

Quick Reference Guide



FROM



Simplify Your Day-to-Day Activities

Keep our Quick Reference Guide nearby to make your administrative tasks quick and easy.

Ambetter.NHhealthyfamilies.com

- Patient Care Forms
- Pre-Auth Needed Tool
- New Hampshire Healthy Families news
- Preferred Drug List
- Provider newsletter
- Secure Portal

Verify Member Eligibility

Check eligibility of members via the following:

1. Secure Web Portal: provider.nhhealthyfamilies.com
2. 24/7 Toll-Free Interactive Voice Response (IVR) Line: 1-844-265-1278
3. Provider Services: 1-844-265-1278

Prior Authorization

Providers can submit prior authorizations 3 ways:

1. Secure Portal: provider.nhhealthyfamilies.com
2. Fax: 1-877-502-7255
3. Phone: 1-844-265-1278

Claims

Timely Filing guidelines: 180 days from date of service

Providers can submit claims 3 ways:

1. Secure Portal: provider.nhhealthyfamilies.com
2. Clearinghouses: EDI Payor ID 68069
3. Paper claims should be mailed to:
P.O. Box 5010 | Farmington, MO 63640- 5010

1-844-265-1278

*Provider and
Member Services*

PaySpan Health:

- EFT/ERA service – FREE for New Hampshire Healthy Families providers
- To register - call 877-331-7154 or visit www.payspanhealth.com