



# **Centurion of Mississippi, LLC**

## **Provider Manual**

- \* **This Provider Manual applies only to those Providers who are directly contracted with Centurion for the provision of services to MSDOC patients occurring on-site at an MSDOC facility, via telemedicine or off-site ambulance and audiology providers. All off-site services besides ambulance and audiology should be billed directly to the MSDOC.**

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## **CENTURION OF MS Overview**

Welcome to the Centurion of Mississippi, LLC (CENTURION OF MS) Provider Manual.

CENTURION OF MS is a company established by two of the oldest and most respected names in correctional healthcare and managed Medicaid services: MHM Services, Inc. and Centene Corporation. This innovative partnership brings a combination of recruiting, program management and proven care principles to both the on-site and off-site correctional healthcare operations.

CENTURION OF MS has entered into an agreement with the Mississippi Department of Corrections (MSDOC) to provide comprehensive healthcare services to inmates throughout the state's correctional system. CENTURION OF MS is committed to building collaborative partnerships with Providers.

CENTURION OF MS serves the MSDOC consistent with our core philosophy that quality correctional healthcare requires coordination of care provided within the correctional facility and the services provided "outside the walls." Headquartered in Jackson, all CENTURION OF MS employees that work within MSDOC are based in Mississippi.

## **CENTURION OF MS Guiding Principles**

In your dealings with CENTURION OF MS you will find that we apply the following guidelines to all our interactions. We...

- Provide access to high quality, accessible, cost-effective healthcare
- Perform our functions with integrity, operating at the highest ethical standards
- Build mutual respect and trust in our working relationships
- Create communication that is open, consistent and two-way
- Embrace diversity of people, cultures, and ideas
- Encourage innovation to challenge the status quo
- Stress teamwork and meeting our commitments to one another

Also, please note that CENTURION OF MS welcomes open Provider communication regarding appropriate treatment alternatives. CENTURION OF MS does not penalize Providers for discussing medically necessary, appropriate care or treatment options with our on-site primary care physicians.

## **CENTURION OF MS Approach**

Recognizing that a strong healthcare program is predicated on building mutually satisfactory associations with Providers, CENTURION OF MS is committed to:

- Working as partners with participating Providers
- Performing our administrative and clinical responsibilities in a superior fashion

As much as possible, CENTURION OF MS programs, policies and procedures are designed to minimize the administrative responsibilities in the management of care, enabling the Provider to focus on the healthcare needs of their patients.

## **CENTURION OF MS Summary**

CENTURION OF MS’s philosophy is to provide access to high quality healthcare services by combining the expertise of on-site primary care practitioners and specialty providers/specialty services with a highly successful, experienced managed care administrator. CENTURION OF MS believes that successful patient outcomes are the result of providing care that is medically necessary, rendered in the appropriate setting and at the appropriate interval.

It is the policy of CENTURION OF MS to conduct its business affairs in accordance with the standards and rules of ethical business conduct and to abide by all applicable federal and Mississippi laws.

CENTURION OF MS takes the privacy and confidentiality of health information seriously. We have processes, policies and procedures to comply with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Mississippi Privacy Law requirements.

## **Working with CENTURION OF MS**

For your convenience, we have included a quick reference guide to provide an overview of your role in providing care and recommendations for care as part of your CENTURION OF MS contract. The information below and throughout this manual will include information that should assist you and your day-to-day operations staff. The information includes:

- Contact information for MSDOC Medical Management Department (Utilization Management staff)
- Name and contact number for Department of Correction sites
- Claims submission and contact information
- Role of the CENTURION OF MS on-site practitioner
- The referral process and your role
- Information required by CENTURION OF MS on-site healthcare team for continuity and provision of care

### ***CENTURION OF MS Regional Office Key Utilization Management Staff***

CENTURION OF MS Statewide Medical Director	1-844-203-1750
CENTURION OF MS Director of Nursing	1-844-203-1750

