

# DMAHS BH Integration Points of Contact V3.2

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This document serves as a comprehensive guide for providers working with MCOs and State Agencies. It includes key contact information, links to essential resources, and guidance on contracting, credentialing, claims submissions, appeals, and prior authorizations. Additionally, it provides specialized contacts for ABA services and general provider tools to support efficient collaboration and service delivery.

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## Aetna Better Health of New Jersey

### Behavioral Health Contact

Vincent Visioli, LCSW, 732-995-6567, [vincent.visioli@aetna.com](mailto:vincent.visioli@aetna.com)

### Care Management Contact

Angela Guedes, LCSW, 959-299-3163, [Angela.Guedes@aetna.com](mailto:Angela.Guedes@aetna.com)

For CM referrals, please visit <https://www.aetnabetterhealth.com/newjersey/care-management.html>

### Contracting/Credentialing Contact

Kate Mignone, 959-236-6618, [Katelyn.Mignone@aetna.com](mailto:Katelyn.Mignone@aetna.com)

### Provider Relation Contact

[NJProviderExperienceMailbox@AETNA.com](mailto:NJProviderExperienceMailbox@AETNA.com)

### Claims Contact

[NJProviderExperienceMailbox@AETNA.com](mailto:NJProviderExperienceMailbox@AETNA.com)

Kate Mignone, 959-236-6618, [Katelyn.Mignone@aetna.com](mailto:Katelyn.Mignone@aetna.com)

### Utilization Management/Prior Authorization

Alyx Llorens, [LlorensA@aetna.com](mailto:LlorensA@aetna.com)

Vincenza Stone, [StoneV1@aetna.com](mailto:StoneV1@aetna.com)

General phone for claims issues: 1-855-232-3596 (Press \* for healthcare provider)

### Links for Credentialing

<https://www.aetnabetterhealth.com/newjersey/providers/join-network.html>

### Links for Claims Submission

<https://www.aetnabetterhealth.com/newjersey/providers/file-submit-claims.html>

### Links for Appeals

<https://www.aetnabetterhealth.com/newjersey/providers/grievance-appeal.html>

### Prior Authorization Links

Progress report requests can be submitted either via Availity or fax at 844.404.3972

[https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/new-jersey-medicaid/provider/pdf/aetna\\_bh\\_prior\\_auth\\_form.pdf](https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/new-jersey-medicaid/provider/pdf/aetna_bh_prior_auth_form.pdf)

### Provider Quick Reference Guide

<https://www.aetnabetterhealth.com/content/dam/aetna/medicaid/new-jersey-medicaid/provider/pdf/NJ-state-provider-quick-guide.pdf>

### Clearinghouse

Providers can submit claims via Availity portal.



**Availity** To submit claims online via Availity, choose the button labeled “Medicaid Claim Submission – Office Ally.” This link will take you directly to the Office Ally website where you can submit claims using their online claim entry feature or by uploading a claim file

**Use provider ID 46320** for Aetna Better Health of New Jersey (aetnabetterhealth.com)

### **ABA Contact(s)**

For Authorization:

Fax: 844-404-3972

Availity: <https://www.aetnabetterhealth.com/newjersey/providers/portal.html>

General ABA/BH Information: <https://www.aetnabetterhealth.com/newjersey/providers/behavioral-health.html>

Clinical – Alyx Llorens, [LlorensA@aetna.com](mailto:LlorensA@aetna.com); Vincenza Stone, [StoneV1@aetna.com](mailto:StoneV1@aetna.com)

Network/ Contracting – Kate Mignone, [Kate.Mignone@aetna.com](mailto:Kate.Mignone@aetna.com)

Claims/ Billing Issues: [NJProviderExperienceMailbox@AETNA.com](mailto:NJProviderExperienceMailbox@AETNA.com)

Appeals and Grievances: [NJAppealsandGrievances@AETNA.com](mailto:NJAppealsandGrievances@AETNA.com)

## Wellpoint (formerly Amerigroup)

### Behavioral Health Contact

Ann Basil, LCSW Director of Behavioral Health Services  
732-713-7636, [ann.basil@wellpoint.com](mailto:ann.basil@wellpoint.com)

Network contact: email at [provider.relations.NJ@carelon.com](mailto:provider.relations.NJ@carelon.com) or by phone by calling the National Provider Services Line at 800-397-1630, Monday to Friday, 8 a.m. to 8 p.m. Eastern time.

