



nh healthy families™

NH Healthy Families Contact Information

General Information	
Provider and Member Services	Phone: 1-866-769-3085
Website	www.nhhealthyfamilies.com Website services include prior authorization code checker, verifying eligibility, submission of prior authorizations, and submission of claims, claim status, patient panels and many more functions.
Provider Manual and Billing Manual <ul style="list-style-type: none"> • Key contacts and Important Information • Medical Management • Policies and Procedures • Claims Processing 	Visit www.nhhealthyfamilies.com – click on For Providers and choose Provider Resources
Provider Engagement	
Provider Engagement Administrators and Provider Network Support Specialists are available to: <ul style="list-style-type: none"> • Troubleshoot complex claims cases once claim reconsideration and claim dispute process has been completed • Provide education on the web portal, PaySpan, EDI, and available reporting tools • Research and respond to inquiries related to administrative policies, procedures and operational issues • Panel reconciliations 	<p>Amanda Boulay Director, Provider Engagement Phone: 603-200-5053 Email: Amanda.S.Boulay@centene.com</p> <p>Renee Allen Supervisor, Provider Engagement Phone: 603-200-5013 Email: Renee.Allen@centene.com</p> <p>Michelle Reynolds Provider Engagement Administrator II Specialty Providers*: Carroll County, Hillsborough County, Merrimack County Dartmouth Hitchcock, Southern NH Medical Center & Foundation Medical Partners, Elliot Hospital and Practices, New London Hospital, Boston Children’s Hospital</p> <p>FQHCs:</p> <ul style="list-style-type: none"> • Mid-State • Little Rivers • White Mountain <p>Phone: 603-263-4120 Email: Michelle.L.Reynolds@centene.com</p> <p>Stacy Roe All BH & SUD Providers including Community Mental Health Centers, The Doorways, and Opioid Treatment Program (OTP) Providers</p> <p>Phone: 603-762-6481 Email: Stacy.Roe@CENTENE.COM</p>

Derek Peters**Provider Engagement Administrator I**

Specialty Providers*: Belknap County, Coos County, Strafford County Appledore, Exeter Hospital & Core Physicians, Frisbee Memorial, Huggins Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Weeks Medical Center,

FQHCs:

- Ammonoosuc
- Coos County Family Health Services
- Greater Seacoast Community Health
- Harbor Homes
- Amoskeag (Manchester Community Health)

Phone: 798-935-8631

Email: Derek.Peters@CENTENE.COM

Stacey Surette**Provider Engagement Administrator II**

Specialty Providers*: Rockingham County, Sullivan County Catholic Medical Center and CMC-FQHC, Monadnock Community Hospital, St. Joseph Hospital, Derry Medical Center, Spere Memorial Hospital, Health First

Phone: 603-487-7300

Email: Stacey.Surette@CENTENE.COM

Kristina Rockwell**Provider Engagement Administrator I**

Ancillary Providers, Northeast Rehab, HealthSouth Rehab, , Granite State Independent Living, Home Health Providers, PT/OT/ST Providers, DME, AMDC, Chiropractor, Podiatry, ABA providers

Phone: 603-494-1512

Email: Kristina.M.Rockwell@CENTENE.COM

Anna Lake**Provider Engagement Administrator I**

Specialty Providers*: Cheshire County, Grafton County Concord Hospital, Concord Hospital Lakes & Franklin, Valley Regional Hospital, Magued Rizalla Hanna, Wentworth Douglas Hospital & Practices, York Hospital, Saco River Medical Group, Lamprey Health Care

Phone: 603-263-7307

Email: Anna.Lake@CENTENE.COM

David Caradonna**Provider Network Support Specialist I**

Email: nhproviderrelations@centene.com

Independent Medical Providers

Belknap County, Carroll County, Hillsborough County, Merrimack County Massachusetts

Alice Peck Day

Boston Children's Hospital

Cheshire Medical Center

Cottage Hospital

Holy Family Hospital

Lawrence General Hospital

Littleton Regional Healthcare

	<p>Maine Medical Center Mt. Ascutney Hospital Northeastern Vermont Regional Hospital Southern Maine Health Care Speare Memorial Hospital Springfield Hospital The Memorial Hospital Upper Connecticut Valley Hospital York Hospital Maine</p> <p>Melissa Sordillo Provider Network Support Specialist III Email: nhproviderrelations@centene.com</p> <p>Independent Medical Providers ABA Providers Cheshire County, Coos County, Grafton County, Rockingham County, Strafford County, Sullivan County, Vermont Androscoggin Hospital Bonfire Brattleboro Hospital Chrysalis Recovery Hampstead Hospital Hope on Haven Hill Southeastern NH Drug & Alcohol Services Valley Regional Hospital BH & SUD small groups or individual providers</p>
--	--

