Claims/Payment Decision Tree for Medicaid Providers

nh healthy families ™

To navigate through this Decision Tree, please click on the link below that best describes your current situation:

❶ You have not received a payment or other correspondence for services provided to a NH Healthy Families member
❷ You have questions about the way your approved (not denied) claim was paid
❸ You received notice that your claim(s) were denied
❹ You have noticed a concerning claims denial trend (e.g., Claims denying out of network if you have a contract in place with NH Healthy Families, 10 or more claims denying with the same denial code, etc.)
❺ You have a claims issue you have already reported to NH Healthy Families, and would like an update

---

You have not received a payment or other correspondence for services provided to a NH Healthy Families Member

Have you submitted a clean claim AND allowed 30 days for processing?

NO

1. Please submit a Claim. Instructions can be found **here**
2. Please allow a minimum of 30 business days for claims to be processed

YES

- Check the **Provider Portal** for the status of your claim OR
- Call Provider Services: **1-866-769-3085**. Press "2" to be directed to the Provider Menu and then "3" to hear the status of your claim. You will be asked to enter your NPI and claim # into the automated system.
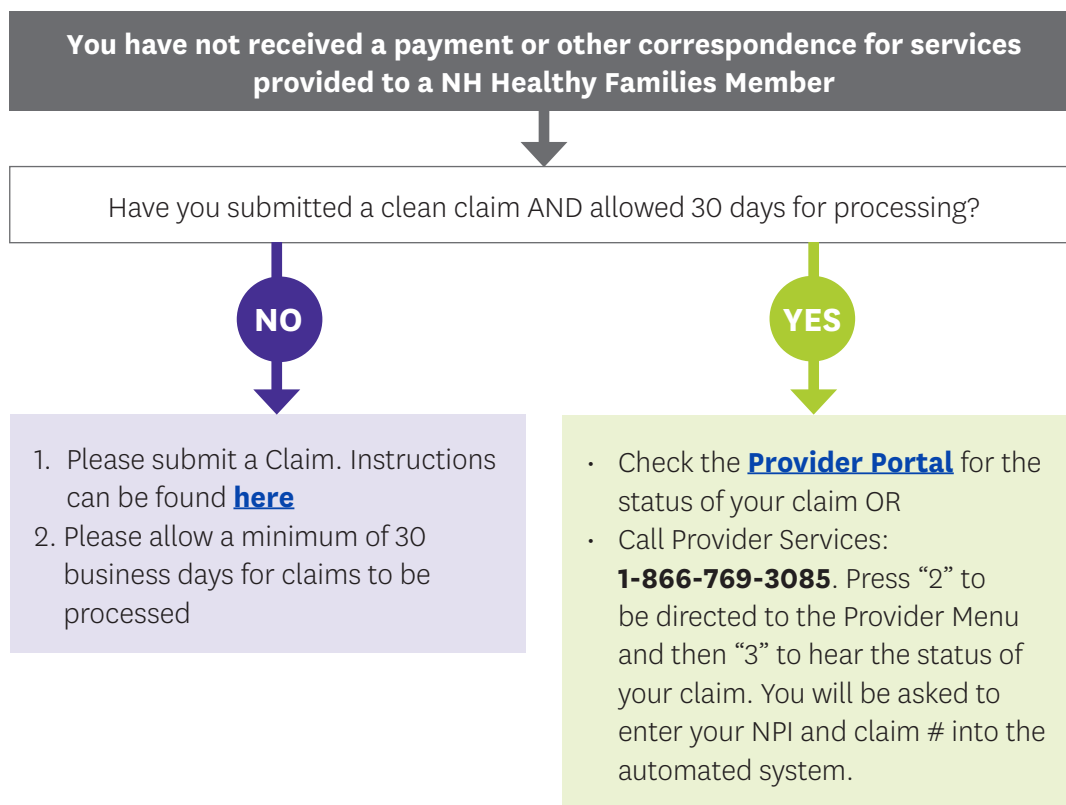
You have questions about the way your approved (not denied) claim was paid

Please review all relevant resources to determine if payment processed appropriately:

- The Provider FAQ in MMIS
- Provider Manual
- Billing Manual
- NH Healthy Families Payment Policies
- NH Healthy Families Contract

If you still have questions/feel there was an error in your payment, please call Provider Services for review **1-866-769-3085**.

