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 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 **Judy Tasker** Director, Provider Network Operations Phone: 603-263-7259 Email: Judy.L.Tasker@centene.com **Michelle Reynolds** Provider Network Specialist Specialty Providers*: Carroll County, Hillsborough County, Merrimack County Dartmouth Hitchcock, Southern NH Medical Center & Foundation Medical Partners, Elliot Hospital and Practices, New London Hospital, Speare Hospital FQHCs: • Lamprey • Mid-State • Little Rivers • White Mountain • Health First Phone: 603-263-4120 Email: Michelle.L.Reynolds@centene.com **Pamela Skilton** Provider Network Specialist The following Behavioral Health and Substance Use Disorder Providers: • Families in Transition • Southeastern North Country Health Consortium • Granite Pathways • Cross Roads Recovery • New England Counseling Services

	• Process recovery Center • Farnum • Doorways/HUBs • Hampstead Hospital • NH Hospital • Community Mental Health Providers (CMHC) • Horizons Counseling Phone:603-263-7340 Email: Pamela.j.Skilton@centene.com **David St. Pierre** Provider Network Specialist The following Behavioral Health and Substances Use Disorder Providers: • Brattleboro Retreat • Groups Recover Together • Bonfire • Headrest • Reality Check • Phoenix House • White Horse Addiction • White Birch • Chrysalis Recovery • Hope on Haven Hill • Harbor Homes- SUD sites • Merrimack River • Metro Treatment Centers • Habit OPCO • Waypoint • Green Mountain Boston Children's Hospital Phone: 603-716-3108 Email: David.StPierre@Centene.com **Derek Peters** Provider Network Specialist Specialty Providers*: Belknap County, Coos County, Strafford County Appledore, Exeter Hospital & Core Physicians, Frisbee Memorial, Huggins Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Weeks Medical Center, 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*: Rockingham County, Sullivan County Catholic Medical Center and CMC-FQHCl, 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, ABA providers Phone: 603-263-7119 Email: Kristina.M.Rockwell@CENTENE.COM **Anna Lake** Provider Network Specialist Specialty Providers*: Cheshire County, Grafton County Concord Hospital, Concord Hospital Lakes & Franklin, Valley Regional Hospital, Magued Rizalla Hanna, Wentworth Douglas Hospital & Practices, York Hospital, Saco River Medical Group Phone: 603-263-7307 Email: Anna.Lake@CENTENE.COM **David Caradonna** Provider Network Specialist (Internal) Email: nhproviderrelations@centene.com Fax: 1-877-502-7255 Independent Medical Providers Belknap County, Carroll County, Hillsborough County, Merrimack County Massachusetts Alice Peck Day Boston Children's Hospital Cheshire Medical Center Cottage Hospital Holy Family Hospital Lawrence General Hospital Littleton Regional Healthcare Maine Medical Center Mt. Ascutney Hospital Northeastern Vermont Regional Hospital Southern Maine Health Care Speare Memorial Hospital Springfield Hospital The Memorial Hospital Upper Connecticut Valley Hospital York Hospital Maine **Melissa Sordillo** Provider Network Specialist (Internal) Email: nhproviderrelations@centene.com Fax: 1-877-502-7255 Independent Medical Providers ABA Providers Cheshire County, Coos County, Grafton County, Rockingham County, Strafford 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
Network Development and Contracting	
Network Development & Contracting Team	**Timothy Mellody** Director, Contracting Phone: 603-263-7127 Email: Timothy.Mellody@centene.com **Vivian Olsten** Manager, Contracting Phone: 603-263-7231 Email: Vivian.Olsten@centene.com Hospital Systems: Alice Peck Day Memorial Hospital, Boston Children's Hospital, Cheshire Medical Center, 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, SolutionHealth (Elliot Hospital, Elliot Physicians, Southern New Hampshire Medical Center and Foundation Medical Partners), Speare Memorial Hospital, Valley Regional Hospital Independent Provider Groups (Medical and Behavioral Health) located in Cheshire County, Grafton County, Merrimack 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 Independent Provider Groups (Medical and Behavioral Health) located in bordering states **Alison M. Esposito** Senior Contract Manager Phone: 603-263-7205 Email: Alison.M.Esposito@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 ABA

	Adult Medical Day Care Ambulatory Surgical Centers Birthing Centers Durable Medical Equipment Urgent Care/Walk-ins Skilled Nursing Facilities Home Health/Home Infusion Dialysis Centers 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, LRGHealthcare (Franklin Regional Hospital and Lakes Region General Hospital), Huggins Hospital, Monadnock Community Hospital, Springfield Hospital, St Joseph Hospital, Wentworth Douglass Hospital/Health Partners of New Hampshire Bi-State Primary Care Association Federally Qualified Health Center's Independent Provider Groups (Medical and Behavioral Health) located in Belknap County, Hillsborough County, Strafford County, Sullivan County **Pam Seufert** Contracts Coordinator Office: 603-263-7215 Email: NH_ProviderNetworkOperations@CENTENE.COM **Jennifer Therrien** Contracts Coordinator Office: 603-263-7158 Email: NH_ProviderNetworkOperations@CENTENE.COM **Tiffany Quinney** Contracts Coordinator Office: 603-263-7189 Email: NH_ProviderNetworkOperations@CENTENE.COM
Provider Credentialing and Demographic Changes	
Provider Data Quality • Initiate credentialing of a new provider • Demographic Information Update • Roster updates	Email: NH_ProviderNetworkOperations@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:	**First time claims and corrected claims Behavioral Health:**

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 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/content/dam/centene/NH%20Healthy%20Families/Medicaid/remediated/Standard-Prior-Authorization-Request-Form-Instructions-20180319.pdf *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	**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 **NIA** Direct: 1- 800-443-5733 High Tech Imaging (NIA): www.radmd.com Phone: 1-866-769-3085 PT/OT/ST Services: www.radmd.com Phone: 1-866-769-3085

	Turning Point Musculoskeletal Surgical Services: Need to be Verified by Turning Point. www.myturningpoint-healthcare.com/#1 Phone: 1-855- 909-6222 Fax: 1-603-836-8903
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. 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	Phone: 1-844-699-6840 Monday – Friday 8:00 A.M. to 5:00 P.M.
Pharmacy Specialist	**Denise Cook** Supervisor, Pharmacy Specialist Phone: 603-263-7242 Email: Denise.D.Cook@centene.com
Behavioral Health	
Behavioral Health Phone: 1-866-769-3085 Payor ID: 68068	**Kimberly Bindas** Clinical Provider Trainer Phone: 617-779-5155 Email: Kimberly.Bindas@EnvolveHealth.com **Andrea Rancatore, MS, LCMHC, MLADC, ADS** Senior Director, Behavioral Health SUD Coordinator Mobile: 603-325-8378 Email: Andrea.E.Rancatore@centene.com **Megan Melanson, MA, LCMHC, LMHC** Manager, Mental Health Mental Health Coordinator Mobile: 603-867-8047 Megan.S.Melanson@Centene.com
Specialty Companies/Vendors	
Envolve Vision - Vision Services https://visionbenefits.envolvehealth.com/ Phone: 1-877-865-1527 - Payor ID: 56190	**Pharmacy Services –** www.envolvehealth.com/Pharmacy Phone: 866-862-8615 – Bin # 004336
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