Network Development and Contracting

<p>Network Development & Contracting Team</p>	<p>Judy Tasker Senior Director, Provider Network Operations Phone: 781-454-9005 Email: Judy.L.Tasker@centene.com</p> <p>Timothy Mellody Director, Contracting Phone: 603-263-7127 Email: Timothy.Mellody@centene.com</p> <p>Vivian Olsten Manager, Contracting Phone: 603-268-3833 Email: Vivian.Olsten@centene.com</p> <p>Hospital Systems: Alice Peck Day Memorial Hospital, Boston Children’s Hospital, HCA (Frisbie Memorial Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Appledore Physicians), Cheshire Medical Center, Mary Hitchcock Memorial Hospital/Dartmouth-Hitchcock Clinic, Mt. Ascutney Hospital, New London Hospital, Northeastern Vermont Regional, SolutionHealth (Elliot Hospital, Elliot Physicians, Southern New Hampshire Medical Center, and Foundation Medical Partners), Speare Memorial Hospital, Valley Regional Hospital Independent Provider Groups (Medical and Behavioral Health) located in Cheshire County, Grafton County, Merrimack County <u>Temporary Assignments:</u> Concord Hospital, Concord Hospital Laconia, Concord Hospital Franklin and Concord Hospital Laconia Professional Billing Service, Wentworth Douglass Hospital, Health Partners PHO, Cottage Hospital, Belknap County and Strafford County</p>
---	--

Dennis Dobecki

Manager, Behavioral Health Contracting

Phone: 603-263-7131

Email: Dennis.Dobecki@centene.com

Hospital Systems: Brattleboro Memorial Hospital, Brattleboro Retreat, Hampstead Hospital, New Hampshire Hospital

Community Mental Health Providers (CMHC)
Outpatient Substance Use Disorders Programs
Comprehensive Substance Use Disorders Programs

Independent Provider Groups (Medical and Behavioral Health) located in bordering States (excluding ME)

Melisa Madore

Senior Contract Manager

Phone: 603-263-7111

Email: Melisa.Madore@centene.com

Hospital Systems: Androscoggin Valley Hospital, Catholic Medical Center, Exeter Hospital/Core Physicians, Holy Family Hospital, Lawrence General Hospital, Littleton Regional Hospital, MaineHealth (Maine Medical Center and Southern Maine Health Care), The Memorial Hospital, Upper Connecticut Valley Hospital, Weeks Medical Center, York Hospital

Rehabilitation Hospitals: Health South Rehab Center, Northeast Rehab Hospital

Southern New Hampshire Primary Care IPA

ABA

Adult Medical Day Care

Ambulatory Surgical Centers

Birthing Centers

Durable Medical Equipment

Urgent Care/Walk-ins

Skilled Nursing Facilities

Home Health/Home Infusion

Dialysis Centers

Independent Provider Groups (Medical and Behavioral Health) located in Carroll County, Coos County, Rockingham County and Maine

Temporary Assignments: Huggins Hospital, Monadnock Community Hospital, Springfield Hospital, St Joseph Hospital, Bi-State Primary Care Association, Federally Qualified Health Center's, Hillsborough County, Sullivan County

Pam Seufert

Contracts Coordinator

Office: 603-263-7215

Email: NH_ProviderNetworkOperations@CENTENE.COM

Jennifer Therrien

Supervisor, Network Operations

Office: 603-263-7158

Email: NH_ProviderNetworkOperations@CENTENE.COM

Tiffany Quinney

Contracts Coordinator

	Office: 603-263-7189 Email: NH_ProviderNetworkOperations@CENTENE.COM Stacie Buechner Contracts Coordinator Office: 603-263-7139 Email: NH_ProviderNetworkOperations@CENTENE.COM
--	---

Provider Credentialing and Demographic Changes

Provider Data Quality <ul style="list-style-type: none"> • Initiate credentialing of a new provider • Demographic Information Update • Roster updates 	Email: NH_ProviderNetworkOperations@CENTENE.COM Fax: 1-877-502-7255
---	--

Claims Submission and Claims Payment

Providers may submit claims in 3 ways:

1. Secure Web Portal found at: www.nhhealthyfamilies.com
2. EDI – Payor ID 68069 (Medical) 68068 (Behavioral Health)
3. Paper

First time claims and corrected claims Medical: NH Healthy Families Attn: Claims Dept. P.O. Box 4060 Farmington, Missouri 63640-3831	First time claims and corrected claims Behavioral Health: NH Healthy Families Attn: Claims Department P.O. BOX 7500 Farmington, Missouri 63640-3830
---	--