### Care Management Contact

Paige King, BH CM Manager  
732-425-3079, [paige.king@wellpoint.com](mailto:paige.king@wellpoint.com)  
[njbehavioralhealth@wellpoint.com](mailto:njbehavioralhealth@wellpoint.com)

For provider and member referrals to BH CM call National Call Center at 833-731-2147

### Contracting/Credentialing Contact

To obtain information pertaining to your network status, contact our National Provider Services Line at 800-397-1630, Monday to Friday, 8 a.m. to 8 p.m. Eastern time.

### Network Contact

Wellpoint BH Provider Relations can be contacted at [provider.relations.NJ@carelon.com](mailto:provider.relations.NJ@carelon.com) or by calling the National Provider Services Line at 800-397-1630, Monday to Friday, 8 a.m. to 9 p.m. Eastern time.

### Claims Contact

Visit [www.Availity.com](http://www.Availity.com) to submit claims appeals  
Phone: 1-800-454-3730 for Provider Services

### Links for Credentialing

Go to <https://www.carelonbehavioralhealth.com/providers/join-our-network>

Council for Affordable Quality Healthcare (CAQH) participating providers: To eliminate the need to submit multiple credentialing applications, we participate in the CAQH.

If you're registered with CAQH, please add Carelon Behavioral Health as one of the organizations authorized to access your information and ensure your attestation is current. If you're not registered with CAQH, visit [CAQH.org](http://CAQH.org) to set up an account and complete an application. For answers to your questions regarding the CAQH application or website, call the CAQH Support Desk at 888-599-1771, Monday to Friday, 8 a.m. to 8 p.m., Eastern time.

Non-CAQH participating providers: If you're not a CAQH-participating provider, we encourage you to contact our National Provider Services Line at 800-397-1630 for further instruction.

Facilities: Contact our National Provider Services Line at 800-397-1630 for further instruction or to check the status of your credentialing request.

Please note that you must be approved through the credentialing process and obtain a countersigned contract before seeing patients as an approved network provider.



To check your status, please use the secure link provided in the email you received during enrollment.

### Links for Claims Submission

<https://www.provider.wellpoint.com/new-jersey-provider/claims/claims-submissions-and-disputes>

### Links for Appeals

Please use the claims and payments menu on [www.Availity.com](http://www.Availity.com):

<https://www.provider.wellpoint.com/new-jersey-provider/claims/claims-submissions-and-disputes>

### Prior Authorization Links

<https://www.provider.wellpoint.com/new-jersey-provider/resources/forms>

Provider Services: 833-731-2149

Wellpoint Fax Numbers:

Inpatient/Urgent Services/PHP/IOP Medicaid 1-844-451-2794

Inpatient/Urgent Services/PHP/IOP FIDE SNP/Medicare 1-844-430-1702

Traditional Outpatient Care Medicaid 1-844-442-8007

Traditional Outpatient Care FIDE SNP/Medicare 1-844-430-1703

### For SUD Prior Authorization request issues or concerns related to NJSAMS contact:

Ann Basil, LCSW Director of Behavioral Health Services

732-713-7636, [ann.basil@wellpoint.com](mailto:ann.basil@wellpoint.com)

Keren Robinson, [keren.robinson@wellpoint.com](mailto:keren.robinson@wellpoint.com)

### Provider Quick Reference Guide

<https://www.carelonbehavioralhealth.com/providers>

### Clearinghouse

<https://www.provider.wellpoint.com/new-jersey-provider/resources/learn-about-availity>

**Use Payor ID WLPNT** for Wellpoint

### ABA Contact

\*Contracting:

<https://www.carelonbehavioralhealth.com/providers/join-our-network> or by email at [provider.relations.NJ@carelon.com](mailto:provider.relations.NJ@carelon.com)

\*Clinical:

Ann Basil, 732-713-7636, [ann.basil@wellpoint.com](mailto:ann.basil@wellpoint.com)

\*For Authorization:

<https://www.availity.com> 800-454-3730

<https://www.provider.wellpoint.com/new-jersey-provider/resources/forms>

Fax - 844-442-8007

\*For Claim Status and Explanation of Payment Remittances:

access the secure provider portal at <https://www.availity.com> or call 1-800-454-3730



## Fidelis Care (Formerly Wellcare)

### Behavioral Health Contact

David Houston, LCSW  
Manager, Behavioral Health: t: 973-856-1151  
[David.Houston@fideliscarenj.com](mailto:David.Houston@fideliscarenj.com)

