



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 Specialist 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>Sarah O'Connor-Willmott Supervisor, Provider Relations Phone: 603-263-7220 Email: Sarah.A.OConnorWillmott@centene.com</p> <p>Elinor Wozniakowski Provider Network Specialist Cheshire County, Sullivan County, Grafton County, Hillsborough County, VT providers Phone: 603-263-7267 Email: Elinor.M.Wozniakowski@centene.com</p> <p>Misty Walsh Provider Network Specialist Rockingham County, Merrimack County, FQHCs, MA Providers Phone: 603-263-7175 Email: Misty.J.Walsh@centene.com</p> <p>Judy DiMauro Provider Network Specialist Belknap County, Carroll County, Coos County, Strafford County, Home Health Providers, ME Providers Phone: 603-263-7276 Email: Judy.M.DiMauro@centene.com</p>

	<p>Mary Hill Provider Network Specialist – Internal Ancillary Providers Phone: 603-263-7167 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255</p> <p>Tiffany Ebert Provider Network Specialist – Internal Ancillary Providers Phone: 603-263-7189 Email: nhproviderrelations@centene.com Fax: 1-877-502-7255</p>
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Network Development and Contracting

<p>Network Development & Contracting Team</p>	<p>Jennifer J. Michaleas Director, Contracting Phone: 603-263-7129 Email: Jennifer.J.Michaleas@centene.com</p> <p>Nancy LaFosse Manager, Contracting Phone: 603 263-7294 Email: Nancy.M.LaFosse@centene.com Hospital Systems: Alice Peck Day Memorial Hospital, Cheshire Medical Center, Concord Hospital, Elliot Hospital, Mary Hitchcock Memorial Hospital, Mt. Ascutney Hospital, New London Hospital, Parkland Medical Center, Portsmouth Regional Hospital, Wentworth Douglass Hospital</p> <p>Bi-State Primary Care Association Primary Health Care Partners</p> <p>Alison E. Dias Senior Contract Negotiator Phone: 603-263-7205 Email: Alison.E.Dias@CENTENE.COM Hospital Systems: Androscoggin Valley Hospital, Catholic Medical Center, Exeter Hospital, Franklin Regional Hospital and Lakes Region General Hospital, Littleton Regional Hospital, MaineHealth, Monadnock Community Hospital, Southern New Hampshire Medical Center, Upper Connecticut Valley Hospital, Weeks Medical Center</p> <p>Southern New Hampshire Primary Care IPA</p> <p>Joseph Spicuzza Senior Contract Negotiator Phone: 603-263-7252 Email: JSpicuzza@centene.com Hospital Systems: Brattleboro Memorial Hospital, Cottage Hospital, Crotched Mountain Rehab Center, Frisbie Memorial Hospital, Health South Rehab Center, Holy Family Hospital, Huggins Hospital, Lawrence General Hospital, Northeastern Vermont Regional, Northeast Rehab Hospital, Speare Memorial Hospital, Springfield Hospital, St Joseph Hospital, The Memorial Hospital, Valley Regional Hospital, York Hospital</p>
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	<p>Ancillary Providers FQHCs LTSS and CFI Independent Provider Groups</p> <p>Robin Leblanc Contracts Coordinator Office: 603 263-7265 Email: Robin.Leblanc@centene.com</p> <p>Tina Benjamin Contracts Coordinator Office: 603 26-7203 Email: Tina.M.Benjamin@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: Providerupdatesnh@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 2. EDI – Payor ID 68069 3. Paper 	
<p>First time claims and corrected claims, request for reconsideration</p> <p>NH Healthy Families Attn: Claims Dept. P.O. Box 4060 Farmington, Missouri 63640-3831</p>	<p>Claim Disputes Claims disputes must be accompanied by the Claims Dispute form located at www.nhhealthyfamilies.com</p> <p>NH Healthy Families Attn: Claims Dispute P.O. Box 4060 Farmington, MO 63640-3831</p>
<p>Timely Filing <u>Claims with dates of service prior to January 1, 2018:</u> Providers will make best efforts to submit first time claims within 180 days of the date of service, however, claims will not be accepted for payment after 365 days of the date of service.</p> <p><u>Claims with dates of service on or after January 1, 2018:</u> Providers must submit first time claims within 90 days of the service.</p>	<p>Corrected Claims, Requests for Reconsideration or Claims Disputes 180 calendar days from the date of service and no more than 15 months for original date of service.</p>
<p>Electronic Billing Inquiries General EDI Questions and Claim Transmission Questions (Has my claim been received or rejected?):</p> <p style="text-align: center;">EDI Support 1-800-225-2573 Ext. 25525 via email at EDIBA@centene.com</p>	
<p style="text-align: center;">EFT/ERA – PaySpan Health To register call 1-877-331-7154 or visit www.payspanhealth.com – This service is free!</p>	
Specialty Companies/Vendors	
<p>Behavioral Health – Envolve PeopleCare (formerly known as Cenpatico) www.cenpatico.com</p>	<p>Vision Services – Envolve Vision www.envolvehealth.com/Vision Phone: 1-877-865-1527 - Payor ID:56190</p>