First Time Claim Timely Filing Medical & Behavioral Health: Providers must submit first time claims within 120 days of the service.	Corrected Claims, Requests for Reconsideration, Claims Disputes & Appeals 180 calendar days from the date of notification of payment or denial ensuring the date of service is no more than 15 months old. Claims with dates of service on or after September 1, 2019 will follow the Claim Appeal process. Providers must submit a written request for a claim appeal within 30 calendar days of the Evidence of Payment.
---	---

Electronic Billing Inquiries
 General EDI Questions and Claim Transmission Questions (Has my claim been received or rejected?):
EDI Support
 1-800-225-2573 Ext. 25525
 via email at EDIBA@centene.com

EFT/ERA – PaySpan Health

To register call 1-877-331-7154 or visit www.payspanhealth.com – This service is free!

Prior Authorization

Visit our website at www.nhhealthyfamilies.com and use the Pre-Screen Tool or call our Authorization department with questions. Prior authorization fax forms can be found at:
www.nhhealthyfamilies.com/content/dam/centene/NH%20Healthy%20Families/Medicaid/remediated/Standard-Prior-Authorization-Request-Form-Instructions-20180319.pdf

All services provide in the home and Out of Network (Non-Par) services require prior authorization, (excluding emergency room and family planning).

<p>Prior Authorizations Providers may submit Prior Authorizations in 3 ways:</p> <ol style="list-style-type: none"> 1. Via our secure web portal at: www.nhhealthyfamilies.com 	<p>Prior Authorizations Phone: 1-866-769-3085 Fax: Medical: 866-270-8027 Behavioral Health: 866-535-6974</p> <p>Inpatient Admissions: Fax clinical information to:</p> <ul style="list-style-type: none"> • Admissions: 1-877-291-3140 • Concurrent Review: 1-877-295-7682 <p>NIA Direct: 1- 800-443-5733 High Tech Imaging (NIA): www.radmd.com Phone: 1- 800-327-0641 PT/OT/ST Services: www.radmd.com Phone: 1- 800-327-0641</p> <p>Turning Point Musculoskeletal Surgical Services: Need to be Verified by Turning Point. www.myturningpoint-healthcare.com/#1 Phone: 1-855- 909-6222 Fax: 1-603-836-8903</p>
<p>NH Healthy Families Out of Network Helpline: NH Healthy Families Out of Network helpline gives the option for providers to contact a member of our Health Plan staff to assist with redirection to one of our network or preferred providers.</p> <p>A member of our staff will be able to assist you with the following:</p> <ul style="list-style-type: none"> • Searching for, and locating an alternative in network or preferred provider • Researching the specific member situation, to allow for ease of transfer of care • Providing guidance and assistance on the out of network process 	<p>Phone: 1-844-699-6840 Monday – Friday 8:00 A.M. to 5:00 P.M.</p>
<p>Pharmacy Specialist</p>	<p>Denise Cook Supervisor, Pharmacy Specialist Phone: 603-263-7242 Email: Denise.D.Cook@centene.com</p>
<p>Behavioral Health</p>	
<p>Behavioral Health Phone: 1-866-769-3085 Payor ID: 68068</p>	<p>Taylor Murphy, MSW Clinical Provider Trainer Phone: 1-866-769-3085 Email: Taylor.Murphy@centene.com</p>

	<p>Andrea Rancatore, MS, LCMHC, MLADC, ADS Senior Director, Behavioral Health SUD Coordinator Mobile: 603-325-8378 Email: Andrea.E.Rancatore@centene.com</p> <p>Megan Melanson, MA, LCMHC, LMHC Manager, Behavioral Health Mental Health Coordinator Mobile: 603-867-8047 Megan.S.Melanson@Centene.com</p>
Specialty Companies/Vendors	
<p>Envolv Vision - Vision Services https://visionbenefits.envolvehealth.com/ Phone: 1-877-865-1527 - Payor ID: 56190</p>	<p>Pharmacy Services – Phone: 1-877-250-5227 - Bin #003858 - PCN #MA - Group #2EVA</p>
<p>Evolent (formerly NIA) - High Tech Radiology Imaging Services and Therapy Management (PT/ST/OT) Services <u>Prior Authorization Requests</u> www.radmd.com 1-800-443-5733 <u>Provider Service Line</u> 800-327-0641 For Ambetter 1-888-899-7805</p>	

*Specialty Providers limited to: Oncology/Hematology, OB/GYN, Cardiology, Neurology, and Orthopedic Surgery