### Contracting/Credentialing Contact

[wc\\_njpr@fideliscarenj.com](mailto:wc_njpr@fideliscarenj.com)

### Network Contact

Michael Czajkowski, Contract Negotiator  
  
e. [Michael.Czajkowski@fideliscarenj.com](mailto:Michael.Czajkowski@fideliscarenj.com)  
  
t: 862-702-6529

### Claims Contact

Misti A. Little  
Manager, Claims and Contract Support Services  
e. [Misti.A.Little@fideliscarenj.com](mailto:Misti.A.Little@fideliscarenj.com)  
t: 984-867-8606

### Links for Credentialing

<https://www.fideliscarenj.com/become-a-provider.html>

### Links for Claims Submission

<https://www.fideliscarenj.com/providers/medicaid/claims.html>

<https://www.availity.com/essentials-portal-registration>

<https://provider.fideliscarenj.com>

### Links for Appeals

<https://provider.fideliscarenj.com>

To initiate the process, please refer to the Quick Reference Guide located on Fidelis Care's website at [www.fideliscarenj.com/providers/Medicaid](http://www.fideliscarenj.com/providers/Medicaid)

For Claim Payment Disputes mail to:

Fidelis Care

Attn: Claim Payment Disputes

P.O. Box 31370

Tampa, FL 33631-3370

For Medical Appeals: MAIL OR FAX MEDICAL APPEALS WITH SUPPORTING DOCUMENTATION TO:



Fax: 1-866-201-0657  
Fidelis Care  
Attn: Appeals Department  
P.O. Box 31368  
Tampa, FL 33631-3368

### **Prior Authorization Links**

Progress reports can be uploaded via the provider portal or fax. Outpatient Auth Request Submissions can be submitted via fax 888-339-2677; Inpatient Auth Request Submissions via fax 855-703-8082

<https://www.fideliscarenj.com/providers/medicaid/behavioral-health.html>

### **For SUD Prior Authorization request issues or concerns related to NJSAMS contact:**

David Houston, [david.houston@fideliscarenj.com](mailto:david.houston@fideliscarenj.com)

### **Provider Quick Reference Guide**

<https://www.fideliscarenj.com/providers/medicaid.html>

### **Clearinghouse**

Availity is the Fidelis Care clearing house

<https://www.fideliscarenj.com/providers/medicaid/claims/electronic-claims.html>

<https://www.availity.com/essentials-portal-registration>

**Use Payor ID 14163 for Fidelis Care**

### **ABA Contact**

Michael Czajkowski, Contract Negotiator

e. [Michael.Czajkowski@fideliscarenj.com](mailto:Michael.Czajkowski@fideliscarenj.com)

t: 862-702-6529

\*Utilization Management/Prior Authorization:

Amber Johnson, 770-809-7313,

[Amber.Johnson@centene.com](mailto:Amber.Johnson@centene.com)

\*Care Management:

Noralisa Santiago, (o) 973-274-2166; (c) 862-240-2495

[Noralisa.Santiago@fideliscarenj.com](mailto:Noralisa.Santiago@fideliscarenj.com)

## Horizon NJ Health

### Behavioral Health Contact

Edward Elles, LCSW

Director of Behavioral Health, Medicaid Admin and Clinical Operations

1-973-466-6327

[Edward\\_elles@horizonblue.com](mailto:Edward_elles@horizonblue.com)

Contracting/Credentialing Contact

<https://www.horizonblue.com/providers/why-join/join-our-networks/join-horizon-bcbsnj-or-horizon-nj-health-network-physicians-and-other-healthcare-professionals#notification-close>

Providers needing contracting documents can email: [BHMedicaid @horizonblue.com](mailto:BHMedicaid@horizonblue.com)

Ancillary Facilities please refer to network contacts to connect with an Ancillary Contracting Specialist or email: [BHMedicaid @HorizonBlue.com](mailto:BHMedicaid@HorizonBlue.com) for assistance

### Claims Contact

**Email:** [BHMedicaid @horizonblue.com](mailto:BHMedicaid@horizonblue.com)

**Phone:** 1-800-682-9091

### Network Contact

Utilize the link below to locate BH Ancillary Facility or Professional Contacts (expand the network relations assignment section)

<https://www.horizonnjhealth.com/contact-us/provider-contacts>

### Links for Credentialing

<https://www.horizonblue.com/providers/why-join/join-our-networks/join-horizon-bcbsnj-or-horizon-nj-health-network-physicians-and-other-healthcare-professionals/credentialing-frequently-asked-questions>

