

FREQUENTLY ASKED QUESTIONS (FAQS)

WHAT IS THE HEALTHSMART COMPLETE PPO?

In May 2019 Centene acquired HealthSmart, which was at the time the largest independent Third-Party Administrator (TPA) in the country. Centene along with HealthSmart will be working together to establish a new robust nationwide PPO network called HealthSmart Complete by accessing their robust, competitive network of healthcare providers. This new network provides an opportunity to expand the payer mix of providers, and it allows flexibility for employers that isn't available in the market today.

WILL THIS PRODUCT AFFECT OUR RELATIONSHIP WITH THE STATE OR CMS?

HealthSmart Complete PPO is commercial product and does not reflect any of Centene's other products. It is independent of state or CMS approval or their agencies.

WHAT SERVICES DOES HEALTHSMART COMPLETE HAVE TO HELP ME IN PROVIDING QUALITY CARE TO MY PATIENTS?

Our robust and comprehensive Medical Management department partners with our providers to support efforts in case management for patients that have complex needs. They also have patient advocates to help members navigate difficult medical decisions. For details also see [Provider Manual](#)

HOW CAN I BECOME A PARTICIPATING PROVIDER WITH A HEALTHSMART PPO NETWORK?

You can request an application by either contacting our Customer Service Department at (833) 933-2272. Or by visiting [Provider Application](#) You may also request an application by emailing Contracting@HealthSmartComplete.com

MY STATE HAS A STANDARD APPLICATION FORM; WILL YOU ACCEPT THE FORM IN LIEU OF COMPLETING YOUR PROVIDER APPLICATION FORM?

Please check [HERE](#) to see what credentialing documents are needed for your state.

I AM LEAVING MY PROVIDER GROUP BUT WOULD LIKE TO RETAIN MY MEMBERSHIP IN ONE OF THE HEALTHSMART PROVIDER NETWORKS. WHAT SHOULD I DO?

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