



Horizon NJ TotalCare (HMO SNP) Provider Quick Reference Guide

This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about the Horizon NJ TotalCare (HMO SNP) program, our Fully Integrated Dual Eligible Special Needs Plan (FIDE-SNP).

Resource	Provider Information	Contact Information
Balance Billing	<p>It is prohibited by federal law to balance bill members enrolled in the Horizon NJ TotalCare (HMO SNP) program. Providers cannot balance bill these members for any services.</p> <p>Further, all original Medicare and Medicare Advantage providers, not only those that accept Medicaid, must refrain from charging Horizon NJ TotalCare (HMO SNP) members for Medicare cost sharing. Providers who inappropriately balance bill these members are subject to sanctions.</p>	<p>Provider Services 1-855-955-5590</p>
Behavioral Health Services	Beacon Health Options	1-855-682-7996 or beaconhealthoptions.com
CHF Telemonitoring	VRI	1-855-832-3460 or vricares.com
FIDE-SNP Care Management Department	All Horizon NJ TotalCare (HMO SNP) members are enrolled in the FIDE-SNP Care Management Program. To reach the FIDE-SNP care team members for your patient to discuss care coordination, individualized plan of care, or to provide additional information on the member's status, please contact the Care Management team.	1-888-621-5894 , prompt 2 (TTY 711) , Monday through Friday, 8:30 a.m. to 5 p.m., Eastern Time (ET)
Hearing	HearUSA	1-800-442-8231 or hearusa.com
Horizon NJ TotalCare (HMO SNP)	<p>Claim Appeals and Grievances Written appeals and grievances</p>	<p>Participating Providers Horizon NJ TotalCare (HMO SNP) Misc Member/Provider Correspondence PO Box 24081 Newark, NJ 07101-0406</p> <p>Nonparticipating Providers Horizon NJ TotalCare (HMO SNP) Claim Appeals and Grievances PO Box 24079 Newark, NJ 07101-0406</p>
	<p>Electronic Claim Submissions: If you are a hospital, provider or health care professional interested in submitting claims electronically to Horizon NJ TotalCare (HMO SNP) but do not have TriZetto Electronic Data Interchange (EDI) services, contact TriZetto at 1-800-556-2231.</p>	<ul style="list-style-type: none"> • SimpleClaim: trizettoprovider.com/horizon/simpleclaim • Emdeon Electronic Funds Transfer (EFT): To enroll in Emdeon EFT, visit: legacy.changehealthcare.com.

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Horizon NJ TotalCare (HMO SNP) <i>(continued)</i>	Electronic Claim Submissions (continued): Hospitals, providers and health care professionals should send EDI claims to TriZetto Trading Partner Solutions (TTPS) whether through direct submission or through another clearinghouse/vendor using payor number 22326 . Only TriZetto TTPS can submit claims electronically to Horizon NJ TotalCare (HMO SNP).	For more information, call 1-800-845-6592 (TTY 711)
	Paper Claims Submissions Red and White paper claims are the only claims that are accepted. Black and White, faxed, copied or any other versions of these paper claims cannot be processed. Claims with handwriting on them are not accepted.	Paper Claims Submissions Horizon NJ TotalCare (HMO SNP) Claims Processing Department PO Box 24080 Newark, NJ 07101-0406
	Member/Provider Correspondence Written correspondence from the member or provider (includes returning claim overpayments and check tracer requests).	Horizon NJ TotalCare (HMO SNP) Misc. Member/Provider Correspondence PO Box 24081, Newark, NJ 07101-0406 Subrogation Inquiries Horizon NJ TotalCare (HMO SNP) Attn: Legal 1700 American Blvd. Pennington, NJ 08534
Laboratory	LabCorp	1-800-631-5250 or LabCorp.com
Member Services	Available 24/7	Member Services: 1-800-543-5656 (TTY 711)
National Imaging Associates (NIA) Authorization	Refer to the NIA Authorization Matrix for a current list of procedures that require prior NIA approval. Providers can call the NIA Call Center to obtain authorization.	1-800-642-7299 Monday through Friday: 8 a.m. to 8 p.m., ET
	Horizon NJ TotalCare (HMO SNP) providers and health care professionals can use RadMD to submit all requests for authorizations online.	RadMD.com is available Monday through Friday: 5 a.m. to midnight, and 8 a.m. to 1 p.m. on Saturday, ET. 1-877-80-RadMD (1-877-807-2363) Monday through Friday: 8 a.m. to 8 p.m. radmdsupport@magellanhealth.com
NaviNet®	Horizon NJ TotalCare (HMO SNP) offers online electronic referral submission and inquiry through NaviNet, a free, multi-payer Web portal. Referrals completed on NaviNet contain the same information as paper referrals. NaviNet is also used for claims payment information.	1-888-482-8057 Monday through Friday: 8 a.m. to 11 p.m. Weekends: 8 a.m. to 3 p.m., ET CustomerCare@NaviNet.net
	To sign up for NaviNet, visit their website at NaviNet.net	



