

Dear Provider,

Effective January 1, 2014, California Health & Wellness will be providing a limited behavioral health outpatient benefit to our members. We have partnered with Cenpatico Behavioral Health, LLC, (Cenpatico) to contract the behavioral health network and manage the new behavioral health benefits. Claims payment for these services will be through California Health & Wellness. Our goal is to partner with local providers to make the transition as efficient as possible while we add this new benefit.

Cenpatico has established a "transition period" **beginning** January 1, 2014 through February 28, 2014. This means you can continue providing covered behavioral health services, for up to 59 days, to any California Health & Wellness member already in your care prior to January 1, 2014, regardless of your participation status in Cenpatico's California provider network.

## **FREQUENTLY ASKED QUESTIONS**

### **When is this change effective?**

12:01a.m., January 1, 2014

### **How will this change affect me?**

You will need to provide services in accordance with the guidelines set forth in this notification to ensure there is no disruption in member care and reimbursement for services.

### **How does this change affect my patient?**

Cenpatico has developed a transition period to allow providers time to join the Cenpatico network as a provider, complete the current episode of treatment, or to transfer the member to an in-network provider, without disrupting care to the member. If necessary, Cenpatico can assist the member by providing care coordination, for a safe transition to an in-network clinician. Providers can call California Health & Wellness at **1-877-658-0305** for additional information regarding the transition of members currently under their care.

### **How do I know if my patient is enrolled with California Health & Wellness?**

You can use any of the following options to verify member enrollment:

- Call **1-877-658-0305** to reach California Health & Wellness.
- Verify online at [www.CAHealthWellness.com](http://www.CAHealthWellness.com)  
(You must have provider log-on to verify eligibility online.)
- Eligibility can be verified after hours via the California Health & Wellness website, or by contacting California Health & Wellness's after-hours nurse service – NurseWise. After-hours calls will automatically be routed to NurseWise.

### **How do I contact California Health & Wellness?**

**1-877-658-0305**

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


Have Questions?

Call us at 1-877-658-0305

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

### Will California Health & Wellness's members have a member identification card?

Yes, California Health & Wellness will provide each member with a Member ID card.

	
<b>NAME:</b> Jane Doe	<b>RX:</b> US Script
<b>MEDI-CAL ID#:</b> XXXXXXXXXXXX	<b>BIN:</b> 008019
<b>PCP Name:</b>	
<b>PCP Phone:</b>	<b>Effective Date:</b>
<hr/>	
If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. <a href="http://www.CAHealthWellness.com">www.CAHealthWellness.com</a>	
<b>IMPORTANT CONTACT INFORMATION</b>	
<b>Members:</b> Pharmacy: 1-877-658-0305 Member Services: 1-877-658-0305 Vision: 1-877-658-0305 24/7 NurseWise: 1-877-658-0305 Behavioral Health: 1-877-658-0305	<b>Providers:</b> Provider Services & IVR Eligibility Inquiry: 1-877-658-0305 Prior Auth: <a href="http://www.CAHealthWellness.com">www.CAHealthWellness.com</a> or 1-877-658-0305 Pharmacy: 1-855-330-2338 Vision: 1-866-921-7961
<b>Medical Claims:</b> California Health & Wellness Attn: Claims PO Box 4080 Farmington, MO 63640-3835	<b>EDI claims</b> – Please submit using payer ID 68047. <b>EFT/ERA</b> please visit: For Providers at <a href="http://www.CAHealthWellness.com">www.CAHealthWellness.com</a>
	<b>California Health &amp; Wellness Address:</b> 1740 Creekside Oaks Drive Sacramento, CA 95833

### Why should I join the Cenpatico network?

If you would like to continue providing services to members enrolled with California Health & Wellness after the transition period expires on February 28, 2014, you will need to be participating as a **contracted and credentialed provider** in the Cenpatico provider network.

### How do I join the Cenpatico Network?

Contact Michelle Brochu:  
Cenpatico  
248-330-5260  
[mbrochu@cenpatico.com](mailto:mbrochu@cenpatico.com)

### Where can I find a copy of the Provider Manual?

You can find a copy of the Provider Manual online at [www.CAHealthWellness.com](http://www.CAHealthWellness.com) which includes a behavioral health appendix

**What new behavioral services are now covered by California Health & Wellness?**

Please refer to table below:

**Covered Behavioral Health Professional Services**

Service Description	Billable Provider Type(s)	Billing Codes	Add-on
<b>Psychiatric Diagnostic Interview</b>	MD, PhD, ARNP, LCSW, LMFT, CLINIC, FQHC	90791	
<b>Interactive Psychiatric Diagnostic Interview</b>	MD, ARNP, CLINIC, FQHC	90791, 90792	90785 Interactive complexity
<b>Individual Psychotherapy</b>	PhD, ARNP, LCSW, LMFT, CLINIC, FQHC	90832, 90834, 90837	90785 Interactive complexity
<b>Individual Psychotherapy with medication management</b>	MD, ARNP, CLINIC, FQHC	99201-99205 99211-99215	With or without: 90833+90785 90836+90785 90838+90785
<b>Telemedicine <i>originating site</i></b>	FACILITY	Q3014	
<b>Group Psychotherapy</b>	MD, PhD, ARNP, LCSW, LMFT, CLINIC, FQHC	90853	
<b>Pharmacologic Management</b>	MD, ARNP, CLINIC, FQHC	90863	99201-99205 99211-99215 + 90785

<b>Psychological Testing</b>	MD, PhD, CLINIC, FQHC	96101, 96105, 96110, 96111	
<b>Neuro-psychological testing</b>	MD, PhD, CLINIC, FQHC	96116, 96118, 96120	
<b>Home Visits</b>	MD, PhD, ARNP, LCSW, LMFT	99341-99350	
<b>Medical team conference</b>	MD, PhD, ARNP, LMFT, LCSW	99366, 99368	
<b>EPSDT Marriage, Family and Child Counselor and EPSDT Social Worker</b>	LCSW, LMFT CLINIC, FQHC	Z5814-Z5816	
<b>Screening, Brief Intervention, and Referral to Treatment</b>	MD, PhD, ARNP, CLINIC, FQHC	H0049, H0050	

**Where can I find a listing of participating Cenpatico Providers for referrals?**

Participating providers will be listed in the California Health & Wellness website.

**I am a Non-PAR Provider. What happens if I want to see a new California Health & Wellness member?**

Non-PAR providers are invited to join the Cenpatico network. After the contracting and credentialing processes are complete, you will be notified of your participation status in Cenpatico's network. At this time, you may accept new member referrals.

**Where do I submit my claims?**

For covered behavioral health services provided to a California Health & Wellness members on or after January 1, 2014, please submit your claims to:

**California Health & Wellness  
Claim Processing Department  
P. O. Box 4080  
Farmington, MO 63640-3835**

Claims can also be submitted electronically. Please see the Provider Manual or contact Provider Relations for details.

**Claims Guidelines:**

Claims must be submitted no later than the sixth month following the month of service.

**Where should I call if I have claims questions?**

Contact a claims liaison at 1-877-658-0305

**What do I do if I have a California Health & Wellness member currently in my care?**

	<b>During Transition Period January 1, 2014 thru February 28, 2014</b>	<b>After Transition Period (March 1, 2014 and forward)</b>
<p><b>Participating, or "PAR", providers with open cases as of January 1, 2014</b></p> <p>(PAR providers are those that have signed a Cenpatico provider agreement and have been approved by Cenpatico's Credentialing Committee.)</p>	<p>PAR providers are eligible to render covered behavioral health services to <b>California Health &amp; Wellness</b> members during and after the transition period. Current authorization for services will be honored up to 59 days after January 1, 2014. For New episodes of care provided after January 1, 2014, PAR providers are obligated to abide by the authorization guidelines set forth in the covered services and authorization guidelines. Please see the covered services and authorization guidelines in the provider manual to determine what does and does not require prior authorization during this time.</p>	<p>For services provided after the transition end date, beginning on March 1, 2014, PAR providers are obligated to abide by the authorization guidelines detailed in your provider agreement.</p> <p>Providers must have a Cenpatico authorization number for services that require authorization.</p>

	<p>All services must meet Cenpatico's medical necessity criteria and will count towards the member's benefit limits, if any exist.</p>	
<p><b>Non-PAR Providers with open cases as of January 1, 2014:</b></p> <p>(Non-PAR providers are those that are not contracted and fully-credentialed in Cenpatico's California provider network.)</p>	<p>Non-PAR providers are eligible to render covered behavioral health services to <b>California Health &amp; Wellness</b> members already under their care during the transition without authorization. For new episodes of service, Non-PAR providers must request authorization. All Services provided by a Non-PAR provider following the 59 day transition period will require authorization. Please see the authorization treatment request forms located at <a href="http://www.cenpatico.com">www.cenpatico.com</a>.</p> <p>All services must meet Cenpatico's medical necessity criteria and will count against the member's benefit limits, if any exist.</p>	<p>For services provided after the transition end date, beginning on March 1, 2014, Non-PAR providers must either:</p> <ul style="list-style-type: none"> <li>• Complete the episode of care;</li> <li>• Transition the member to a PAR provider; or</li> <li>• Join the Cenpatico network and become a PAR provider</li> </ul>

**For questions on Transition Authorizations, please call California Health & Wellness at 877-658-0305. For Transition and Post Transition Period Authorization requirements in detail, please reference our website.**