## NH Healthy Families Contact Information

### General Information

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider and Member Services</td>
<td>Phone: 1-866-769-3085</td>
</tr>
<tr>
<td>Website</td>
<td><a href="http://www.nhhealthyfamilies.com">www.nhhealthyfamilies.com</a></td>
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<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>Provider Manual and Billing Manual</td>
<td>Visit <a href="http://www.nhhealthyfamilies.com">www.nhhealthyfamilies.com</a> – click on For Providers and choose Provider Resources</td>
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<td></td>
<td>• Key contacts and Important Information</td>
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<td></td>
<td>• Medical Management</td>
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<td>• Policies and Procedures</td>
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<td>• Claims Processing</td>
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### Provider Relations

**Provider Network Specialist**
- 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

**Michelle Dodge**  
Director, Provider Relations  
Central NH Kidney  
FQHC  
- Amoskeag Health (formally known as Manchester Community Healthy Ctr)  
- Greater Seacoast Community Health Center  
- Harbor Homes  
- Ammonoosuc  
- COOS  
- Mobile Community  
Phone: 603-263-7254  
Email: [Michelle.M.Dodge@centene.com](mailto:Michelle.M.Dodge@centene.com)

**Judy Tasker**  
Director, Provider Network Operations  
Phone: 603-263-7259  
Email: [Judy.L.Tasker@centene.com](mailto:Judy.L.Tasker@centene.com)

**Karyn Mohn**  
Provider Network Specialist  
Ancillary Providers, Northeast Rehab, HealthSouth Rehab, Granite State Independent Living, Home Health Providers, PT/OT/ST Providers, DME, AMDC, Home Health Agencies, ASC/Urgent Care  
Phone: 603-263-7151  
Email: [Karyn.L.Mohn@centene.com](mailto:Karyn.L.Mohn@centene.com)

**Michelle Reynolds**  
Provider Network Specialist  
Dartmouth Hitchcock, Concord Hospital, Southern NH Medical Center, Elliot Hospital and Practices
FQHC:
  • Lamprey
  • Mid-State
  • Little Rivers
  • Indian River
  • White Mountain
  • Health First

Phone: 603-263-4120
Email: Michelle.L.Reynolds@centene.com

Pamela Skilton
Provider Network Specialist
The following Substance Use Disorder Providers
  • Families in Transition
  • Headrest
  • North Country Health Consortium
  • Granite Pathways
  • Groups Recover Together
  • Phoenix House
  • Keystone Hall
  • White Horse Addition
  • White Birch Recovery
  • Cross Roads Recovery
  • New England Counseling Services
  • Process recovery Center
  • Merrimack River
  • Metro Treatment Centers
  • Farnum
  • Habit OPCO
  • Sobriety Center
  • Doorways/HUBs
  • Group & Individual SUD only providers

Hampstead Hospital
NH Hospital
Community Mental Health Providers (CMHC)
Horizons Counseling
Phone:603-263-7340
Email: Pamela.j.Skilton@centene.com

David Caradonna
Provider Network Specialist (Internal)
Phone: 603-263-7245
Email: nhproviderrelations@centene.com
Fax: 1-877-502-7255

Independent Medical Providers
Belknap County, Strafford County, Rockingham County,
Cheshire County, Sullivan County, Merrimack County, Grafton
County, Hillsborough County, Carroll County, Coos County
Maine, Massachusetts, Vermont
Cheshire Medical Center
Cottage Hospital
Frisbie Memorial Hospital
Holy Family Hospital
Lawrence General Hospital
Maine Medical Center
Mt. Ascutney Hospital
New London Hospital
Northeastern Vermont Regional Hospital
Southern Maine Health Care
Springfield Hospital
Wentworth Douglas Hospital
York Hospital
Melissa Sordillo
Provider Network Specialist (Internal)
Phone: 603-263-7277
Email: nhproviderrelations@centene.com
Fax: 1-877-502-7255
Independent Medical Providers
Belknap County, Strafford County, Rockingham County,
Cheshire County, Sullivan County, Merrimack County, Grafton
County, Hillsborough County, Carroll County, Coos County
Maine, Massachusetts, Vermont
Alice Peck Day
Androscoggin Hospital
Bonfire
Brattleboro Hospital
Chrysalis Recovery
Derry Medical Center
Franklin Regional Hospital
Hope on Haven Hill
Huggins Hospital
Lakes Region General Hospital
Monadnock Community Hospital
Southeastern NH Drug & Alcohol Services
Speare Memorial Hospital
Valley Regional Hospital
BH & SUD small groups or individual providers