### Links for Claims Submission

[https://www.horizonnjhealth.com/securecms-documents/605/ProviderManual\\_5.pdf](https://www.horizonnjhealth.com/securecms-documents/605/ProviderManual_5.pdf)

### Links for Appeals

<https://apps.availity.com/web/onboarding/availability-fr-ui/#/login>

### Prior Authorization Links

Progress requests can be submitted via phone 800-626-2212; via Availity

Retrospective requests can be faxed: 732-938-1375

Continued stay requests can be submitted via phone 800-626-2212; via Availity; or by fax to 732-938-1444

<https://apps.availity.com/web/onboarding/availability-fr-ui/#/login>

**For urgent or time sensitive requests, contact:**

Justine Henry, Supervisor BH UM

[justine\\_henry@horizonblue.com](mailto:justine_henry@horizonblue.com)

Danielle Bowman, Supervisor BH UM

[danielle\\_bowman@horizonblue.com](mailto:danielle_bowman@horizonblue.com)

### Provider Quick Reference Guide

<https://www.horizonnjhealth.com/securecms->

[documents/1344/Provider\\_Medicaid\\_Quick\\_Reference\\_Guide\\_2023\\_0.pdf](https://www.horizonnjhealth.com/securecms-documents/1344/Provider_Medicaid_Quick_Reference_Guide_2023_0.pdf)

### Clearinghouse

Hospitals, physicians and health care professionals should send EDI claims to Horizon NJ Health EDI Gateway through direct submission through clearinghouse/vendor using **payor number 22326**.

### ABA Contact

[BHMedicaid@horizonblue.com](mailto:BHMedicaid@horizonblue.com)

- Contracting: LaTanya Barkley, t: (856) 638-3228
- For ABA Utilization Management & Prior Authorizations: (escalations) Erin McNeill, t: 1-732-256-6336, email: [erin\\_mcneill@horizonblue.com](mailto:erin_mcneill@horizonblue.com)
- For Billing Concerns:  
GPComplex\_Provider\_Issues [GPComplex\\_Provider\\_Issues@horizonblue.com](mailto:GPComplex_Provider_Issues@horizonblue.com)

## UnitedHealthcare Community Plan

### Behavioral Health Contact

Stephanie Mulfinger, LCSW, FHELA  
Director NJ Behavioral Health Services; t: 732-623-1044  
e: [stephanie\\_mulfinger@uhc.com](mailto:stephanie_mulfinger@uhc.com)

### Care Management Contact

This line routes all calls to CM (including BH CM where indicated): 877 704 8871 for anyone wanting  
To request UHCCPNJ CM

For Provider BH CM referrals only: [NECSBHCCA@UHC.com](mailto:NECSBHCCA@UHC.com)

### Contracting/Credentialing Contact

To request to join the network visit: <https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html>

### Network Contact

[njnetworkmanagement@optum.com](mailto:njnetworkmanagement@optum.com)  
Scheanell Holland, Manager of Provider Relations, [scheanell.holland@optum.com](mailto:scheanell.holland@optum.com)  
Kawanna Bogar, Senior Network Manager  
Lakesha Bell, Network Manager  
Joelle Carrion, Network Manager for Autism Services

### Claims Contact

**Email:** [njproviderescalation@optum.com](mailto:njproviderescalation@optum.com). After reaching out, providers will be prompted to submit the *UHC BH New Jersey Provider Claim Template* for claims research to begin

### Links for Credentialing

To request to join the network visit: <https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html>

### Links for Claims Submission

Paper Claim submission: Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760. Electronic Claims Payer ID: 87726  
Electronic Remittance Advice (ERA) Payer ID: 86047.  
<https://public.providerexpress.com/content/ope-provexpr/us/en/admin-resources/claim-tips.html>

### Links for Appeals

Appeals questions can be directed to Call Center for UnitedHealthcare: 1-888-362-3368

### Prior Authorization Links

For UHCCPNJ FIDE SNP members utilizing the following services:

Substance Use Partial Care (PC) ASAM 2.5  
Substance Use Disorder Intensive Outpatient (IOP) ASAM 2.1

Ambulatory withdrawal Management with extended on-site monitoring / Ambulatory Detoxification  
ASAM 2-WM

To obtain Prior Authorization call 1-888-362-3368 - Enter TIN #, select option 3 (intake), enter member ID/DOB, select option for “Mental Health”

