

Meet Your Provider Relations Team

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Use this guide to get the information you need from the best source at NH Healthy Families.

Want Help On-Site at Your Location?

Your Provider Network Specialist is available to come to your location to support your needs. He or she focuses on working with you to adjust your roster, reconcile your panel, develop the best and easiest referrals, and general training and education. The Specialist can also help you with complex and/or global claim resolution issues and provide support for quality initiatives including HEDIS. In addition, the External Provider Network Specialists are available if you need assistance relating to payments, clinical policies, or denial trends. The External Provider Network Specialists offer assistance through any communication means that is convenient for you including over the phone, via email and in person.

Need a Quick Answer?

When your need for information is not complex, your best option for fast service is NH Healthy Families's Provider Service Center. You can contact **Provider Services at 1-866-769-3085** for immediate attention on any of the following topics and more:

- Claim questions, reconsiderations and disputes*
- Member eligibility and benefits
- Provider portal access and assistance
- General health plan information

** Please note the claim reconsideration and dispute process is outlined in the Provider Billing Manual.*

1-866-769-3085

Monday to Friday, 8 a.m. to 5 p.m.

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Trying to track something down?

Our Internal Provider Network Specialists assist you when you have an ongoing issue or you are not getting resolution using the other resources available. You can also call on this team when you have questions relating to a specific claim that you haven't been able to resolve through the other channels. **The Internal Provider Network Specialist team** can be reached at nhproviderrelations@centene.com.

Want to tell us about information that has changed?

You can contact our Provider Updates team to assist with changes and updates such as: adding/removing providers from a roster, demographic changes, or changes and additions to your group NPIs. **Please use the Provider Change Form under "Provider Resources" on the website, NHhealthyfamilies.com**, and email it to: providerupdatesnh@centene.com.

Just want to look it up online?

Of course, you can always look up specific information through your Secure Portal account on NHhealthyfamilies.com. Log in to the portal when you want to check your patient roster or a particular patient's care gaps; check or submit a Prior Authorization request; view, adjust, or submit claims, and more.

Behavioral Health

Cenpatico (Envolve PeopleCare™) is NH Healthy Families' behavioral health partner. Both companies are wholly owned subsidiaries of Centene Corporation. If you are a Behavioral Health Provider and need some information, please contact **Cenpatico Customer Service** at **1-888-282-7767** for questions relating to:

1. Claims Status
2. Requests for Claims Reconsideration
3. Credentialing Application Status
4. Prior Authorizations Initiation and Status

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