Mallorie Bissonnette
Provider Network Specialist (Internal)
Phone: 603-263-7160
Email: nhproviderrelations@centene.com
Fax: 1-877-502-7255
Independent Medical Providers
Belknap County, Strafford County, Rockingham County,
Cheshire County, Sullivan County, Merrimack County, Grafton
County, Hillsborough County, Carroll County, Coos County,
Maine, Massachusetts, Vermont
Catholic Medical Center
Exeter Hospital
Littleton Hospital
Parkland Medical Center
Portsmouth Regional Hospital
St Joseph Hospital
The Memorial Hospital
Upper Connecticut Valley Hospital
Weeks Medical Center
| Network Development & Contracting Team | **Jennifer J. Michaleas**  
Director, Contracting  
Phone: 603-263-7129  
Email: [Jennifer.J.Michaleas@centene.com](mailto:Jennifer.J.Michaleas@centene.com) |
|---------------------------------------|----------------------------------------------------------------------------------|
| Rachelle Fowler  
Manager, Contracting  
Phone: 603-263-7231  
Email: [Rachelle.Fowler@CENTENE.COM](mailto:Rachelle.Fowler@CENTENE.COM) |
| Hospital Systems: Alice Peck Day Memorial Hospital, Cheshire Medical Center, Elliot Hospital, Frisbie Memorial Hospital, Mary Hitchcock Memorial Hospital/Dartmouth-Hitchcock Clinic, Mt. Ascutney Hospital, New London Hospital, Northeastern Vermont Regional, Parkland Medical Center, Portsmouth Regional Hospital, Southern New Hampshire Medical Center/Foundation Medical Partners, Speare Memorial Hospital, Springfield Hospital, Valley Regional Hospital |
| Nancy M. LaFosse  
Manager, Behavioral Health Contracting  
Phone: 603-263-7294  
Email: [Nancy.M.LaFosse@centene.com](mailto:Nancy.M.LaFosse@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  
Bi-State Primary Care Association |
| Independent Provider Groups (Medical and Behavioral Health) located in Cheshire County, Grafton County, Merrimack County, Sullivan County |
| Alison E. Dias  
Senior Contract Manager  
Phone: 603-263-7205  
Email: [Alison.E.Dias@centene.com](mailto:Alison.E.Dias@centene.com) |
| Hospital Systems: Androscoggin Valley Hospital, Catholic Medical Center, Exeter Hospital/Core Physicians, Holy Family Hospital, Lawrence General Hospital, Littleton Regional Hospital, MaineHealth, 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  
Ancillary Providers  
Home Health/Home Infusion  
Dialysis Centers  
LTSS and CFI |
Independent Provider Groups (Medical and Behavioral Health) located in Carroll County, Coos County, Rockingham County, Maine

James P. Sullivan
Contract Manager
Phone: 603-263-4137
Email: James.P.Sullivan@centene.com

Hospital Systems: Concord Hospital, Cottage Hospital, Franklin Regional Hospital and Lakes Region General Hospital, Huggins Hospital, Monadnock Community Hospital, St Joseph Hospital, Wentworth Douglass Hospital/Health Partners of New Hampshire

Federally Qualified Health Center’s

Independent Provider Groups (Medical and Behavioral Health) located in Belknap County, Hillsborough County, Strafford County

Pam Seufert
Contracts Coordinator
Office: 603-263-7215
Email: NH_Contracting@centene.com

Jennifer Therrien
Contracts Coordinator
Office: 603-263-7158
Email: NH_Contracting@centene.com

Bernadette Light
Contracts Coordinator
Office: 603-263-4138
Email: NH_Contracting@centene.com

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 (Medical) 68069 (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
## 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.

