

PROVIDER nh healthy families. bulletin



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nh healthy families.

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Commitment to Communication

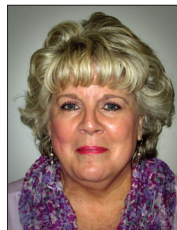
From your Provider Relations Team

Dear Providers:

COVID-19 has put a strain on our healthcare delivery system nationwide, and we at NH Healthy Families thank you for continuing to provide treatment and medical advice to our members and communities. In light of the emergence of the COVID-19 pandemic, we have created a [page on our website](#) where our providers can find the latest updates from our plan. These updates have to do with coding, telehealth guidelines and any other information you may need to know. We have also developed a page for our members regarding COVID-19. Whether you are treating a patient with a positive COVID-19 test, or just a patient who has questions about this virus, you can find information here: [Member COVID-19 page](#).

Additionally, we are pleased to inform you of enhancements to NH Healthy Families' provider portal. We have improved the functionality to support the online reconsideration process. You and your staff can also more easily manage claims utilizing the improved claims tracker. Find out more information about this on page 2.

We at NH Healthy Families are committed to communicating with you by getting you the information you need, when you need it, using the tools you prefer. As part of this effort, we are updating our provider contact list. Please help us by completing our [Provider Contact Form](#) to give us the most accurate and up-to-date method of contact for your office.



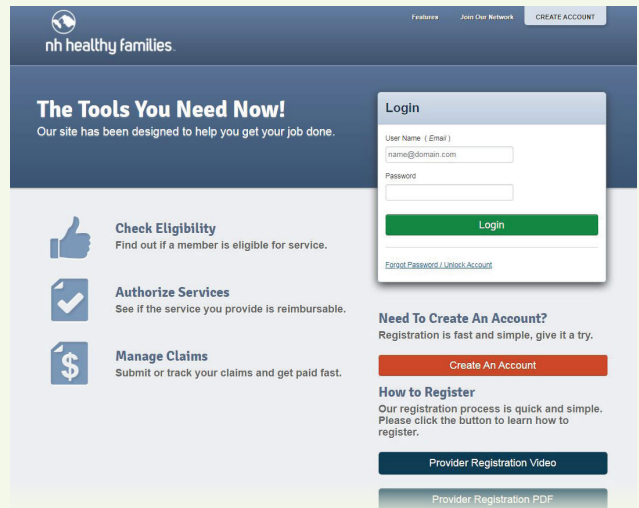
In good health,

Jennifer Kent Weiner
Vice President, Network Management
NH Healthy Families

We are your partners in every region throughout the state. If you have a question, call us at 1-866-769-3085

Contact Information Outreach Efforts

At NH Healthy Families, one of our top priorities is getting our providers the information they need. To that end, please provide us with the best contact information for you and your staff. Please visit our website to complete our new contact form. This way, we have the best information to reach you and can contact you using your preferred method. The form can be found [here](#).



New and Updated Functionality on our Provider Portal

We have made a number of functional improvements to the NH Healthy Families Provider Portal. First, the reconsideration process is now online. With our enhanced process, you can :

- Submit reconsideration comments using expanded text fields
- Easily attach documentation
- Opt in/out for reconsideration status change emails

In addition, providers can now manage claims more efficiently with easier online claims tracking.

- Visually track claims. See which have been approved or denied with the new color coded tracker.
- Easily view denial codes. Denial code descriptions are now on the claims detail page - you no longer need to open each claim line.

WE HEAR YOU

Implementing Your Good Feedback

Revised Inbound Phone Call Line

As of July 2019, NH Healthy Families has moved from a Voice Recognition system to a Touch Tone telephone system. Callers will no longer need to speak their menu option choices, but can now select the menu option number.

Specifically for our provider network, the new call system includes enhanced “selfserve” options that will allow for an easy check on a member’s eligibility or the status of a claim without having to speak with a representative.



Transforming
the health of the
community, one
person at a time.



nh healthy families™

Get Paid Faster and Easier Through Payspan®

**FREE TRANSITION INTO ELECTRONIC
PAYMENTS AND AUTOMATIC RECONCILIATION.**

**Check out these benefits when you start
using Payspan.**



Improve cash flow by getting payments faster.



Match payments to advices and easily re-associate payments with claims.



Eliminate your costs of processing checks or virtual cards.



Manage multiple payers, including any payers that are using Payspan to settle claims.



Settle claims electronically through Electronic Fund Transfers (EFTs) and Electronic Remittance Advices (ERAs).



Eliminate rekeying of remittance data by choosing how you want to receive remittance details.



Maintain control over bank accounts by routing EFTs to the bank account(s) of your choice.



Create custom reports, including Automated Clearing House (ACH) summary reports, monthly summary reports and payment reports sorted by date.



Reconcile payment adjustments and recoveries easier



**Follow the
steps on reverse
page for easy
setup of your
Payspan
account!**

90-Day Medication Supply and Comprehensive Medication Review

At NH Healthy Families, we are always striving to find ways to make it easier for you to deliver exceptional care to your patients, our members. That's why we are pleased to inform you our pharmacy team offers comprehensive medication reviews and 90 day supplies of maintenance medications.

Members of NH Healthy Families are eligible for a Comprehensive Medication Review at no cost. The goal of the program is to help improve how the member takes their medication(s). A NH Healthy Families pharmacist is available to discuss the medications your patient takes and create a plan to help their

medications work better for them, reduce any side effects, and possibly save money.

If you have a patient that would like to complete a review of their prescription and non-prescription medications, call **833-216-7280**, Monday through Friday from 8:00 a.m. to 5:00 p.m. and speak with our pharmacy team.

Additionally, all NH Healthy Families members have the option to receive a 90-day supply of their maintenance medications at in-network pharmacies. For more information on these or any of our other pharmacy programs, please call us at **1-866-769-3085**.

Updated Become a Provider Page

NH Healthy Families has redesigned our *Become a Provider* website page. These changes were implemented in order to streamline the credentialing process, making it easier to both contract with us, and update your practice information whenever necessary.

Check out the new pages [here](#) and as always, contact us with any questions at **1-866-769-3085**.

UPDATE Corner



Call NH Healthy Families Provider Services at **1-866-769-3085** if you have any questions or concerns about these changes.



Pharmacy Updates:

Visit NHhealthyfamilies.com for the latest changes to our Pharmaceutical Policies and Formulary that may affect your patients.

If you have any questions, call Provider Services at **1-866-769-3085** and ask for the Pharmacy team.



Provider Updates:

You can find the complete list of Provider Update Notifications at NHhealthyfamilies.com under "Provider News"

- [Psychiatric Boarding Support Effective March 1, 2020](#)
- [Creating Connections: A Granite State Integrated Care Symposium](#)
- [New Medicare Covered OUD Services Effective January 1, 2020](#)
- [Jaffrey-Rindge Middle School and NH Healthy Families Participate In National No One Eats Alone Day](#)

Thank you for your continued support of our members and being a partner in our network.

NH Healthy Families PROVIDER SERVICES: **1-866-769-3085**, Monday to Friday 8 a.m. to 5 p.m.
Ambetter from NH Healthy Families: **1-844-265-1278**

Like us on Facebook and Twitter to stay in touch with initiatives and happenings around the state. #NHhealthy

