

# Commitment to Communication

*From your Provider Relations team.*



2 Executive Park Drive • Bedford, NH 03110

## Provider Portal Claims Redesign

NH Healthy Families is proud to bring you The Provider Portal Claims enhancement to the Claims portion of your Secure Provider Portal. This redesign will completely change the look and feel of the Claims portion of the portal as it exists today. **This redesign will be deployed on December 5, 2022.**

The Provider Portal Claims Redesign enhancements include:

- Newly created Claims Dashboard enables quick access to most relevant claims information on one page
- Expanded Claim Details page displays all reference numbers associated to a claim
- Modernized design with intuitive information and features

### What is Changing?

- Introducing new Claims Dashboard providing quick and easy access to the most relevant claims information
- All-New Claims Status Tiles and Pages, with sort, filter, keyword search, row count, and pagination capabilities
- Search button replaced with a hyperlink and renamed Advanced Search; offering two new search options
- Portal users will be able to search for Claims by Claim number, up to 10 claims at once, from Claims Dashboard and Advanced Search
- Expanded Claim Details page will display reference numbers associated to a claim (i.e., Reconsideration number, Appeal number, etc.)

Please contact your local Provider Relations representative with any questions or contact Provider Services at 1-866-769-3085.

Sincerely,

NH Healthy Families

1-866-769-3085 (NH Healthy Families)

1-844-265-1278 (Ambetter)

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com  
ambetter.nhhealthyfamilies.com