**MSDOC Facility Names and Contact Numbers**

<b>Facility Name</b>	<b>Phone Number</b>
Central Mississippi Correctional Facility & Youth Offender Unit (Pearl)	601-932-2880
East Mississippi Correctional Facility (Meridian)	601-485-5255
Mississippi State Penitentiary (Parchman)	662-745-6611
Marshall County Correctional Facility (Holly Springs)	662-252-7111
South Mississippi Correctional Facility (Leakesville)	601-394-5600
Walnut Grove Correctional Facility (Walnut Grove)	601-253-2348
Wilkinson County Correctional Facility (Woodville)	601-888-3199
Alcorn County Regional Correctional Facility (Corinth)	662-286-7085
Bolivar County Correctional Facility (Cleveland)	662-843-7478
Carroll/Montgomery County Regional Correctional Facility (Vaiden)	662-464-5440
Chickasaw County Regional Correctional Facility (Houston)	662-456-3319
George/Greene County Correctional Facility (Lucedale)	601-947-9399
Holmes/Humphreys County Correctional Facility (Lexington)	662-834-5016
Issaquena County Correctional Facility	662-873-2153
Jefferson/Franklin County Correctional Facility (Fayette)	601-786-2284
Kemper/Neshoba County Correctional Facility (DeKalb)	601-743-5767
Leake County Correctional Facility (Carthage)	601-298-9003
Marion/Walthall County Correctional Facility (Columbia)	601-736-3621
Stone County Correctional Facility (Wiggins)	601-928-7042
Washington County Regional Correctional Facility (Greenville)	662-537-2024
Winston/Choctaw Regional Correctional Facility (Louisville)	662-773-2528
Yazoo County Regional Correctional Facility (Yazoo City)	662-751-8484
Alcorn County CWC (Corinth)	662-287-8105
Bolivar County CWC (Rosedale)	662-759-3535
Leflore County CWC (Greenwood)	662-453-9720
Noxubee County CWC (Macon)	662-726-2375
Quitman County CWC (Lambert)	662-326-2133
Washington County CWC (Greenville)	662-332-6358
Flowood CWC (Flowood)	601-936-7213
Jefferson County CWC (Fayette)	<i>Temporarily closed as of 5/22/15</i>
Madison County CWC (Canton)	601-859-7711
Pike County CWC (Magnolia)	601-783-5514
Wilkinson County CWC (Woodville)	601-888-4378
Yazoo County CWC (Yazoo City)	662-746-2085
Forrest County CWC (Hattiesburg)	601-544-5030
George County CWC (Lucedale)	601-947-7581
Harrison County CWC (Gulfport)	228-865-0020
Jackson County CWC (Pascagoula)	228-762-0255
Simpson County CWC (Magee)	601-849-3281

## **CENTURION OF MS On-Site Services**

Most on-site Healthcare Services Units operate 24 hours a day, 7 days a week. The type of staff used to provide services besides practitioner staff include registered nurses, licensed practical nurses, certified nurse assistants, medical assistants, medical records clerks, and secretarial/administrative assistant staff.

The sites also provide on-site mental health and dental staff to allow a full complement of on-site care capabilities. Sites are managed by a clinical and administrative team that may include a Medical Director, Director of Nursing, and/or Health services Administrator.

Medication services include provision of all practitioner ordered medications. These are managed on-site and generally provided by single dose administration. There are medical infirmaries which are staffed with nursing staff 24 hours a day, 7 days a week to allow provision of higher level of medical care such as IV management, wound care, and pre/post op care.

The goal of health services within a correctional services contract is to perform as much care/service on-site to minimize the need to transport inmates outside of the facility. We strive to provide appropriate level of care and services while minimizing the risk to public safety by transporting inmates to outside service providers.

Healthcare services that are routinely provided by on-site services and/or mobile service providers include:

- CLIA waived tests such as blood glucose monitoring, urine pregnancy tests, blood guaiac tests, etc. Sites also draw all routine labs. These labs are drawn, prepared, picked-up, and results completed/returned by a contracted lab vendor.
- Radiology services include routine chest, and extremity radiographs. Some sites may also have availability of services provided by a mobile vendor for ultrasound, MRI, mammography, etc.
- Dialysis services

### ***On-Site Practitioners***

Practitioners providing care can include a combination of physicians, nurse practitioners and physician assistants. On-site practitioners are CENTURION OF MS employees and serve as the primary care providers and medical home for the management of inmate patient care.

Site practitioners are responsible for providing/performing care and management of urgent and routine medical care. They are also responsible for care and management of inmate patients with chronic disease. Site practitioners are also responsible for requesting and managing inmate patient specialty care. Inmate patients are not allowed to 'self-refer' for a specialty provider/service as allowed in the community.

The MSDOC performs all Utilization Management activities for inmate healthcare services. CENTURION of MS on-site practitioners will submit requests for specialty services to the

MSDOC UM department.

