



nh healthy families™

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 <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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 	<p>Michelle Dodge Director, Provider Relations Phone: 603-263-7254 Email: Michelle.M.Dodge@centene.com</p> <p>Judy Tasker Director, Provider Network Operations Phone: 603-263-7259 Email: Judy.L.Tasker@centene.com</p> <p>Michelle Reynolds Provider Network Specialist Specialty Providers*: Carroll County, Hillsborough County, Merrimack County Dartmouth Hitchcock, Concord Hospital, Southern NH Medical Center & Foundation Medical Partners, Elliot Hospital and Practices, New London Hospital, Valley Regional Hospital FQHCs:</p> <ul style="list-style-type: none"> • Lamprey • Mid-State • Little Rivers • Indian River • White Mountain • Health First <p>Phone: 603-263-4120 Email: Michelle.L.Reynolds@centene.com</p>

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-Quarterly
- Metro Treatment Centers-Quarterly
- Habit OPCO-Quarterly
- Waypoint
- Green Mountain

Phone: 603-716-3108

Email: David.StPierre@Centene.com

Derek Peters

Provider Network Specialist

Specialty Providers*: Belknap County, Coos County, Grafton County, Strafford County

Appledore, Exeter Hospital & Core Physicians, Frisbee Memorial, Huggins Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Weeks Medical Center, Wentworth Douglas

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*: Cheshire County, Rockingham County, Sullivan County

Catholic Medical Center and CMC-FQHC, Franklin Regional Hospital, Lakes Region General Hospital, 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

Phone: 603-263-7119

Email: Kristina.M.Rockwell@CENTENE.COM

David Caradonna

Provider Network Specialist (Internal)

Email: nhproviderrelations@centene.com

Fax: 1-877-502-7255

Independent Medical Providers

Carroll County, Hillsborough County, Merrimack County, Massachusetts

Alice Peck Day

Cheshire Medical Center

Cottage Hospital

Holy Family Hospital

Lawrence General Hospital

Maine Medical Center

Mt. Ascutney Hospital

Northeastern Vermont Regional Hospital

Southern Maine Health Care

Speare Memorial Hospital

Springfield Hospital

The Memorial Hospital

York Hospital

Melissa Sordillo

Provider Network Specialist (Internal)

Email: nhproviderrelations@centene.com

Fax: 1-877-502-7255

Independent Medical Providers

ABA Providers

Cheshire County, Rockingham 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

Mallorie Bissonnette

Provider Network Specialist (Internal)

Email: nhproviderrelations@centene.com

Fax: 1-877-502-7255

Independent Medical Providers

Belknap County, Coos County, Grafton County, Strafford
County, Maine

Littleton Hospital

Upper Connecticut Valley Hospital

Network Development and Contracting

Network Development & Contracting Team

Jennifer J. Michaleas

Director, Contracting
Phone: 603-263-7129
Email: Jennifer.J.Michaleas@centene.com

Vivian Olsten

Manager, Contracting
Phone: 603-263-7231
Email: Vivian.Olsten@centene.com

Hospital Systems: Alice Peck Day Memorial 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 E. Dias

Senior Contract Manager
Phone: 603-263-7205
Email: Alison.E.Dias@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

	<p>Skilled Nursing Facilities Home Health/Home Infusion Dialysis Centers LTSS and CFI</p> <p>Independent Provider Groups (Medical and Behavioral Health) located in Carroll County, Coos County, Rockingham County, Maine</p> <p>James P. Sullivan Contract Manager Phone: 603-263-4137 Email: James.P.Sullivan@centene.com</p> <p>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</p> <p>Bi-State Primary Care Association Federally Qualified Health Center's</p> <p>Independent Provider Groups (Medical and Behavioral Health) located in Belknap County, Hillsborough County, Strafford County, Sullivan County</p> <p>Pam Seufert Contracts Coordinator Office: 603-263-7215 Email: NH_ProviderNetworkOperations@CENTENE.COM</p> <p>Jennifer Therrien Contracts Coordinator Office: 603-263-7158 Email: NH_ProviderNetworkOperations@CENTENE.COM</p> <p>Bernadette Light Contracts Coordinator Office: 603-263-4138 Email: NH_ProviderNetworkOperations@CENTENE.COM</p>
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Provider Credentialing and Demographic Changes

