



1380 Soldiers Field Road, Suite 300
Brighton, MA 02135

August 16, 2010

Important Information about CeltiCare Health Plan

Dear Provider:

Marking our first anniversary this past July, we wish to share a formal welcome and a sincere thank you for being a part of the successful network of caregivers that helps define CeltiCare. As Chief Medical Director, I look forward to many continued opportunities to engage you in dialog, support your patient care efforts, and remind you of the outstanding clinical programs we offer in support of the high quality care you deliver to our members.

In this letter we would like to highlight some of the resources and information that CeltiCare makes available to you via our Provider Manual and quarterly newsletters, both of which are always available on our website at www.celticarehealthplan.com. In fact, we place special emphasis today on identifying the many resources available on our website that will help you and your office staffs take best advantage of the services that we offer. However, if you would ever like a hard copy of any of our materials, please feel free to contact our Provider Services line at (866)895-1786, Monday – Friday, 8AM – 5PM, and one will be mailed to you.

I am pleased to let you know that the first issue of our quarterly Provider Newsletter will be available on our website within the next month. Please be sure to read it, in order to keep up with the most current information concerning CeltiCare. This issue and all future issues will be available at www.celticarehealthplan.com/providers/provider-newsletter.

The secure provider portal of CeltiCare's website offers an array of tools to help you manage your business needs and access information such as patient eligibility listings and claims activities. All contracted providers should visit www.celticarehealthplan.com to register and create a username and password so you can begin using the available services.

Features available on the secure provider portal portion of our website include:

- Enhanced member eligibility verification, including enrollment history.
- Improved claims review with detailed information regarding claims status.
- Updated online prior authorization.
- Updated online claims submission
- Personalized reports detailing the following:
 - Members with Frequent ER Visits
 - Prescription Claims Report
 - Members with High Cost Claims
 - Members in Case Management

Topics covered in detail in our Provider Manual, include:

- How we safeguard Protected Health Information (PHI)
- Medical record criteria including documentation standards, organization and confidentiality

- Availability of Utilization Management (UM) staff and how you can contact them with any questions or to request a copy of UM criteria
- Availability of peer to peer discussion and how to contact the physician reviewer to ask questions or discuss the denial of a coverage request
- Case management process, eligibility, and how to refer a patient
- Smart Start—Pregnancy Program
- Affirmative statement about financial incentives
- Review of new technology
- Information about our Quality Improvement (QI) program
- Member rights and responsibilities

Items available on our website also include:

- Preferred Drug List by plan type — updated with changes annually
- Preventive health and clinical practice guidelines

If you have any questions about anything mentioned in this letter please do not hesitate to call our Provider Services line at (866)895-1786, Monday – Friday, 8AM – 5PM. Finally, we have attached a quick reference contact sheet for your convenience. Thank you again.

Kind Regards,



Robert LoNigro, MD, MS
Chief Medical Director
CeltiCare Health Plan of Massachusetts



CELTICARE HEALTH PLAN OF MASSACHUSETTS CONTACT INFO AT A GLANCE

For your ease, we have included this reference guide to assist you in the day-to-day operations of your office.

CELTICARE
1380 SOLDIERS FIELD ROAD
BRIGHTON, MA 02135
www.celticarehealthplan.com

DEPARTMENT	TELEPHONE NUMBER	FAX NUMBER
Provider Services/Claims	1-866-895-1786	1-866-614-1954
Member Services	1-866-895-1786 1-866-614-1949 (TDD/TTY)	1-866-614-1953
Case Management Prior-Authorization Pregnancy Notification	1-866-895-1786	1-866-614-1948 1-866-614-1950 (Prior-auth) 1-866-614-4958
NurseWise (24/7 Availability)	1-866-895-1786 (option 7)	N/A
Cenpatico Behavioral Health	1-866-896-5053	1-866-694-3649
Pharmacy-Caremark (Specialty Drugs)	1-800-237-2767 (help desk)	1-800-323-2445 (prior auth)
CareCentrix	1-888-839-5122	N/A
US Script	1-866-810-1903	1-866-399-0929 (prior auth)

SUBMIT PAPER CLAIMS TO:
 CELTICARE HEALTH PLAN OF MASSACHUSETTS
 Attn: Claims
 PO Box 3080
 Farmington, MO 63640-3824

SUBMIT MEDICAL CLAIM DISPUTES TO:
 CELTICARE HEALTH PLAN OF MASSACHUSETTS
 Attn: Claim Disputes
 PO Box 3000
 Farmington, MO 63640-3800

SUBMIT APPEALS RE: PLAN UTILIZATION MGT DECISIONS
 CELTICARE HEALTH PLAN OF MASSACHUSETTS
 Attn: Utilization Mgt
 1380 SOLDIERS FIELD ROAD, SUITE 300
 BRIGHTON, MA 02135

ELECTRONIC CLAIMS SUBMISSION
 CELTICARE HEALTH PLAN OF MASSACHUSETTS
 c/o Centene EDI Department
 1-800-225-2573, ext 25525
 or by e-mail to: EDIBA@centene.com

SUBMIT PHARMACY CLAIMS TO:
 US SCRIPT PBM
 2425 W. SHAW AVE
 FRESNO, CA 93711

SUBMIT DME CLAIMS TO:
 CARECENTRIX NATIONAL CLAIMS CENTER
 1100 FOUNDERS PLAZA SUITE 801 E
 HARTFORD, CT 06108

SUBMIT BEHAVIORAL HEALTH CLAIMS TO:
 CENPATICO BEHAVIORAL HEALTH
 Attn: Claims
 PO Box 7200
 Farmington, MO 63640-3813

Submit Behavioral Health Claim Disputes To:
 Cenpatico Behavioral Health
 Attn: Claims Disputes
 PO Box 6000
 Farmington, MO 63640-3809