***On-Site Practitioner Availability***

Availability is defined as the extent to which CENTURION OF MS employs the appropriate type and number of practitioners necessary to meet the needs of the inmate patient population housed in the institution. As part of our contract with MSDOC, CENTURION OF MS provides all the on-site practitioner staff. Most on-site practitioner staff are provided Monday through Friday during the day; however, larger sites with more complex inmate patients may include evening and/or weekend coverage. Hours of practitioner time on-site can range from 4 hours/week for a very small site to 80 hours+/week for larger sites.

***24-Hour Access***

Regardless of the assigned staffing at the site, CENTURION OF MS provides access to on-call practitioner(s) 24 hours a day, 7 days a week. Access to a provider can include a practitioner returning to the facility for such things as suturing.

**Monitoring Healthcare Services**

CENTURION OF MS monitors the quality of our healthcare services in numerous ways to include the following:

<b><i>Department</i></b>	<b><i>Data Available</i></b>	<b><i>Description</i></b>	<b><i>Frequency of Monitoring</i></b>
Network & Contract Management	On-site Practitioner Availability  Specialty Provider and Specialty Service Availability	Ensures that CENTURION OF MS employs the appropriate type and number of on-site practitioners and specialty care providers/services necessary for appropriate and timely access to care. Analyzes a variety of reports to determine if additional Providers may be required	Ongoing
On-site Quality Improvement Monitoring	Complaints	Monitors provision of on-site and off-site access to care; tracks and trends inmate complaints and grievances.	Ongoing  Analyzed Quarterly
Quality Improvement Committee (QIC)	Audits Process and Outcome Studies	Summary information is reported for review and recommendation at the QIC and is incorporated into CENTURION OF MS's annual assessment of quality	Meetings at least Quarterly



## **Specialty Care, Emergency Department and Hospitalization Accessibility/Coordination**

MSDOC's Utilization Management department will perform all prior authorization, concurrent review, retrospective reviews, appeals management and other utilization review activities.

### **Specialty Care Prior Authorization**

On-site practitioners are responsible for requesting any services requiring prior authorization. Therefore, prior to the inmate being scheduled for an appointment, the service requested, such as 'initial evaluation and treatment recommendations' will have been authorized. Upon return from a specialist visit, the on-site practitioner will review the evaluation and recommendations from the specialist. Based on the recommendations, the on-site practitioner may submit a new request for additional services that were recommended as part of the initial specialty consultation. You, as the specialist, are not responsible for requesting the prior authorization.

### **Credentialing Requirements**

Contracted providers must complete the credentialing process to be a participating provider with CENTURION OF MS. CENTURION OF MS recognizes the credentialing information supplied by CAQH if the provider is already registered. A single-page demographic form is the only requirement for CAQH participating providers.

Credentialing materials can be found in the Provider section of the Centurion website at:

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

### **Eligibility**

Eligibility has a slightly different meaning in a correctional system. Eligibility is tied directly to the inmate being housed and/or 'on count' at a MSDOC facility. Therefore, inmates are considered 'eligible' for authorized services from the date of incarceration to the date of release from the MSDOC. It is important to understand that there may be times when inmates are released from facilities and then, may be re-arrested and returned to the MSDOC system. If this occurs, the inmate is not eligible for CENTURION OF MS payment of services during the time they are released from the facility until re-arrested.

CENTURION OF MS is not financially responsible for services the person receives prior to or upon discharge from the MSDOC. If you have questions, it is best to contact our Regional Office at 601-965-5971 regarding the inmate's eligibility for services. CENTURION OF MS is not responsible for the services provided to a newborn of an MSDOC inmate.

## Billing and Claims

### *General Billing Guidelines*

CENTURION OF MS processes claims in accordance with applicable State prompt pay requirements. Providers contract directly with CENTURION OF MS for payment of covered services occurring on-site at a correctional facility. **All off-site services are the responsibility of the MSDOC and should be billed directly to MSDOC except for ambulance and audiology providers who should bill CENTURION OF MS.**

It is important that Providers ensure CENTURION OF MS has accurate billing information on file. Please confirm with your Provider Relations Department that the following information is current in our files:

- **Practitioner or Provider Name** (as noted on current W-9 form)
- **National Provider Identifier (NPI)**
- **Tax Identification Number (TIN)**
- **Taxonomy Code**
- **Physical location address** (as noted on current W-9 form)
- **Billing name and address** (if different)

Providers must bill with their NPI number in box 24Jb on the CMS1500 (HCFA) or box 56 on the CMS1450 (UB04). We encourage Providers to also bill their taxonomy code in box 24Ja and appropriate ID qualifier in 24I to avoid possible delays in processing. Claims missing the requirements will be returned and a notice sent to the Provider, creating payment delays. Such claims are not considered “clean,” and therefore cannot be accepted into our system.

