

Commitment to Communication

From your Provider Relations team.



2 Executive Park Drive • Bedford, NH 03110

Secure Provider Portal Enhancement

NH Healthy Families and Ambetter from NH Healthy Families values our relationship, with our provider partners and believes a key component of meeting provider needs is our Secure Provider Portal. The portal enables providers to conduct business with NH Healthy Families and Ambetter from the convenience of their desktops seamlessly and in real-time.

The new Provider Portal functionality that was launched can be found in the new “Manage Practice” tab of the secure provider portal. The feature enables providers to complete practice demographic updates. For added security, access to the feature is role-based and available only to users that have administrative access permissions through the Manage Account role.

The new capabilities include:

- View/add/remove locations to an existing contract
- View/change the Providers phone number, website URL, and office hours
- View/change provider group/facility phone number, website URL, and office hours

These updates create a more user-friendly experience and enhance the ease of doing business with NH Healthy Families and Ambetter from NH Healthy Families. We hope that you will take a moment to explore these new features. Additional capabilities will be made available later in the year so look out for an announcement.

Please contact your local Provider Relations representative with any questions or contact Provider Services at 1-866-769-3085.

Sincerely,

NH Healthy Families

1-866-769-3085 (NH Healthy Families)

1-844-265-1278 (Ambetter)

TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com
ambetter.nhhealthyfamilies.com