You received notice that your claim(s) were denied
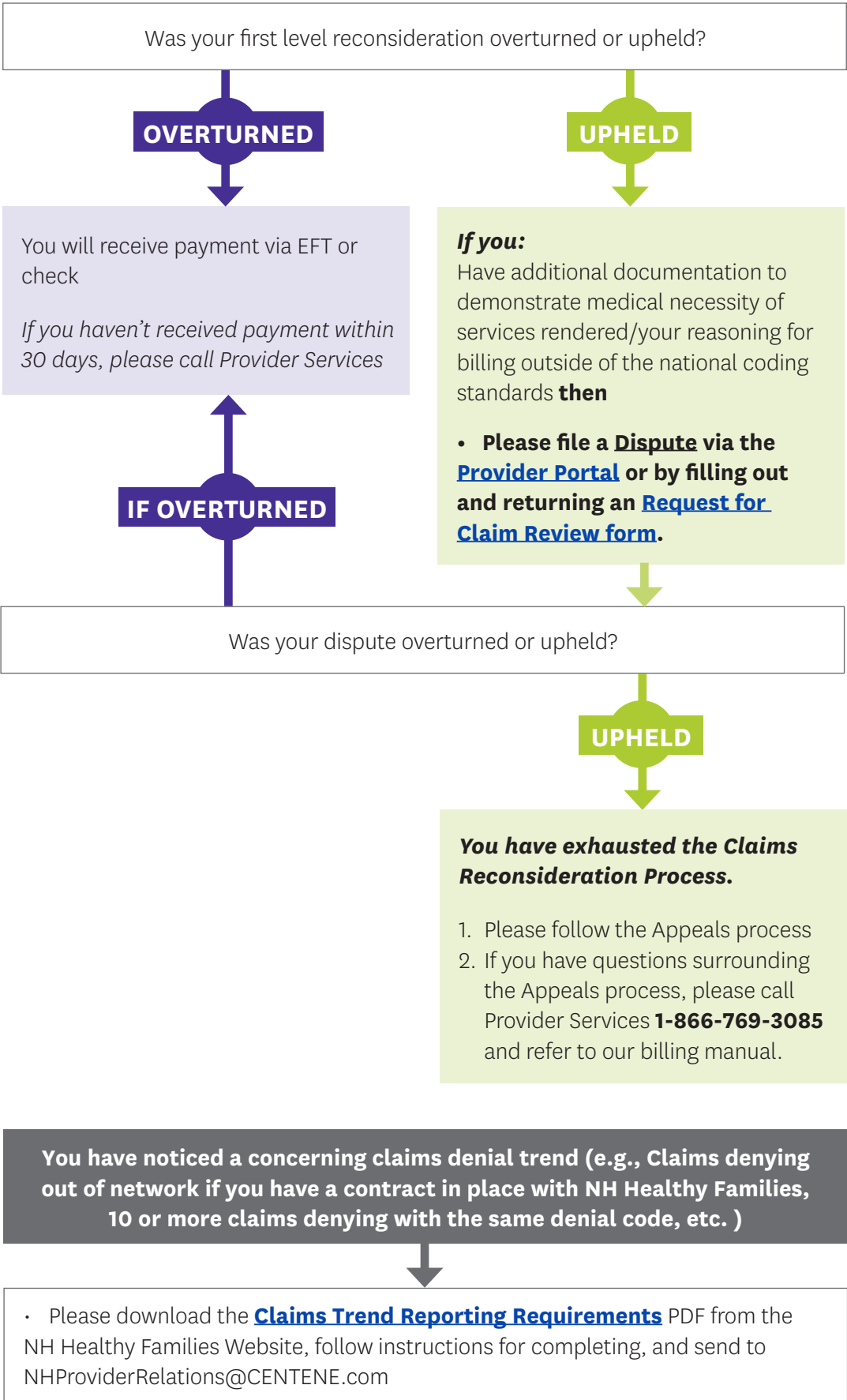
Please review:

- Your Explanation of Payment (EOP) for information on why your claim was denied. *If you cannot locate your EOP, you can download a copy from PaySpan (if you are enrolled) or the Secure Provider Web Portal.*

For additional information, please review:

- NH Healthy Families Payment Policies and/or
- NH Healthy Families Billing Manual

If you:

1. Have information and can submit a corrected claim **and/or**
2. Have additional documentation to demonstrate medical necessity of services rendered/your reasoning for billing outside of the national coding standards **then**

- **Please file a first level reconsideration via the Provider Portal or by filling out and returning a Request for Claim Review form.**

Was your first level reconsideration overturned or upheld?

OVERTURNED

UPHELD

You will receive payment via EFT or check

If you haven't received payment within 30 days, please call Provider Services

IF OVERTURNED

If you:
Have additional documentation to demonstrate medical necessity of services rendered/your reasoning for billing outside of the national coding standards **then**

• **Please file a Dispute via the Provider Portal or by filling out and returning an Request for Claim Review form.**

Was your dispute overturned or upheld?

UPHELD

You have exhausted the Claims Reconsideration Process.

1. Please follow the Appeals process
2. If you have questions surrounding the Appeals process, please call Provider Services **1-866-769-3085** and refer to our billing manual.

You have noticed a concerning claims denial trend (e.g., Claims denying out of network if you have a contract in place with NH Healthy Families, 10 or more claims denying with the same denial code, etc.)

• Please download the **Claims Trend Reporting Requirements** PDF from the NH Healthy Families Website, follow instructions for completing, and send to NHProviderRelations@CENTENE.com

You have a claims issue you have already reported to NH Healthy Families, and would like an update

Do have an existing claims project # or claims inquiry reference number (I# or S#)?

NO

1. Please submit a Claim. Instructions can be found here
2. Please allow a minimum of 30 business days for claims to be processed

YES

Please gather all relevant claims #s and the rendering NPI and call Provider Services (**1-866-769-3085**) to receive your reference #

NO

Please allow a minimum of 30 days for research

YES

Please call Provider Services (**1-866-769-3085**) to receive an update on your inquiry or project.