



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 • 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 Relations	
Provider Network Specialist are available to: • Troubleshoot complex claims cases once claim reconsideration and claim dispute process has been completed • Provide education on the web portal, PaySpan and EDI • Research and respond to inquiries related to administrative policies, procedures and operational issues	Michelle Dodge Director, Provider Relations Phone: 603-263-7254 Email: mdodge@centene.com Sarah O'Connor-Willmott Supervisor, Provider Relations Phone: 603-263-7220 Email: SWILLMOTT@CENTENE.COM Elinor Wozniakowski Provider Network Specialist Cheshire County, Merrimack County, Sullivan County, Grafton County, Hillsborough County, VT providers Phone: 603-263-7267 Email: ewozniakowski@centene.com Misty Walsh Provider Network Specialist Rockingham County, FQHCs, ME Providers Phone: 603-263-7175 Email: mwalsh@centene.com Sharon Blinn-Silva Provider Network Specialist Durable Medical Equipment providers, PT/OT/ST providers, chiropractors, ancillary providers Phone: 603-263-7253 Email: Sharon.L.BlinnSilva@CENTENE.COM

	Mary Hill Strafford County, Carroll County, Belknap County, Coos County, MA providers Provider Network Specialist – Internal Phone: 603-263-7167 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255 Tiffany Ebert Strafford County, Carroll County, Belknap County, Coos County, MA providers Provider Network Specialist – Internal Phone: 603-263-7189 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255
Network Development and Contracting	
Network Development & Contracting Team	Jennifer J. Michaleas Director, Contracting Phone: 603-263-7129 Email: Jennifer.J.Michaleas@centene.com Hospital Systems: Concord Hospital, Franklin Regional Hospital, Lakes Region Hospital, Mary Hitchcock Memorial Hospital, Southern New Hampshire Medical Center Joseph Spicuzza Senior Contract Negotiator Phone: 603-263-7252 Email: JSpicuzza@centene.com Hospital Systems: Androscoggin Valley Hospital, Catholic Medical Center, Cottage Hospital, Frisbie Memorial Hospital, Littleton Regional Hospital, Monadnock Community Hospital, Northeaster Vermont Regional, Springfield Hospital, St Joseph Hospital, Upper Connecticut Valley Hospital, Weeks Medical Center Ancillary Providers FQHCs LTSS and CFI
Provider Credentialing and Demographic Changes	
Provider Data Quality • Initiate credentialing of a new provider • Demographic Information Update • Roster updates	Email: Providerupdatesnh@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 3. Paper	
First time claims and corrected claims, request for reconsideration NH Healthy Families Attn: Claims Dept. P.O. Box 4060	Claim Disputes Claims disputes must be accompanied by the Claims Dispute form located at www.nhhealthyfamilies.com NH Healthy Families Attn: Claims Dispute

Farmington, Missouri 63640-3831	P.O. Box 3000 Farmington, MO 63640-3800
Timely Filing Providers should make best efforts to submit first time claims within 180 calendar days from the dates of service on the claim; however, claims will not be accepted after 365 days from the date of service.	Corrected Claims, Requests for Reconsideration or Claims Disputes 180 calendar days from the date of service and no more than 15 months for original date of service.
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!	
Specialty Companies/Vendors	
Behavioral Health – Envolve PeopleCare (formerly known as Cenpatico) www.cenpatico.com Phone: 1-888-282-7767 – Payor ID: 68068 Provider Network Specialist are available to: • Troubleshoot complex claims cases once claim reconsideration and claim dispute process has been completed • Provide education on the web portal, PaySpan and EDI • Research and respond to inquiries related to administrative policies, procedures and operational issues Lori S. Dodge Provider Network Specialist Phone: 603-263-7176 Email: Lori.Dodge@envolvehealth.com Nicole Jobin Provider Network Specialist Phone: 603-263-7124 Email: Nicole.Jobin@envolvehealth.com Patricia Fillio, LCMHC Clinical Provider Trainer Phone: 603-213-0497 Email: Patricia.fillio@envolvehealth.com Specialty Therapy Services – Envolve PeopleCare (formerly known as Cenpatico) (outpatient and home health occupational, physical and speech therapy authorizations) www.cenpatico.com Phone: 1-866-769-3085	Vision Services – Envolve Vision www.envolvehealth.com/Vision Phone: 1-877-865-1527 - Payor ID:56190 NetworkManagement@Opticare.net

Amber Brackmann Clinical Provider Trainer Phone: 512-803-7944 Email: Amber.Brackmann@EnvolveHealth.com	
High Tech Radiology Imaging Services – NIA www.radmd.com Phone: 1-800-635-2873	Pharmacy Services – Envolve Pharmacy www.envolvehealth.com/Pharmacy Phone: 1-866-862-8615 – Bin # 008019
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 . <i>All services provide in the home and Out of Network (Non-Par) services require prior authorization, (excluding emergency room and family planning).</i>	
Prior Authorizations Providers may submit Prior Authorizations in 3 ways: 1. Via our secure web portal at: www.nhhealthyfamilies.com 2. Phone 3. Fax	Prior Authorizations Phone: 1-866-769-3085 Fax: • Medical: 1-866-769-3085 • Mental Health/Substance Abuse: 1-877-694-3649 • PT/ST/OT: 1-877-658-0322 Inpatient Admissions: Fax clinical information to: • Admissions: 1-877-291-3140 • Concurrent Review: 1-877-295-7682 High Tech Imaging: www.radmd.com phone: 1-866-912-6285
Clinical Liaison • Serve as a liaison to providers, hospitals health plan and members to help identify in plan options for specialty services. • Establish partnerships with key plan providers who will be accepting out of network transfers. • Work collaboratively with new plan providers to identify points of contact for future referrals. • Facilitate timely redirection of stabilized members to Plan facilities and after care providers. • Interact with a wide range of Plan, Hospital, and Provider staff members as well and Members and families. • Perform onsite telephonic review and discharge planning for hospital(s) within jurisdiction.	Jennifer Looney Clinical Liaison Phone: 603-263-7224 Email: jelooney@centene.com
Pharmacy Specialist	Denise Cook Pharmacy Specialist Phone: 603-263-7242 Email: decook@centene.com
Substance Use Disorder Provider Resource Line: 1-432-940-8026 The NHHF Substance Use Disorder (SUD) Case Manager provides you support in real time and directs you to the information or resources appropriate for the patient's	Charlene Goren LMHC Substance Use Disorder Case Manager Phone: 617-779-1005 Email: Charlene.Goren@Cenpatico.com

Treatment. The SUD Case Manager may provide any or all of the following services and resources:

- A fast assessment of your current patient's situation to determine the correct level of care. NHHF supports and has resources in-network for all four ASAM levels of treatment.
- Fingertip access to available care resources and the ability to make immediate referrals with no prior authorizations.
- Optional conversations on the spot with the patient if needed.
- The ability to coordinate a direct conversation with the NHHF Behavioral Health Medical Director
- A link to access educational material from Providers' Clinical Support System for Opioid Therapies (PCSS-O.org), National Resource
- Continuing coordination of care with inpatient or outpatient specialists or facilities
- Assistance with bridging the patient to an appropriate program