

DMAHS BH Integration Points of Contact V3

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

Care Management Contact

Angela Guedes, LCSW, 959-299-3163, Angela.Guedes@aetna.com

Contracting/Credentialing Contact

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

Provider Relation Contact

NJProviderExperienceMailbox@AETNA.com

Claims Contact

NJProviderExperienceMailbox@AETNA.com

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

Utilization Management/Prior Authorization

Alyx Llorens, LlorensA@aetna.com

Vincenza Stone, 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

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; Vincenza Stone, StoneV1@aetna.com

Network/ Contracting – Kate Mignone, Kate.Mignone@aetna.com

Claims/ Billing Issues: NJProviderExperienceMailbox@AETNA.com

Appeals and Grievances: NJAppealsandGrievances@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-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

*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

David Houston, LCSW
Manager, Behavioral Health: t: 973-856-1151
David.Houston@fideliscarenj.com

Contracting/Credentialing Contact

wc_njpr@fideliscarenj.com

Network Contact

Michael Czajkowski, Contract Negotiator

e. 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
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

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>

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
t: 862-702-6529

*Utilization Management/Prior Authorization:

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](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

Links for Appeals

<https://apps.availity.com/web/onboarding/availity-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/availity-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

[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
- 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

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

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
Scheanell Holland, Manager of Provider Relations, 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. 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 [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>

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>