



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, 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 Relations / Contracting	
Provider Network Specialist are available to: <ul style="list-style-type: none"> • Troubleshoot complex claims cases • Provide education on the web portal, PaySpan and EDI • Research and respond to inquiries related to administrative policies, procedures and operational issues 	<p>Michelle Dodge Director, Provider Relations Phone: 603-263-7254 Email: mdodge@centene.com</p> <p>Belkys Sosa Provider Network Specialist Rockingham County, Strafford County, Carroll County, Belknap County, Coos County, ME providers, MA providers Phone: 603-263-7291 Email: bsosa@centene.com</p> <p>Elinor Wozniakowski Provider Network Specialist Cheshire County, Merrimack County, Sullivan County, Grafton County, Hillsborough County, MA providers, VT providers Phone: 603-263-7267 Email: ewozniakowski@centene.com</p> <p>Misty Walsh Provider Network Specialist FQHCs Phone: 603-263-7175 Email: mwalsh@centene.com</p> <p>Sharon Blinn-Silva Provider Network Specialist Durable Medical Equipment providers Phone: 603-263-7253 Email: Sharon.L.BlinnSilva@CENTENE.COM</p>

	<p>Lisa MacDonald Provider Network Specialist - Internal Phone: 603-263-7117 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255</p> <p>Mary Hill Provider Network Specialist – Internal Phone: 603-263-7167 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255</p> <p>Bill Boyd PT/OT/ST Provider Contracting & Provider Relations Phone: 603-263-7139 Email: wiboyn@centene.com</p>
<p>Network Development and Contracting</p>	<p>Sarah O’ Connor Willmott LTSS and CFI Hospitals: Cheshire Medical Center, Concord Hospital, Cottage Hospital, Franklin Regional Hospital, Lakes Region General Hospital, Mary Hitchcock Memorial Hospital, Northeastern Vermont Regional, Southern New Hampshire Medical Center, Springfield Hospital, St Joseph Hospital Contract Negotiator Phone: 603-263-7220 Email: SWILLMOTT@CENTENE.COM</p> <p>Jeff Smorczewski All other Hospitals Contract Negotiator Phone: 603-263-7280 Email: JSMORCZEWSKI@CENTENE.COM</p> <p>Joe Spicuzza Ancillary Providers Manager, Contract and Network Development Phone: 603-263-7280 Email: JSPICUZZA@CENTENE.COM</p> <p>Bill Boyd PT/OT/ST Provider Contracting & Provider Relations Phone: 603-263-7139 Email: wiboyn@centene.com</p>
<p>Provider Credentialing and Demographic Changes</p>	
<p>Provider Data Quality</p>	<p>Email: Providerupdatesnh@centene.com</p>

<ul style="list-style-type: none"> • Initiate credentialing of a new provider • Demographic Information Update • Roster updates 	<p>Fax: 1-877-502-7255</p>
<p>Claims Submission and Claims Payment</p>	
<p>Providers may submit claims in 3 ways:</p> <ol style="list-style-type: none"> 1. Secure Web Portal found at: www.nhhealthyfamilies.com 2. EDI – Payor ID 68069 3. Paper 	
<p>First time claims and corrected claims, request for reconsideration</p> <p>NH Healthy Families Attn: Claims Dept P.O. Box 4060 Farmington, Missouri 63640-3831</p>	<p>Claim Disputes Claims disputes must be accompanied by the Claims Dispute form located at www.nhhealthyfamilies.com</p> <p>NH Healthy Families Attn: Claims Dispute P.O. Box 3000 Farmington, MO 63640-3800</p>
<p>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.</p>	<p>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.</p>
<p>Electronic Billing Inquiries General EDI Questions and Claim Transmission Questions (Has my claim been received or rejected?):</p> <p style="text-align: center;">EDI Support 1-800-225-2573 Ext. 25525 via email at EDIBA@centene.com</p>	
<p style="text-align: center;">EFT/ERA – PaySpan Health</p> <p>To register call 1-877-331-7154 or visit www.payspanhealth.com – This service is free!</p>	
<p>Specialty Companies/Vendors</p>	
<p>Behavioral Health – Envolve PeopleCare (formerly known as Cenpatico) www.cenpatico.com Phone: 1-888-282-7767 – Payor ID: 68068</p> <p>Eric Goldstein Director, Network Operations and Provider Relations Phone: 508-243-7630 Email: Eric.Goldstein@EnvolveHealth.com</p> <p>Gabe Martinez BH Provider Relations Specialist Phone: 603-263-7119 Email: Gabriel.Martinez@envolvehealth.com</p> <p>Shellie Belanger BH Provider Relations Specialist Phone: 603-263-7176</p>	<p>Vision Services – Total Vision www.opticare.com Phone: 1-877-865-1527 - Payor ID:56190 NetworkManagement@Opticare.net</p>

<p>Email: Shellie.Belanger@envolvehealth.com</p> <p>Specialty Therapy Services – Envolve PeopleCare (formerly known as Cenpatico) <i>(outpatient and home health occupational, physical and speech therapy authorizations)</i> www.cenpatico.com Phone: 1-866-769-3085</p> <p>Julie Stover Clinical Provider Trainer Phone: 512-876-0843 Email: Julie.Stover@EnvolveHealth.com</p>	
<p>High Tech Radiology Imaging Services – NIA www.radmd.com Phone: 1-800-635-2873</p>	<p>Pharmacy Services – US Script www.usscript.com Phone: 1-866-862-8615 – Bin # 008019</p>
<p>Prior Authorization</p>	
<p>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></p>	
<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 2. Phone 3. Fax 	<p>Prior Authorizations Phone: 1-866-769-3085 Fax:</p> <ul style="list-style-type: none"> • Medical: 1-866-769-3085 • Mental Health/Substance Abuse: 1-877-694-3649 • PT/ST/OT: 1-877-658-0322 <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>High Tech Imaging: www.radmd.com phone: 1-866-912-6285</p>
<p>Clinical Liaison</p> <ul style="list-style-type: none"> • 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. 	<p>Jennifer Looney Clinical Liaison Phone: 603-263-7224 Email: jelooney@centene.com</p>

<ul style="list-style-type: none">• 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.	
Pharmacy Specialist	Denise Cook Pharmacy Specialist Phone: 603-263-7242 Email: decook@centene.com