

NH Healthy Families Contact Information

General Information	
Provider and Member Services	Phone: 1-866-769-3085
NH Healthy Families Website • Prior authorization CPT code checker • Eligibility Verification • Prior Authorization Submission • Claim Submission & Claim Status Updates • Patient Panel Access • Other tools and resources	www.nhhealthyfamilies.com
Provider Manual and Billing Manual • Key Contacts • Important Information • Medical Management • Policies and Procedures • Claims Processing • Additional Resources	Provider Resources - NH Healthy Families Select Manuals, Forms, Resources > Manuals > Choose either the NH Healthy Families Provider Manual or Billing Manual
Provider Engagement	
Our Provider Engagement Team serves as the liaison between NH Healthy Families and the providers who care for our members. • Troubleshoot complex claims once other appeal avenues have been exhausted • Educate on the provider portal, Availity, reporting tools, and health plan updates • Research and respond to questions about administrative policies, procedures, and operational issues • Reconcile provider panels • Additional assistance as needed Please Refer to the NH Healthy Families website for territory assignments: Introducing Your Provider Engagement Account Managers	Amanda Boulay Director, Provider Engagement Phone: 603-200-5053 Email: Amanda.S.Boulay@centene.com Renee Allen Supervisor, Provider Engagement Phone: 603-200-5013 Email: Renee.Allen@centene.com Michelle Reynolds Senior Provider Engagement Account Manager Phone: 603-203-1159 Email: Michelle.L.Reynolds@centene.com Stacy Roe Senior Provider Engagement Account Manager Phone: 603-762-6481 Email: Stacy.Roe@Centene.com Stacey Surette Senior Provider Engagement Account Manager Phone: 603-487-7300 Email: Stacey.Surette@Centene.com Anna Lake Senior Provider Engagement Account Manager Phone: 603-200-5092 Email: Anna.Lake@Centene.com

	Shaunna Hafford Provider Engagement Account Manager Phone: 603-633-0324 Email: Shaunna.Hafford@Centene.com Jack McCarthy Provider Engagement Account Manager Phone: 603-406-6384 Email: John.McCarthy@Centene.com David Caradonna Provider Engagement Network Specialist Email: nhproviderrelations@centene.com
Network Development and Contracting	
	Judy Tasker Senior Director, Provider Network Operations Phone: 781-454-9005 Email: Judy.L.Tasker@centene.com Timothy Mellody Director, Contracting Phone: 603-263-7127 Email: Timothy.Mellody@centene.com Vivian Olsten Manager, Contracting Phone: 603-268-3833 Email: Vivian.Olsten@centene.com Melisa Madore Senior Contract Manager Phone: 603-263-7111 Email: Melisa.Madore@centene.com
Provider Credentialing and Demographic Changes	
Provider Data Quality - Initiate credentialing of a new provider - Demographic Information Update - Roster updates	Email: NH_ProviderNetworkOperations@Centene.com Fax: 1-877-502-7255
Claims Submission and Claims Payment	
Providers may submit claims in 3 ways: - Secure Web Portal found at: www.nhhealthyfamilies.com and https://www.availity.com/ - EDI – Payor ID 68069 (Medical) 68068 (Behavioral Health) - Paper	
First time claims and corrected claims Medical: NH Healthy Families Attn: Claims Dept. P.O. Box 4060 Farmington, Missouri 63640-3831	First time claims and corrected claims Behavioral Health: NH Healthy Families Attn: Claims Department P.O. BOX 7500 Farmington, Missouri 63640-3830

First Time Claim Timely Filing Medical & Behavioral Health: Providers must submit first-time claims within 120 days of the service.	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. 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.
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	
EFT/ERA – PaySpan Health To register call 1-877-331-7154 or visit www.payspanhealth.com – This service is free!	
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 <i>All services provided in the home and Out of Network (Non-Par) services require prior authorization, (excluding emergency room and family planning).</i>	
Prior Authorizations Providers may submit Prior Authorizations in 3 ways: 1. Via our secure web portal at: www.nhhealthyfamilies.com or at Availability	Prior Authorizations Phone: 1-866-769-3085 Fax: Medical: 866-270-8027 Behavioral Health: 866-535-6974 Inpatient Admissions: Fax clinical information to: • Admissions: 1-877-291-3140 • Concurrent Review: 1-877-295-7682 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 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
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	Phone: 1-844-699-6840 Monday – Friday 8:00 A.M. to 5:00 P.M.

assist with redirection to one of our network or preferred providers. A member of our staff will be able to assist you with the following: • 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	
Pharmacy Specialist	Denise Cook Supervisor, Pharmacy Specialist Phone: 603-263-7242 Email: Denise.D.Cook@centene.com
Behavioral Health	
Behavioral Health Phone: 1-866-769-3085 Payor ID: 68068	Megan Melanson, MA, LCMHC, LMHC Director, Behavioral Health Mental Health Coordinator Mobile: 603-867-8047 Megan.S.Melanson@Centene.com Taylor Murphy, MSW Clinical Provider Trainer Phone: 1-866-769-3085 Email: Taylor.Murphy@centene.com Kerri Murphy, LICSW Behavioral Health Clinical Liaison SUD Coordinator Mobile: 603-200-5044 Email: Kerri.Murphy@centene.com
Specialty Companies/Vendors	
Envolve Vision - Vision Services https://visionbenefits.envolvehealth.com/ Phone: 1-877-865-1527 - Payor ID: 56190	Pharmacy Services – Phone: 1-877-250-5227 - Bin #003858 - PCN #MA - Group #2EVA
Evolent (formerly NIA) - High Tech Radiology Imaging Services and Therapy Management (PT/ST/OT) Services <u>Prior Authorization Requests</u> www.radmd.com 1-800-443-5733 <u>Provider Service Line</u> 800-327-0641 For Ambetter 1-888-899-7805	

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