



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 Engagement	
Provider Engagement Account Managers and Provider Network Support 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>Amanda Boulay Director, Provider Engagement Phone: 603-200-5053 Email: Amanda.S.Boulay@centene.com</p> <p>Renee Allen Supervisor, Provider Engagement Phone: 603-200-5013 Email: Renee.Allen@centene.com</p> <p>Michelle Reynolds Senior Provider Engagement Account Manager Providers Served: Please refer to our website https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html Phone: 603-203-1159 Email: Michelle.L.Reynolds@centene.com</p> <p>Stacy Roe Senior Provider Engagement Account Manager Providers Served: Please refer to our website https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html Phone: 603-762-6481 Email: Stacy.Roe@Centene.com</p>

Derek Peters

Senior Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 978-935-8631

Email: Derek.Peters@Centene.com

Stacey Surette

Senior Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 603-487-7300

Email: Stacey.Surette@Centene.com

Kristina Rockwell

Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 603-494-1512

Email: Kristina.M.Rockwell@Centene.com

Anna Lake

Senior Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 603-200-5092

Email: Anna.Lake@Centene.com

Shaunna Hafford

Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 603-633-0324

Email: Shaunna.Hafford@Centene.com

Jack McCarthy

Provider Engagement Account Manager

Providers Served: Please refer to our website

<https://www.nhhealthyfamilies.com/providers/our-provider-engagement-account-managers.html>

Phone: 603-406-6384

Email: John.McCarthy@Centene.com

	<p>David Caradonna Provider Engagement Network Specialist Email: nhproviderrelations@centene.com</p> <p>Melissa Sordillo Senior Provider Engagement Network Specialist Email: nhproviderrelations@centene.com</p>
Network Development and Contracting	
	<p>Judy Tasker Senior Director, Provider Network Operations Phone: 781-454-9005 Email: Judy.L.Tasker@centene.com</p> <p>Timothy Mellody Director, Contracting Phone: 603-263-7127 Email: Timothy.Mellody@centene.com</p> <p>Vivian Olsten Manager, Contracting Phone: 603-268-3833 Email: Vivian.Olsten@centene.com</p> <p>Dennis Dobecki Manager, Behavioral Health Contracting Phone: 603-263-7131 Email: Dennis.Dobecki@centene.com</p> <p>Melisa Madore Senior Contract Manager Phone: 603-263-7111 Email: Melisa.Madore@centene.com</p>
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>
Claims Submission and Claims Payment	
<p>Providers may submit claims in 3 ways:</p> <ol style="list-style-type: none"> 1. Secure Web Portal found at: www.nhhealthyfamilies.com and https://www.availity.com/ 2. EDI – Payor ID 68069 (Medical) 68068 (Behavioral Health) 3. Paper 	
<p>First time claims and corrected claims Medical: NH Healthy Families Attn: Claims Dept. P.O. Box 4060 Farmington, Missouri 63640-3831</p>	<p>First time claims and corrected claims Behavioral Health: 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 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: NHHealthyfamilies.com</p> <p><i>All services provided 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: 1. Via our secure web portal at: www.nhhealthyfamilies.com or at Availity</p>	<p>Prior Authorizations Phone: 1-866-769-3085 Fax: Medical: 866-270-8027 Behavioral Health: 866-535-6974</p> <p>Inpatient Admissions: Fax clinical information to: <ul style="list-style-type: none"> • Admissions: 1-877-291-3140 • Concurrent Review: 1-877-295-7682 </p> <p>NIA Direct: 1- 800-443-5733 High Tech Imaging (NIA): www.radmd.com Phone: 1- 800-327-0641 PT/OT/ST Services: www.radmd.com Phone: 1- 800-327-0641</p> <p>Turning Point Musculoskeletal Surgical Services: Need to be Verified by Turning Point. www.myturningpoint-healthcare.com/#1 Phone: 1-855- 909-6222 Fax: 1-603-836-8903</p>

<p>NH Healthy Families Out of Network Helpline: 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>Phone: 1-844-699-6840 Monday – Friday 8:00 A.M. to 5:00 P.M.</p>
<p>Pharmacy Specialist</p>	<p>Denise Cook Supervisor, Pharmacy Specialist Phone: 603-263-7242 Email: Denise.D.Cook@centene.com</p>
Behavioral Health	
<p>Behavioral Health Phone: 1-866-769-3085 Payor ID: 68068</p>	<p>Megan Melanson, MA, LCMHC, LMHC Director, Behavioral Health Mental Health Coordinator Mobile: 603-867-8047 Megan.S.Melanson@Centene.com</p> <p>Taylor Murphy, MSW Clinical Provider Trainer Phone: 1-866-769-3085 Email: Taylor.Murphy@centene.com</p> <p>Kerri Murphy, LICSW Behavioral Health Clinical Liaison SUD Coordinator Mobile: 603-200-5044 Email: Kerri.Murphy@centene.com</p>
Specialty Companies/Vendors	
<p>Envolve Vision - Vision Services https://visionbenefits.envolvehealth.com/ Phone: 1-877-865-1527 - Payor ID: 56190</p>	<p>Pharmacy Services – Phone: 1-877-250-5227 - Bin #003858 - PCN #MA - Group #2EVA</p>
<p>Evolent (formerly NIA) - High Tech Radiology Imaging Services and Therapy Management (PT/ST/OT) Services Prior Authorization Requests www.radmd.com 1-800-443-5733 Provider Service Line 800-327-0641 For Ambetter 1-888-899-7805</p>	

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