

## Behavioral Health Quick Reference Guide

### Cenpatico Contact Information:

Cenpatico  
866-864-1459  
[www.cenpatico.com](http://www.cenpatico.com)

### Health Plan Contact Information:

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

### Eligibility Verification:

Phone: 866-864-1459  
Web: [www.homestatehealth.com/login.html](http://www.homestatehealth.com/login.html)  
(you must have a provider log-on to verify eligibility on this site)

### ERA/EFT Enrollment:

Please call PaySpan Health at  
877-331-7154 or visit  
[www.payspanhealth.com](http://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:

855-694-4663

### EDI Vendors:

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

### 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 an Outpatient Treatment Request (OTR)  
online at  
[www.homestatehealth.com/providers/behavioral-health.html](http://www.homestatehealth.com/providers/behavioral-health.html)

### 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  
125158 Research Blvd  
Suite 400  
Austin, TX 78759  
Or fax to: 866-694-3649

### Claims Appeals:

Cenpatico Appeals  
PO Box 6000  
Farmington, MO 63640-3827