We recommend that Providers notify CENTURION OF MS in advance, but no later than 30 days, of changes pertaining to billing information. Please submit this information on a W-9 form. Changes to a Provider’s Tax Identification Number (TIN) and/or address cannot be processed when conveyed via a claim form. Such changes must be communicated as noted in the Provider Update section of this manual.

Claims eligible for payment must meet the following requirements:

- The inmate was incarcerated on the date of service

Paper claims must be submitted on standard CMS1500 (HCFA) and CMS1450 (UB04) red claim forms. Photo copies and faxes of claim forms or claim forms that are handwritten will not be accepted for processing and will be returned and a notice sent to the Provider requesting resubmission.

Payment for service is contingent upon compliance with referral and prior authorization policies and procedures, as well as the billing guidelines outlined in this manual and the Provider Billing Guide

### ***Billing the Inmate***

Inmates cannot be billed directly for any service or co-pay.

### ***Clean Claim Definition***

A clean claim is defined as a claim received by CENTURION OF MS for adjudication, in a nationally accepted format in compliance with standard coding guidelines and which requires no further information, adjustment, or alteration by the provider of services in order to be processed by CENTURION OF MS. The following exceptions apply to this definition: (a) a claim for which fraud is suspected; and (b) a claim for which a Third Party Resource should be responsible.

### ***Non-Clean Claim Definition***

A non-clean claim is defined as a submitted claim that requires further investigation or development beyond the information contained in the claim. The errors or omissions in the claim may result in: (a) a request for additional information from the Provider or other external sources to resolve or correct data omitted from the claim; (b) the need for review of additional medical records; or (c) the need for other information necessary to resolve discrepancies. In addition, non-clean claims may involve issues regarding Medical Necessity and include claims not submitted with the filing deadlines.

### ***Timely Filing***

Contracted Providers (in Network) must submit all original claims (first time claims) and encounters within 120 calendar days from the date of service.

Non-Contracted Providers (out of Network) must submit all original claims (first time claims) within 120 calendar days from the date of service.

The filing limit may be extended where the eligibility has been retroactively received by CENTURION OF MS, up to a maximum of 365 calendar days.

**All corrected claims, requests for reconsideration, or claim disputes must be received within 120 calendar days from the date of notification of payment or denial is issued. Reference to the original claim number should be included in field 22 of the CMS1500 and field 64 of the UB04 on the resubmitted claim form.**

### ***Electronic Claims Submission***

Emdeon Payer ID - 42140

Network Providers are encouraged to participate in CENTURION OF MS's Electronic

Claims/Encounter Filing Program. CENTURION OF MS has the capability to receive an ANSI X12N 837 professional, institution, or encounter transaction. In addition, it has the ability to generate an ANSI X12N 835 electronic remittance advice known as an Explanation of Payment (EOP). Electronic 835s are delivered through Payspan. For more information on electronic filing please call (800) 225-2573 Ext. 25525 or 314-505-6525.

Providers that bill electronically are responsible for filing claims within the same filing deadlines as Providers filing paper claims. Providers that bill electronically must monitor their error reports and evidence of payments to ensure all submitted claims and encounters appear on the reports. Providers are responsible for correcting any errors and resubmitting the affiliated claims.

### ***Paper Claims Submission***

All paper claims and encounters should be submitted as follows:

#### Mailing address for Paper Claims:

CENTURION OF MS  
PO Box 4090  
Farmington, MO 63640-4198

#### Timely Filing

Claims should be submitted within 120 days from date of service for consideration. Providers should expect payment within 30 days after receipt of a clean claim.

#### General Claim Inquiries

Please call 1-844-203-1750.

### ***Unsatisfactory or Claim Payment Concerns***

If a Provider has a question or is not satisfied with the information they have received related to a claim, there are effective ways in which a Provider can contact CENTURION OF MS program:

1. Submit a Corrected Claim
2. Submit a "Request for Reconsideration"
3. Contact a CENTURION OF MS Provider Relations Representative at 1-844-203-1750.
4. Submit a Claim Dispute.

All disputed claims will be processed in compliance with the claims payment resolution procedure as described in the Provider Complaints section of this manual.

In addition, for Providers who are currently set up for Payspan with another Centene or Centurion plan, auto-enrollment for receipt of EFT/ERA payments will be available. This is our preferred method of payment. Providers who would be new to Payspan should contact Payspan at 1-877-331-7154 to get registered for EFT/ERA, if desired. Any Provider who does not choose to sign up with Payspan will receive paper checks and Explanations of Payment from Emdeon.