In addition to the telephonic process listed above, there is an electronic portal authorization request option for higher levels of care. For the following higher levels of care:

Inpatient Psychiatric Hospital Care

Acute Partial Hospitalization Mental Health / Psychiatric Partial Hospitalization

Adult Mental Health Rehabilitation (AMHR)

Inpatient Medical Detox / Medically Managed Inpatient withdrawal management (hospital) ASAM 4 and ASAM 4WM

Medically Monitored Intensive Inpatient Services Withdrawal Management ASAM 3.7WM

Medically Monitored Intensive Inpatient Services / Short-term Residential (STR) ASAM 3.7

Substance Use Disorder Long Term Residential (LTR) ASAM 3.5

Substance Use Partial Care (PC) ASAM 2.5

Substance Use Disorder Intensive Outpatient (IOP) ASAM 2.1

Ambulatory withdrawal Management with extended on-site monitoring / Ambulatory Detoxification  
ASAM 2-WM

Providers can access the portal at [providerexpress.com](http://providerexpress.com) and select Authorization Inquiry.

Providers are required to log into the system, and can search for members using member ID, name, and birth date

Other requests go through NJSAMS

In addition to the telephonic process listed above, there is an electronic portal authorization request option specifically for Mental Health Partial Care:

Providers can access the portal at [MH PC Care](#). Providers complete this template, entering the necessary information, and submit electronically.

Applied Behavior Analysis (ABA) and Developmental Services (DIR) providers can submit requests via: <https://public.providerexpress.com/content/ope-provexpr/us/en/clinical-resources/autismABA/abaNJ.html>

**For SUD Prior Authorization request issues or concerns related to NJSAMS contact:**

Stephanie Mulfinger

[stephanie\\_mulfinger@uhc.com](mailto:stephanie_mulfinger@uhc.com)

### Provider Quick Reference Guide

[https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/nj/njSNP\\_UHCCP-QRG2.pdf](https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/nj/njSNP_UHCCP-QRG2.pdf)

### Clearinghouse

Providers may choose any clearinghouse vendor to submit their claims. The clearinghouse is responsible for getting the claims to Optum.

EDI services can be set up for both network and out-of-network clinicians and facilities. If you are interested in EDI transactions, Optum can recommend suitable clearinghouse vendors depending on your needs. Please visit Optum Insight at [optum.com/edi](http://optum.com/edi) or email them at [inform@optum.com](mailto:inform@optum.com) and include your name and contact information (telephone and e-mail address), your Tax ID(s) and entity name, approximate number of Optum claims per month, and your interest in either a single or multi-payer solution. We will put you in touch with appropriate vendors to provide you with EDI services. Be advised that some clearinghouse vendors may charge a fee per transaction or per month depending on your needs.

**Use payor ID** number 87726 for United HealthCare

#### **ABA Contact**

\*Contracting and Billing: Joelle Carrion

Specialty Network Manager

[jcarrion@optum.com](mailto:jcarrion@optum.com)

t: 612-474-7148

## NJ FamilyCare/Fee For Service (FFS)

### Behavioral Health Contact

DMAHS Behavioral Health Unit: [dmahs.behavioralhealth@dhs.nj.gov](mailto:dmahs.behavioralhealth@dhs.nj.gov)

### Office of Managed Health Care

e: [mahs.provider-inquiries@dhs.nj.gov](mailto:mahs.provider-inquiries@dhs.nj.gov)

t: 609-300-4312

### Contracting/Credentialing Contact

<https://www.njmmis.com/providerEnrollment.aspx>

### Gainwell Technologies Provider Services

1-800-776-6334

### Links for Credentialing

<https://www.njmmis.com/providerEnrollment.aspx>

### Links for Claims Submission

<https://www.njmmis.com/contactProvServices.aspx>

### Prior Authorization Links

Interim Managing Entity (IME)

t: 1-844-276-2444

website: [imeinfo@ubhc.rutgers.edu](mailto:imeinfo@ubhc.rutgers.edu)

### Provider Resource Guide

<https://www.njmmis.com/contactProvServices.aspx>

### DMAHS and Autism Line (ABA & DIR Services)

t: 609-588-8522 e: [MAHS.ASDinquiries@dhs.nj.gov](mailto:MAHS.ASDinquiries@dhs.nj.gov)



## PerformCare

### Behavioral Health Contact

1-877-652-7624



## **NJ Children's System of Care - Contracted System Administrator**

**Behavioral Health Contact**

<http://www.performcarenj.org/index.aspx>