

Additional Information to Support Claims Correction



Claims Mailing Instructions:

FOR VISION CLAIMS	FOR PHARMACY CLAIMS	FOR MEDICAID BEHAVIORAL HEALTH (BH)* CLAIMS
Envolve Vision Inc. P.O. BOX 7548 Rocky Mount, NC 27804 Payor ID: 56190 Additional information found at: visionbenefits.envolvehealth.com	Envolve Pharmacy Solutions P.O. Box 419069 Rancho Cordova, CA 95741 Help Desk # 888-613-7051 BIN: 004336 PCN: MCAIDADV Group # RX5436 Additional information can be found at: pharmacy.envolvehealth.com	First Time Claims, Corrected Claims, and Requests for Reconsiderations: NH Healthy Families Attn: Behavioral Health LLC P.O. Box 7500 Farmington, MO 63640-3831 Payor ID: 68068 *BH claims are defined as service billed by a provider whose taxonomy is behavioral health in nature and/or the service is behavioral health
Additional resource for submitting claims to NH Healthy Families: www.nhhealthyfamilies.com/providers/resources/provider-toolkit.html		

Provider types not supported as a covered benefit by NH Healthy Families (Medicaid):

The following provider types are not supported by NH Healthy Families Covered benefits and therefore claims should not be submitted for payment to the health plan: Chiropractor, Student/Resident or Dental (Dental should be submitted directly to NH Medicaid for consideration)

Member data, Coordination of Benefits and Eligibility:

For claims appropriately being submitted to NH Healthy Families and rejecting/voiding for one of the above areas of concern you should log into the secure provider portal and review the member record.

- To register for secure portal access visit www.nhhealthyfamilies.com, click on 'For Providers' and then 'Create an Account' or navigate directly to provider.nhhealthyfamilies.com
- If you need additional support navigating the provider portal please reference the bottom of the secure portal screen for the instruction manual.

For guidance on how to setup the claims with the correct placement of provider data:

(example: NPI placement, taxonomy code submission)

www.nhhealthyfamilies.com/providers/resources/forms-resources.html

Navigate as follows:

- Manuals
- NH Healthy Families Billing Manual
- Claim Form Instructions section
- Claims Tool Webpage at www.nhhealthyfamilies.com/providers/resources/provider-claims-tools.html