



Provider & Member Services

Call: 866-769-3085
www.NHhealthyfamilies.com

Secure Provider Portal

Through New Hampshire Healthy Families' secure provider web portal, primary care physician's (PCPs) are able to access a list of eligible members who have selected their services or were assigned to them. The patient list is reflective of all changes made within the last 24-hours.

Secure Website available 24/7 at:
www.NHhealthyfamilies.com.

- Submit, check and view authorizations
- Submit and check claims status
- View payment history & EOP's
- Obtain listing of New Hampshire Healthy Families' patients, their benefits, eligibility, other insurance & PCP
- Find a Network Provider
- Billing Questions
- Health Records

PROVIDER QUICK REFERENCE GUIDE

Claims Services

Electronic Claims Submission:

For claim processing efficiency and cost savings to the providers, New Hampshire Healthy Families encourages its providers to file claims electronically.

New Hampshire Healthy Families' Payor ID is 68069.

Some clearinghouses utilized are: Emdeon, SSI, Availity, Smart Data Solutions and Gateway. Please visit our website www.NHhealthyfamilies.com to view or print a copy of the Billing Manual.

Participating providers may receive electronic funds transfers (EFT) and electronic remittance advice (ERA) from New Hampshire Healthy Families. Please visit www.NHhealthyfamilies.com or contact Provider Services at 866-769-3085 for more information.

PaySpan Health EFT/ERA

New Hampshire Healthy Families and PaySpan are in partnership to provide an innovative web based solution for Electronic Funds Transfer (EFT) and Electronic Remittance Advices (ERA). This service is provided at no cost to the providers. For more information please visit, www.payspanhealth.com or contact a PaySpan Health Representative at 877-331-7154.

Paper Claims Submission

First time claims, corrected claims, claims disputes, and *request for reconsideration:

Granite State Health Plan

Attn: Claims Department

P.O. Box 4060

Farmington, Missouri 63640-3831

*Claim disputes must be accompanied by the Claims Dispute Form located at www.NHhealthyfamilies.com.

The claims dispute form is used when a provider receives an unsatisfactory response to a request for reconsideration of a claim.

Timely Filing

Providers will make best efforts to submit first time claims within 180 calendar days from the date of service; however, claims will not be accepted after 365 days from the date of service. A corrected claim, a reconsideration of a claim or a claims dispute must be submitted within 180 calendar days



PROVIDER QUICK REFERENCE GUIDE

Behavioral Health/Substance Abuse

Must use Cenpatco®. Call 866-769-3085
PayorID: 68068 www.cenpatco.com

Dental Services

Dental services paid for by the health plan are limited to dental varnish by certified primary care providers and pediatricians who conduct oral exams. (Members ages 6-36 months, no more than twice a year). All other claims for dental services should be directed to the member's NH Medicaid Coverage.

Laboratory Services

Must use in-network provider for all lab services. National lab vendors include LabCorp and Quest. Other network lab providers can be found on our website under Find a Provider.

Notification of Pregnancy (NOP)

Providers must submit an NOP form at the time of the first prenatal visit. Forms may be faxed or submitted on our website. All pregnant members are enrolled in our Start Smart for Your Baby® program.

Member ID Card (Front/Back)

NAME: Jane Doe	BIN: 008019
MEDICAID ID#: XXXXXXXXXXXXX	DOB:
PCP Name:	
PCP Phone:	
<small>If you have an emergency, call 911 or go to the nearest emergency room (ER). Emergency services by a provider not in the plan's network will be covered without prior authorization. www.NHHealthyFamilies.com</small>	
IMPORTANT CONTACT INFORMATION	
Members: 1-866-769-3085 1-800-775-8522 24/7 Nurse/Mgr: 1-866-769-3085 Vision: 1-866-769-3085 Pharmacy: 1-866-862-8615 File a Grievance: 1-866-769-3085	Providers: Provider Services: 1-866-769-3085 1-800-775-8522 24/7 Nurse/Mgr: 1-866-769-3085 1-866-769-3085
Medical Claims: New Hampshire Healthy Families Attn: Claims PO Box 4060 Farmington, NH 03840-3831	
Address: 264 South River Road Bedford, NH 03110	
ED/ET/ERA please visit Provider Resources at www.NHHealthyFamilies.com	

Pharmacy Benefit

We administer the pharmacy benefit in accordance with the New Hampshire DHHS PDL. For step therapy and prior authorization protocols including those for authorization of biopharmaceuticals and other specialty injectables please refer to the Pharmacy Benefit page of the website. Contact US Script® for medication prior authorization at 866-769-3085 or visit www.NHHealthyFamilies.com. You may also utilize the US Script Medication Prior Authorization Form on the website and fax the form to (866) 399-0929 or mail to US Script PA Department, 2425 West Shaw Avenue, Fresno, CA 93711.

Hi Tech Radiology

As part of a continued commitment to further improve the quality of advanced imaging, New Hampshire Healthy Families is using National Imaging Associates. Prior authorization is required for the following outpatient radiology services: CT/CTA, MRI/MRA and PET – to request prior authorization and to see a the list of services that require prior authorization please visit www.radmd.com.

Therapies

Prior authorization is not required for the initial evaluation by an in-network provider. PA is required for continuation of services. Must submit supportive documentation including the physician order for treatment and plan of care. Authorization is provided for a specified number of visits and within a specified date span. Fax your PA request to Cenpatco STRS for home and outpatient based therapies at 877-658-0322. If you have any questions please call 866-769-3085 or visit www.NHHealthyFamilies.com
PayorID: 68069

Vision

Must use Total Vision network providers which can be found on our website using Find A Provider. Prior authorization is required for blepharoplasty procedures (CPT codes 15822, 15823, 67900, 67904 and 67908). Must submit completed PA Form with supporting clinical documentation including original photos by mail to Total Vision, PO Box 7548, Rocky Mount, NC 27804. Contact Total Vision at 866 769-3085 or visit www.NHHealthyFamilies.com
PayorID: 56190

Transportation

Non-emergent transportation is covered for members and children to access covered medical services. Certain limits apply. Access2care provides transportation services for New Hampshire Healthy Families' member. For more information please call 866 - 769-3085 or visit www.NHHealthyFamilies.com

Out-of-Network Providers

Members should be directed to in-network providers unless otherwise approved by New Hampshire Healthy Families.