



nh healthy families.

Provider Network Fax Blast

Monday, April 09, 2018

2 Executive Park Drive
Bedford, NH 03110

Behavioral Health Secure Provider Portal Transition

Effective May 11, 2018

NH Healthy Families would like to inform you that management of the Behavioral Health provider portal will transition from Cenpatco (a subsidiary of Envolve PeopleCare) to the NH Healthy Families' provider portal. As part of this change we will be moving the Cenpatco provider portal functions to the NH Healthy Families' secure provider portal.

As of May 11, 2018 Behavioral Health providers should access their secure provider portal at www.nhhealthyfamilies.com.

If you previously accessed the Behavioral Health secure provider portal through Cenpatco, you will need to create a new account at www.nhhealthyfamilies.com. Please be aware, you will not be able to create a new account at www.nhhealthyfamilies.com until on or after May 11, 2018.

*NOTE: New account creation only applies to Behavioral Health providers who have an account just through Cenpatco. If you already have an account at www.nhhealthyfamilies.com you **do not** need to register again.

When creating a new account on the NH Healthy Families provider portal, please follow the general guidelines below:

1. Practice Account Manager creates a portal account.
2. After Account Manager is granted access, all others can register on the portal.
3. Account Manager reviews and approves access for others.

Through the secure provider portal you can

- Check member eligibility
- Submit and manage claims
- Submit and view prior authorizations
- Review and download payment history
- View member gaps in care
- Secure Message NH Healthy Families
- Manage multiple accounts

If you have any questions about this transition, please call provider Services at 1-866-769-3085.

Sincerely,
NH Healthy Families