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Nurse Line/ Health Care IT	Axis Point Health	1-800-711-5952 or Axispointhealth.com
Pharmacy	Prime Therapeutics	Prime Therapeutics Member Services: 1-855-457-1346 Prime Therapeutics Pharmacy Help Desk (for pharmacy billing issues): 1-855-457-1347
	Part D Appeals/Grievances Information Coverage Decisions or Appeals – Part D	1-855-457-1346 (TTY 711) , 24 hours a day, seven days a week Fax: 1-800-693-6703 Prime Therapeutics, LLC Medicare Appeals Department 1305 Corporate Center Drive Eagan, MN 55121 HorizonBlue.com/Medicare
	Grievances – Part D	1-855-457-1346 (TTY 711) Prime Therapeutics, LLC Medicare Member Research Team 10826 Farnam Drive, Omaha, NE 68154 medicare.gov/MedicareComplaintForm/home.aspx
	Paper Claims, Part D Payment Requests	1-855-457-1346 (TTY 711) Prime Therapeutics LLC PO Box 20970 Lehigh Valley, PA 18002-0970
Provider Field Representatives	To reach the correct provider field representative for your geographic area, please go to:	HorizonBlue.com/NJTotalCareProviderReps
Provider Services	By calling Provider Services, you can get general information about policies, administrative procedures, eligibility, member benefits, member care, billing, claims and capitation inquiries, coordination of benefits and other services available for members.	Provider Services: 1-855-955-5590
Scion Dental	Authorization Horizon NJ TotalCare (HMO SNP) subcontracts with Scion Dental to provide and/or coordinate dental services for eligible members. Please call the Provider Call Center for questions related to eligibility, claims, authorizations, credentialing, contracting, adding/changing provider data/locations and fee schedules.	Provider Call Center 1-855-878-5368
	Claims	Scion Dental PO Box 299, Milwaukee, WI 53201



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Scion Dental <i>(continued)</i>	Appeals For appeals related to claims and authorizations, providers must contact Scion Dental directly.	Scion Dental's Member/Provider Services: 1-855-878-5371																														
Utilization Management Department	The Utilization Management (UM) Department coordinates hospital admissions, precertification, discharge planning and home care services. This department also assists providers in managing the services provided to members.	Utilization Management Department 1-888-621-5894 Monday through Friday, 8 a.m. to 5 p.m. Saturday through Sunday, 9 a.m. to 5 p.m. Outpatient Authorization Fax: 1-609-583-3013 Inpatient Authorization Fax: 1-609-583-3013 Home Service Fax: 1-609-583-3013 DME Authorization Fax: 1-609-583-3013 Medical Day Care/PCA Authorization 1-888-621-5894 x81157 Medical Day Care/PCA Fax: 1-609-583-3048 PT/OT Inquiry 1-888-621-5894 (prompt 1 for providers, prompt 1 again for PT/OT Team)																														
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After Hours An on-call nurse is available for urgent/emergent situations evenings, weekends and holidays.	After Hours: 1-855-955-5590																															
Appeals Written/Verbal UM appeals (Providers)	Utilization Management Appeals Attn: UM Appeals Coordinator PO Box 10196, Newark, NJ 07101 Or verbal by phone: 1-800-682-9094 x89606 , prompt 2 Or fax: 1-609-583-3028																															
Authorizations CareAffiliate is a self-service tool for physicians, other health care professionals and facilities to perform the following functions easily and securely online through NaviNet: <ul style="list-style-type: none"> – Submit treatment authorization requests – Check status of already submitted authorization requests 	To sign up for Navinet please visit NaviNet.net or call Navinet Customer Care at 1-888-482-8057																															

Horizon NJ TotalCare (HMO SNP) is an HMO Medicare Advantage Dual Special Needs plan with a Medicare contract and a contract with the State of New Jersey Medicaid Program. Enrollment in Horizon NJ TotalCare (HMO SNP) depends on contract renewal. Products are provided by HHNJ, however, communications are issued by Horizon Blue Cross Blue Shield of New Jersey in its capacity as administrator of programs and provider relations for all its companies. Both companies are independent licensees of the Blue Cross and Blue Shield Association. The Blue Cross® and Blue Shield® names and symbols are registered marks of the Blue Cross and Blue Shield Association. The Horizon® name and symbols are registered marks of Horizon Blue Cross Blue Shield of New Jersey. © 2018 Horizon Blue Cross Blue Shield of New Jersey, Three Penn Plaza East, Newark, New Jersey 07105. EC00481 (0618)