<p>Phone: 1-888-282-7767 – Payor ID: 68068</p> <p>Provider Network Specialist are available to:</p> <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 and EDI • Research and respond to inquiries related to administrative policies, procedures and operational issues <p>Lori S. Dodge Provider Network Specialist Cheshire County, Grafton County, Hillsborough County, Merrimack County, Sullivan County, CMHCs Phone: 603-263-7176 Email: Lori.Dodge@envolvehealth.com</p> <p>Nicole Jobin Belknap County, Carroll County, Coos County, Rockingham County, Strafford County Provider Network Specialist Phone: 603-263-7124 Email: Nicole.Jobin@envolvehealth.com</p> <p>Patricia Fillio, LCMHC Clinical Provider Trainer Phone: 603-213-0497 Email: Patricia.fillio@envolvehealth.com</p> <p>Specialty Therapy Services – Envolve PeopleCare (formerly known as Cenpatico) <i>(outpatient and home health occupational, physical and speech therapy authorizations)</i> www.cenpatico.com Phone: 1-866-769-3085</p> <p>Amber Brackmann Clinical Provider Trainer Phone: 512-803-7944 Email: Amber.Brackmann@EnvolveHealth.com</p>	<p>NetworkManagement@Opticare.net</p>
<p>High Tech Radiology Imaging Services – NIA www.radmd.com Phone: 1-800-635-2873</p>	<p>Pharmacy Services – Envolve Pharmacy www.envolvehealth.com/Pharmacy Phone: 1-866-862-8615 – Bin # 008019</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</p>	<p>Prior Authorizations</p>

<p>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>Phone: 1-866-769-3085</p> <p>Fax:</p> <ul style="list-style-type: none"> • Medical: 1-866-769-3085 • Mental Health/Substance Abuse: 1-877-694-3649 • PT/ST/OT: 1-877-658-0322 <p>Inpatient Admissions:</p> <p>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:</p> <p>www.radmd.com</p> <p>phone: 1-866-912-6285</p>
<p>NH Healthy Families Out of Network Helpline:</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>Phone: 1-844-699-6840</p> <p>Monday – Friday 8:00 A.M. to 5:00 P.M.</p>
<p>Pharmacy Specialist</p>	<p>Denise Cook Pharmacy Specialist Phone: 603-263-7242 Email: decook@centene.com</p>
<p>Substance Use Disorder Provider Resource Line: 1-432-940-8026</p> <p>The NHHF Substance Use Disorder (SUD) Case Manager provides you support in real time and directs you to the information or resources appropriate for the patient’s Treatment. The SUD Case Manager may provide any or all of the following services and resources:</p> <ul style="list-style-type: none"> • A fast assessment of your current patient’s situation to determine the correct level of care. NHHF supports and has resources in-network for all four ASAM levels of treatment. • Fingertip access to available care resources and the ability to make immediate referrals with no prior authorizations. • Optional conversations on the spot with the patient if needed. • The ability to coordinate a direct conversation with the NHHF Behavioral Health Medical Director 	<p>Charlene Goren LMHC Substance Use Disorder Case Manager Phone: 617-779-1005 Email: Charlene.Goren@Cenpatico.com</p>

<ul style="list-style-type: none">• A link to access educational material from Providers' Clinical Support System for Opioid Therapies (PCSS-O.org), National Resource• Continuing coordination of care with inpatient or outpatient specialists or facilities• Assistance with bridging the patient to an appropriate program	
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