# NH Healthy Families Contact Information

## General Information

<table>
<thead>
<tr>
<th>Provider and Member Services</th>
<th>Phone: 1-866-769-3085</th>
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</thead>
<tbody>
<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>
</tbody>
</table>

## Provider Manual and Billing Manual

- Key contacts and Important Information
- Medical Management
- Policies and Procedures
- Claims Processing

Visit [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com) – click on For Providers and choose Provider Resources

## Provider Relations

Provider Network Specialists are available to:

- 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  
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)

### Michelle Reynolds

Provider Network Specialist  
Specialty Providers*: Carroll County, Hillsborough County, Merrimack County  
Dartmouth Hitchcock, Concord Hospital, Southern NH Medical Center & Foundation Medical Partners, Elliot Hospital and Practices, New London Hospital, Valley Regional Hospital  
FQHCs:  
- Lamprey  
- Mid-State  
- Little Rivers  
- Indian River  
- White Mountain  
- Health First

Phone: 603-263-4120  
Email: [Michelle.L.Reynolds@centene.com](mailto:Michelle.L.Reynolds@centene.com)
Pamela Skilton
Provider Network Specialist
The following Substance Use Disorder Providers
- Families in Transition
- Southeastern North Country Health Consortium
- Granite Pathways
- Cross Roads Recovery
- New England Counseling Services
- Process recovery Center
- Famum
- Doorways/HUBs
- Hampstead Hospital
- NH Hospital
- Community Mental Health Providers (CMHC)
- Horizons Counseling

Phone: 603-263-7340
Email: Pamela.j.Skilton@centene.com

Derek Peters
Provider Network Specialist
Specialty Providers*: Belknap County, Coos County, Grafton County, Strafford County
Appledore, Exeter Hospital & Core Physicians, Frisbee Memorial, Huggins Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Weeks Medical Center, Wentworth Douglas FQHCs:
- Ammonoosuc
- Coos County Family Health Services
- Greater Seacoast Community Health
- Harbor Homes
- Amoskeag (Manchester Community Health)

Phone: 603-263-4181
Email: Derek.Peters@CENTENE.COM

Stacey Surette
Provider Network Specialist
Specialty Providers*: Cheshire County, Rockingham County, Sullivan County
Catholic Medical Center and CMC-FQHC, Franklin Regional Hospital, Lakes Region General Hospital, Monadnock Community Hospital, St. Joseph Hospital, Derry Medical Center, Londonderry Pediatrics

Phone: 603-263-4179
Email: Stacey.Surette@CENTENE.COM

Kristina Rockwell
Provider Network Specialist
Ancillary Providers, Northeast Rehab, HealthSouth Rehab, Granite State Independent Living, Home Health Providers, PT/OT/ST Providers, DME, AMDC, Chiropractor, Podiatry

Phone: 603-263-7119
Email: Kristina.M.Rockwell@CENTENE.COM
David Caradonna  
Provider Network Specialist (Internal)  
Email: nhproviderrelations@centene.com  
Fax: 1-877-502-7255  
Independent Medical Providers  
Carroll County, Hillsborough County, Merrimack County, Massachusetts  
Alice Peck Day  
Cheshire Medical Center  
Cottage Hospital  
Holy Family Hospital  
Lawrence General Hospital  
Maine Medical Center  
Mt. Ascutney Hospital  
Northeastern Vermont Regional Hospital  
Southern Maine Health Care  
Speare Memorial Hospital  
Springfield Hospital  
The Memorial Hospital  
York Hospital

Melissa Sordillo  
Provider Network Specialist (Internal)  
Email: nhproviderrelations@centene.com  
Fax: 1-877-502-7255  
Independent Medical Providers  
Cheshire County, Rockingham County, Sullivan County, Vermont  
Androscoggin Hospital  
Bonfire  
Brattleboro Hospital  
Chrysalis Recovery  
Hampstead Hospital  
Hope on Haven Hill  
Southeastern NH Drug & Alcohol Services  
Valley Regional Hospital  
BH & SUD small groups or individual providers