<p>Provider Data Quality</p> <ul style="list-style-type: none"> • Initiate credentialing of a new provider • Demographic Information Update • Roster updates 	<p>Email: NH_ProviderNetworkOperations@CENTENE.COM Fax: 1-877-502-7255</p>
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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

<p>First time claims and corrected claims Medical:</p>	<p>First time claims and corrected claims Behavioral Health:</p>
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<p>NH Healthy Families Attn: Claims Dept. P.O. Box 4060 Farmington, Missouri 63640-3831</p>	<p>NH Healthy Families Attn: Claims Department P.O. BOX 7500 Farmington, Missouri 63640-3830</p>
<p>First Time Claim Timely Filing</p> <p>Medical & Behavioral Health: Providers must submit first time claims within 120 days of the service.</p>	<p>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.</p> <p>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.</p>
<p>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</p>	
<p>EFT/ERA – PaySpan Health To register call 1-877-331-7154 or visit www.payspanhealth.com – This service is free!</p>	
<p>Prior Authorization</p>	
<p>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. <i>All services provide in the home and Out of Network (Non-Par) services require prior authorization, (excluding emergency room and family planning).</i></p>	
<p>Prior Authorizations Providers may submit Prior Authorizations in 3 ways:</p> <ol style="list-style-type: none"> 1. Via our secure web portal at: www.nhhealthyfamilies.com 2. Phone 3. Fax 	<p>Prior Authorizations Phone: 1-866-769-3085</p> <p>Fax: Medical: 866-270-8027 Behavioral Health: 866-535-6974</p> <p>Inpatient Admissions: Fax clinical information to:</p> <ul style="list-style-type: none"> • Admissions: 1-877-291-3140 • Concurrent Review: 1-877-295-7682 <p>High Tech Imaging: www.radmd.com phone: 1-866-769-3085</p> <p>PT/OT/ST Services: www.radmd.com phone: 1-866-769-3085</p>
<p>NH Healthy Families Out of Network Helpline:</p>	<p>Phone: 1-844-699-6840 Monday – Friday 8:00 A.M. to 5:00 P.M.</p>

<p>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.</p> <p>A member of our staff will be able to assist you with the following:</p> <ul style="list-style-type: none"> • 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 	
<p>Pharmacy Specialist</p>	<p>Denise Cook Pharmacy Specialist Phone: 603-263-7242 Email: decook@centene.com</p>
<p>Behavioral Health</p>	
<p>Behavioral Health Phone: 1-866-769-3085 Payor ID: 68068</p>	<p>Kimberly Bindas Clinical Provider Trainer Phone: 617-779-5155 Email: Kimberly.Bindas@EnvolveHealth.com</p> <p>Andrea Rancatore, MS, LCMHC, MLADC, ADS Director, Substance Use Disorder Programming SUD Coordinator Office: 603-263-7146 Email: Andrea.E.Rancatore@centene.com</p> <p>Megan Melanson, MA, LCMHC, LMHC Manager, Mental Health Mental Health Coordinator Office: 603-263-7297 Mobile: 603-867-8047 Megan.S.Melanson@Centene.com</p>
<p>Specialty Companies/Vendors</p>	
<p>Envolve Vision - Vision Services https://visionbenefits.envolvehealth.com/ Phone: 1-877-865-1527 - Payor ID: 56190 EBONM@EnvolveHealth.com</p>	<p>Pharmacy Services – Envolve Pharmacy www.envolvehealth.com/Pharmacy Phone: 1-866-862-8615 – Bin # 008019</p>
<p>NIA - High Tech Radiology Imaging Services and Therapy Management (PT/ST/OT) Services <u>Prior Authorization Requests</u> www.radmd.com 866-769-3085 <u>Provider Service Line</u> 800-327-0641</p>	

*Specialty Providers limited to: Oncology/Hematology, OB/GYN, Cardiology, Neurology, and Orthopedic Surgery