

DMAHS BH Integration Points of Contact V2.1

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.

Table of Contents

<u>Aetna Better Health of New Jersey</u>	Page 3
<u>Wellpoint (formerly Amerigroup)</u>	Page 4
<u>Fidelis Care (Formerly Wellcare)</u>	Page 6
<u>Horizon NJ Health</u>	Page 8
<u>UnitedHealthcare Community Plan</u>	Page 10
<u>NJ FamilyCare/Fee For Service (FFS)</u>	Page 12
<u>PerformCare</u>	Page 13
<u>NJ Children's System of Care - Contracted System Admin</u>	Page 14

Aetna Better Health of New Jersey

Behavioral Health Contact

Vincent Visioli, 732-995-6567, vincent.visioli@aetna.com

Contracting/Credentialing Contact

Kate Mignone, 959-236-6618, Katelyn.Mignone@aetna.com

Angelica Miranda, 609-515-4817, mirandaa2@aetna.com

Kimberly Lees, 856-271-7446, LeesK1@aetna.com

June-Delina Parkes, 845-427-1261 parkesj@aetna.com

Network/Provider Relation Contact(s) by county assignment

Hunterdon, Sussex, Warren, Morris, Passaic

Liarra Sanchez, Mgr. Network Relations, SanchezL7@aetna.com

Essex, Bergen, Hudson

Susan Richards, Mgr. Network Relations, Susan.Richards3@aetna.com

Mercer, Middlesex, Somerset, Union

Rosanna Placencia, Mgr. Network Relations, Rosanna.Placencia@aetna.com

Burlington, Cape May, Camden, Cumberland, Gloucester, Salem

Gregory Emmanuel, Mgr. Network Relations, Gregory.Emmanuel@aetna.com

Monmouth, Atlantic, Ocean

Dina Acampora, Mgr. Network Relations, Dina.Acampora@aetna.com

Claims Contact

Kate Mignone, 959-236-6618, Katelyn.Mignone@aetna.com

Liarra Sanchez, 609-455-8997, sanchezL7@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

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

You can submit claims or resubmissions online through WebConnect, our provider claims submission portal via Change Healthcare (formerly known as Emdeon).

<https://office.emdeon.com/vendorfiles/AetnaNJ.html>

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

ABA Contact

Clinical - Vincent Visioli, 732-995-6567, Vincent.visioli@aetna.com

Billing Issues - Liarra Sanchez, 609-455-8997, SanchezL7@aetna.com

Wellpoint (formerly Amerigroup)

Behavioral Health Contact

Ann Basil, LCSW Director of Behavioral Health Services

732-713-7636, ann.basil@wellpoint.com

Network contact: email at 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.

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 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 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 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:

<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

Provider Quick Reference Guide

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

Clearinghouse

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

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

*Clinical:

Ann Basil, 732-713-7636, 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

Lisa Dolmatz, LCSW

Sr. Director, Population Health Strategy; t: 862-229-3493

e. Lisa.Dolmatz@fideliscarenj.com

David Houston, LCSW

Manager, Behavioral Health: t: 973-856-1151

David.Houston@fideliscarenj.com

Contracting/Credentialing Contact

Melanny Zerna: 973-856-2133, melanny.zerna@wellcare.com

wc_njpr@fideliscarenj.com

Network Contact

Evelyn Mora: 1-908-415-3101 or evelyn.mora@wellcare.com

wc_njpr@fideliscarenj.com

Claims Contact

Email: FidelisCareNJ_BHClaimInquiry@fideliscarenj.com

Links for Credentialing

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

Links for Claims Submission

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

<https://provider.fideliscarenj.com>

Links for Appeals

<https://provider.fideliscarenj.com>

https://www.fideliscarenj.com/content/dam/centene/wellcare/nj/pdfs/Prov/NJ_Caid_Provider_QRG_Eng_08_2023.pdf

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

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

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

*Contracting Provider Relations:

Jennifer Huang, 813-206-2251,

Jennifer.Huang1@fideliscarenj.com

*Utilization Management:

Amber Johnson, 770-809-7313,

Amber.Johnson@centene.com

*Care Management:

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

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

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

Ancillary Facilities please refer to network contacts to connect with an Ancillary Contracting Specialist or email: BHMedicaid_@HorizonBlue.com for assistance

Claims Contact

Email: 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

Links for Appeals

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

Prior Authorization Links

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

Provider Quick Reference Guide

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

BHNetworkRelations@horizonblue.com

- Contracting: LaTanya Barkley, t: (856) 638-3228
- For ABA Utilization Management & Authorizations: (escalations) Erin McNeil, t: 1-732-256-6336, email: erin_mcneil@horizonblue.com
- For Billing Concerns: Margeaux Johnson, t: (732) 274-5695

UnitedHealthcare Community Plan

Behavioral Health Contact

Stephanie Mulfinger, LCSW, FHELA
Director NJ Behavioral Health Services; t: 732-623-1044
e: stephanie_mulfinger@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

Lakesha Bell, Network Manager
Scheanell Holland, Manager of Provider Relations, Individual Clinicians and Groups,
scheanell.holland@optum.com

Joelle Carrion, Network Manager for Autism Services

Claims Contact

Email: 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

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

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 <https://electronicforms.force.com/stem/s/> . 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>

Provider Quick Reference Guide

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 or email them at 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
t: 612-474-7148

NJ FamilyCare/Fee For Service (FFS)

Behavioral Health Contact

DMAHS Behavioral Health Unit: dmahs.behavioralhealth@dhs.nj.gov

Office of Managed Health Care

e: 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

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



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>