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

### 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: 866-270-8027
Behavioral Health: 866-535-6974

Inpatient Admissions:
Fax clinical information to:
- Admissions: 1-877-291-3140
- Concurrent Review: 1-877-295-7682

High Tech Imaging:
www.radmd.com
phone: 1-866-769-3085

PT/OT/ST Services:
www.radmd.com
phone: 1-866-769-3085

### NH Healthy Families Out of Network Helpline:
Phone: 1-844-699-6840
Monday – Friday 8:00 A.M. to 5:00 P.M.
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.

A member of our staff will be able to assist you with the following:
- 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

<table>
<thead>
<tr>
<th>Pharmacy Specialist</th>
<th>Denise Cook</th>
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<tbody>
<tr>
<td><strong>Pharmacy Specialist</strong></td>
<td><strong>Denise Cook</strong></td>
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<tr>
<td>Details</td>
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<tr>
<td><strong>Pharmacy Specialist</strong></td>
<td>Pharmacy Specialist</td>
</tr>
<tr>
<td><strong>Phone:</strong> 603-263-7242</td>
<td>Phone: 603-263-7242</td>
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<tr>
<td><strong>Email:</strong> <a href="mailto:decook@centene.com">decook@centene.com</a></td>
<td>Email: <a href="mailto:decook@centene.com">decook@centene.com</a></td>
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<tr>
<td><strong>Payor ID:</strong> 68068</td>
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<tr>
<th>Specialty Companies/Vendors</th>
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<tr>
<td><strong>Envolve Vision - Vision Services</strong></td>
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<tr>
<td><strong>Phone:</strong> 1-877-865-1527</td>
<td><strong>Phone:</strong> 1-877-865-1527</td>
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<tr>
<td><strong>Payor ID:</strong> 56190</td>
<td><strong>Payor ID:</strong> 56190</td>
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<tr>
<td><strong><a href="mailto:EBONM@EnvolveHealth.com">EBONM@EnvolveHealth.com</a></strong></td>
<td><strong><a href="mailto:EBONM@EnvolveHealth.com">EBONM@EnvolveHealth.com</a></strong></td>
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<tr>
<td><strong>Andrea Rancatore, MS, LCMHC, MLADC, ADS</strong></td>
<td><strong>Andrea Rancatore, MS, LCMHC, MLADC, ADS</strong></td>
</tr>
<tr>
<td><strong>Director, Substance Use Disorder Programming</strong></td>
<td><strong>Director, Substance Use Disorder Programming</strong></td>
</tr>
<tr>
<td><strong>SUD Coordinator</strong></td>
<td><strong>SUD Coordinator</strong></td>
</tr>
<tr>
<td><strong>Office:</strong> 603-263-7146</td>
<td><strong>Office:</strong> 603-263-7146</td>
</tr>
<tr>
<td><strong>Email:</strong> <a href="mailto:Andrea.E.Rancatore@centene.com">Andrea.E.Rancatore@centene.com</a></td>
<td><strong>Email:</strong> <a href="mailto:Andrea.E.Rancatore@centene.com">Andrea.E.Rancatore@centene.com</a></td>
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<thead>
<tr>
<th>Megan Melanson, MA, LCMHC, LMHC</th>
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<tbody>
<tr>
<td><strong>Manager, Mental Health</strong></td>
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<tr>
<td><strong>Mental Health Coordinator</strong></td>
<td><strong>Mental Health Coordinator</strong></td>
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<tr>
<td><strong>Office:</strong> 603-263-7297</td>
<td><strong>Office:</strong> 603-263-7297</td>
</tr>
<tr>
<td><strong>Mobile:</strong> 603-867-8047</td>
<td><strong>Mobile:</strong> 603-867-8047</td>
</tr>
<tr>
<td><strong><a href="mailto:Megan.S.Melanson@Centene.com">Megan.S.Melanson@Centene.com</a></strong></td>
<td><strong><a href="mailto:Megan.S.Melanson@Centene.com">Megan.S.Melanson@Centene.com</a></strong></td>
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<tr>
<td><strong>Phone:</strong> 1-866-862-8615</td>
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<td><strong>Prior Authorization Requests</strong></td>
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<tr>
<td><strong>866-769-3085</strong></td>
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<tr>
<td><strong>Provider Service Line</strong></td>
<td><strong>Provider Service Line</strong></td>
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<tr>
<td><strong>800-327-0641</strong></td>
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