Mallorie Bissonnette  
Provider Network Specialist (Internal)  
Email: nhproviderrelations@centene.com  
Fax: 1-877-502-7255  
Independent Medical Providers  
Belknap County, Coos County, Grafton County, Strafford County, Maine  
Littleton Hospital  
Upper Connecticut Valley Hospital
### Network Development and Contracting

#### Jennifer J. Michaleas
Director, Contracting  
Phone: 603-263-7129  
Email: Jennifer.J.Michaleas@centene.com

#### Rachelle Fowler
Manager, Contracting  
Phone: 603-263-7231  
Email: 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

Independent Provider Groups (Medical and Behavioral Health) located in Cheshire County, Grafton County, Merrimack County, Sullivan County

#### Nancy M. LaFosse
Manager, Behavioral Health Contracting  
Phone: 603-263-7294  
Email: 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 bordering states

#### Alison E. Dias
Senior Contract Manager  
Phone: 603-263-7205  
Email: 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 (Maine Medical Center and Southern Maine Health Care), 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](mailto: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_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM)

**Jennifer Therrien**  
Contracts Coordinator  
Office: 603-263-7158  
Email: [NH_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM)

**Bernadette Light**  
Contracts Coordinator  
Office: 603-263-4138  
Email: [NH_ProviderNetworkOperations@CENTENE.COM](mailto:NH_ProviderNetworkOperations@CENTENE.COM)

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### Provider Credentialing and Demographic Changes

<table>
<thead>
<tr>
<th><strong>Provider Data Quality</strong></th>
<th>Email: <a href="mailto:NH_ProviderNetworkOperations@CENTENE.COM">NH_ProviderNetworkOperations@CENTENE.COM</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Initiate credentialing of a new provider</td>
<td></td>
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<tr>
<td>• Demographic Information Update</td>
<td></td>
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<tr>
<td>• Roster updates</td>
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### Claims Submission and Claims Payment

Providers may submit claims in 3 ways:

1. Secure Web Portal found at: [www.nhhealthyfamilies.com](http://www.nhhealthyfamilies.com)
2. EDI – Payor ID 68069 (Medical) 68069 (Behavioral Health)
3. Paper

**First time claims and corrected claims**

<table>
<thead>
<tr>
<th>Medical:</th>
<th>Behavioral Health:</th>
</tr>
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</table>
| NH Healthy Families  
Attn: Claims Dept.  
P.O. Box 4060  
Farmington, Missouri 63640-3831 | 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 EDI.BA@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:**
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.

Phone: 1-844-699-6840
Monday – Friday 8:00 A.M. to 5:00 P.M.
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

### Pharmacy Specialist

**Denise Cook**  
Pharmacy Specialist  
Phone: 603-263-7242  
Email: decook@centene.com

### Behavioral Health

**Kimberly Bindas**  
Clinical Provider Trainer  
Phone: 617-779-5155  
Email: Kimberly.Bindas@EnvolveHealth.com

**Andrea Rancatore, MS, LCMHC, MLADC, ADS**  
Director, Substance Use Disorder Programming  
SUD Coordinator  
Office: 603-263-7146  
Email: Andrea.E.Rancatore@centene.com

**Megan Melanson, MA, LCMHC, LMHC**  
Manager, Mental Health  
Mental Health Coordinator  
Office: 603-263-7297  
Mobile: 603-867-8047  
Email: Megan.S.Melanson@Centene.com

### Specialty Companies/Vendors

**Envolve Vision - Vision Services**  
https://visionbenefits.envolvehealth.com/  
Phone: 1-877-865-1527 - Payor ID: 56190  
EBONM@EnvolveHealth.com

**Pharmacy Services - Envolve Pharmacy**  
www.envolvehealth.com/Pharmacy  
Phone: 1-866-862-8615 - Bin # 008019

**NIA - High Tech Radiology Imaging**  
Services and Therapy Management (PT/ST/OT) Services  
Prior Authorization Requests  
www.radmd.com  
866-769-3085  
Provider Service Line  
800-327-0641

*Specialty Providers limited to: Oncology/Hematology, OB/GYN, Cardiology, Neurology, and Orthopedic Surgery*