

# Meet Your Provider Relations Team



**nh healthy families™**

1-866-769-3085

[www.NHhealthyfamilies.com](http://www.NHhealthyfamilies.com)

Use this guide to get the information you need from the best source at NH Healthy Families.

## **Want Help On-Site at Your Location?**

Your Provider Network Specialist is available to come to your location to support your needs. He or she focuses on working with you to adjust your roster, reconcile your panel, develop the best and easiest referrals, and general training and education. The Specialist can also help you with complex and/or global claim resolution issues and provide support for quality initiatives including HEDIS. In addition, the External Provider Network Specialists are available if you need assistance relating to payments, clinical policies, or denial trends. The External Provider Network Specialists offer assistance through any communication means that is convenient for you including over the phone, via email and in person.

## **Need a Quick Answer?**

When your need for information is not complex, your best option for fast service is NH Healthy Families' Provider Service Center. You can contact **Provider Services at 1-866-769-3085** for immediate attention on any of the following topics and more:

- Claim questions, reconsiderations and disputes\*
- Member eligibility and benefits
- Provider portal access and assistance
- General health plan information

\* Please note the claim reconsideration and dispute process is outlined in the Provider Billing Manual.



### **Elinor Wozniakowski**

*Provider Network Specialist*

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### **Michelle Reynolds**

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### **Judy DiMauro**

*Provider Network Specialist*

Belknap County, Carroll County, Coos County, Strafford County, Home Health Providers, Wentworth Douglass Hospital, Exeter Hospital, Huggins Hospital, Androscoggin Valley Hospital, The Memorial Hospital, LRGH, Franklin Regional Hospital, Weeks Medical Center, Parkland Medical Center, Portsmouth Regional Hospital, Frisbie Memorial Hospital, Upper Connecticut Valley Hospital, ME Providers

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### **Trying to track something down?**

Our Internal Provider Network Specialists assist you when you have an ongoing issue or you are not getting resolution using the other resources available. You can also call on this team when you have questions relating to a specific claim that you haven't been able to resolve through the other channels. **The Internal Provider Network Specialist team** can be reached at [nhproviderrelations@centene.com](mailto:nhproviderrelations@centene.com).

### **Want to tell us about information that has changed?**

You can contact our Provider Updates team to assist with changes and updates such as: adding/removing providers from a roster, demographic changes, or changes and additions to your group NPIs. **Please use the Provider Change Form under "Provider Resources" on the website, [NHhealthyfamilies.com](http://NHhealthyfamilies.com)**, and email it to: [providerupdatesnh@centene.com](mailto:providerupdatesnh@centene.com).

### **Just want to look it up online?**

Of course, you can always look up specific information through your Secure Portal account on [NHhealthyfamilies.com](http://NHhealthyfamilies.com). Log in to the portal when you want to check your patient roster or a particular patient's care gaps; check or submit a Prior Authorization request; view, adjust, or submit claims, and more.

## Easy to Find Resources for You

On our public website under Provider Resources you can find recent fax blasts, newsletters, clinical and payment policies, Provider Orientation Presentation, Provider Manual, Billing Manual, forms and much more!