## **Provider Relations Assistance**

Providers may seek assistance through our regional office staff at 1-844-203-1750.

### ***Provider Updates***

To ensure that we can communicate with you effectively, and to avoid any possible delay in claim payment, it is important that you notify us, **in writing**, as soon as you are aware of any of the following situations:

Addition or termination of an office location.

Addition, change, or termination of Tax Identification Number (W-9 required).

Name change (W-9 may be required).

Change in ownership.

Change in a phone number, fax, or e-mail address.

Change in office hours, panel capacity, or age limitation

### ***Provider Complaints***

Providers have the right to initiate a formal complaint regarding dissatisfaction with CENTURION OF MS administrative policy or process. Please contact our regional office at 1-844-203-1750 and ask to speak with the Vice President of Operations who can help you process your concern.

## **CENTURION OF MS Pharmacy Program**

CENTURION OF MS will facilitate the administration of prescription drugs for MSDOC inmates that are ordered as part of their on-site treatment plan. MSDOC utilizes a formulary for provision of MSDOC healthcare services. Providers are encouraged to use the approved formulary. Please contact the CENTURION OF MS Regional Office for a copy of the current formulary. When making recommendations for medications as part of the inmate patient's treatment plan, we ask that providers be knowledgeable and understanding that medications that can be easily abused or offer 'benefits' from the inmate standpoint, i.e., abusable narcotics, (inmate can get a 'high' from them) can only be recommended when the provider feels that the medication is the most medically appropriate. If medications are recommended in your treatment plan that are not on the current CENTURION OF MS/MSDOC formulary, the on-site

practitioner will review the request and obtaining the recommended medication will require the on-site practitioner to obtain non-formulary approval. So, again, it is important to familiarize yourself and any other treating staff with the formulary.

Our on-site healthcare staff is responsible for ordering, managing and administering all medications ordered for inmates in the institution. Since on-site medications are sourced from a contracted provider with CENTURION OF MS, it is not necessary for off-site providers to send an extended supply of medication back to the correctional facility with an inmate.

### ***Pharmacy and Therapeutics (P&T) Committee***

The CENTURION OF MS P&T Committee continually evaluates the therapeutic classes included on the formulary. The committee is composed of the CENTURION OF MS Statewide Medical Director, Pharmacy Program Director, MSDOC Clinical Director and CENTURION OF MS site Medical Director(s) and other appropriate medical professionals. The primary purpose of the committee is to assist in developing and monitoring the CENTURION OF MS formulary and to establish programs and procedures that promote the appropriate and cost-effective use of medications. The P&T Committee schedules meetings at least quarterly.

## **Medical Records**

### ***Overview***

CENTURION OF MS Providers must keep accurate and complete medical records that comply with all statutory and regulatory requirements. CENTURION OF MS primary care providers maintain medical records for all inmates. Timely and complete provision of care information specific to inmate patient services allows CENTURION OF MS on-site medical practitioners to make informed care decisions and maintain continuity of care. Also, maintenance of records by you as the Provider will enable provision of quality healthcare service to MSDOC inmate patients. Specialty providers are expected to provide copies of records of services provided by the specialist for inclusion in the inmate comprehensive medical record maintained at the prison site.

CENTURION OF MS uses Provider medical record information as an avenue to review the quality and appropriateness of the services rendered. Provision of privacy and confidentiality of records for care provided to inmate patients is no different than the requirements for any patient you provide services for in the community. Mississippi administrative regulations require Providers to maintain all records for at least 10 years after the date of medical services for which claims are made, or the date services were prescribed. Specialty physician will not provide copies of medical records to inmates. If an inmate requests a copy of his medical record the specialists should refer the inmate to the Health Services Administrator at the prison.

### ***Release of Medical Records***

All inmate patient medical records shall be confidential, and shall not be released without written authorization. All requests for medical records should be referred the Health Service Administrator at the prison. Inmates cannot be provided copies or originals of medical records information by any treating Provider or Facility. MSDOC policy for acquiring medical records must be followed.

### ***Medical Records Audits***

CENTURION OF MS routinely audits medical records maintained at the prisons including documentation provided by specialists and hospitals. CENTURION OF MS may contact providers if the audit results raise questions about medical documentation provided by the specialist or hospital.

### **Summary**

The information presented in this Provider Manual is meant to present to Providers and their staff an overview of coordinating services with CENTURION OF MS. Specific questions should be directed to CENTURION OF MS staff at 1-844-203-1750.