clarification of a provider contract
- Assistance with the secure portal
- Electronic solutions training on web authorizations, claims submissions and eligibility checks

Claims and prior authorization will remain with Cenpatico/Envolve People Care.

- For claims issues contact Cenpatico/Envolve People Care's Provider Services Department at 1-866-324-3632
- To request an authorization contact Cenpatico/Envolve People Care's Medical Management department at 1-866-864-1459

To find the Provider Partnership Associate for your office, please visit Home State's website at www.homestatehealth.com or use the following link:
www.homestatehealth.com/providers/tools-resources.html

REMINDER: Behavioral Health Secure Provider Portal Update

Management of the Behavioral Health provider portal will transition from Cenpatico (a subsidiary of Envolve PeopleCare) to the joint Home State (Medicaid), Allwell (Medicare) and Ambetter (Exchange) secure provider portal. As part of this change we will be moving the Cenpatico provider portal functions to the Home State Health secure provider portal.

As of 7/6/2018 Behavioral Health providers should access their secure provider portal at:
<https://provider.homestatehealth.com/sso/login>



An important
message from
Provider Relations



If you previously accessed the Behavioral Health secure provider portal through Cenpatico, you will need to create a new account at:

<https://provider.homestatehealth.com/sso/login>

Please be aware, you will not be able to create a new account at:

<https://provider.homestatehealth.com/sso/login> **until on or after 7/6/2018.**

NOTE: New account creation only applies to Behavioral Health providers who have an account through Cenpatico or a pending request through Cenpatico. If you already have an account at Home State Health website, you do not need to register again.

When creating a new account on the Home State Health provider portal, please follow the general guidelines below:

1. Practice Account Manager creates a portal account.
2. After Account Manager is granted access, all others can register on the portal.
3. Account Manager reviews and approves access for others.

Through the secure provider portal you can

- Check member eligibility
- Submit and manage claims
- Submit and view prior authorizations
- Review and download payment history
- View member gaps in care
- Secure Message Home State Health
- Manage multiple accounts

For more information about the secure provider portal, visit:

https://provider.homestatehealth.com/static/provider/Provider_Registration_Doc_All_Plans.pdf

If you have any questions about this transition, please call provider Services at (855) 694-HOME (4663) toll-free

➤ **Secure Portal Registration:** If you haven't already do so, please go to www.HomeStateHealth.com to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at www.payspanhealth.com

Questions?

Contact Provider Relations at 1-855-694-4663.