

Quick Contact Guide

Please use this information to help you successfully navigate through the Horizon NJ Health Departments. For detailed information on Horizon NJ Health policies and procedures, please refer to the Provider Manual or visit horizonNJhealth.com.

Provider Services: 1-800-682-9091

Member Enrollment: 1-800-637-2997

Member Services: 1-800-682-9090 (TTY 711)

Managed Long Term Services and Supports (MLTSS) Member Services: 1-844-444-4410 (TTY 711)

Pharmacy Department: 1-800-682-9094
Online Formulary horizonNJhealth.com

Discharge Planning: 1-800-682-9094 x89347
Fax: **1-609-583-3029**

Managed Long Term Services & Supports (MLTSS) Provider Services: 1-855-777-0123

Authorizations:

Inpatient

1-800-682-9094 x82403

Fax: **1-609-583-3015**

Authorization Type

- Notification of Admission
- Scheduled Inpatient Requests
- Observations
- Authorizations for MLTSS members are coordinated through Horizon NJ Health's UM Department with the exception of NF Custodial Care and NF Respite Care. If the request is for NF Custodial or NF Respite, Providers need to call **1-844-444-4410** to obtain authorizations.

Outpatient Facility Office Based

1-800-682-9094 x81023

Fax: **1-609-583-3014**

Authorization Type

- Chiropractic
- Dialysis
- Genetic Testing
- Infusion - Facility
- Injectables
- Non par Physician Visits
- Office Visit
- Pain Management
- Procedure
- Same Day Surgery (SPU)
- Standing Referrals
- Therapies:
 - Chemo - Radiation - Pulmonary
 - Cardiac - Nutrition
- Transplant
- Wound Care - Facility
- Sleep Study

Home Services

1-800-682-9094 x81159

Fax: **1-609-583-3013**

Authorization Type

- Skilled Nursing
- Home Infusion
- Home Hospice
- Home - Lab Corp Draws
- Home - PT/OT/ST

Medical Day Care

1-800-682-9094 x81364

Fax: **1-609-583-3048**

Authorization Type

- Adult
- Pediatric

Personal Care Assistance

1-800-682-9094 x81364

Fax: **1-609-583-3048**

Durable Medical Equipment & Medical Supplies

1-800-682-9094 x81017

Fax: **1-609-583-3023**

Authorization Type

- DME/Medical Supplies
- Orthotics
- Prosthetics

Facility PT/OT/ST

1-800-682-9094

For PT/OT - x81623

For ST - x81159

Fax: **1-609-583-3042**

Members under age 21

1-800-682-9094 x89602

Fax: **1-609-583-3032**

Personal Preference Program (PPP)

1-855-465-4777

Care, Case and Disease Management:

Horizon NJ Health offers Care Management for our chronically ill members – members with complex and disease specific needs. Our Care Management program works closely with members and providers to coordinate services and will identify and connect the member with available community resources. Disease specific education is provided which includes but is not limited to asthma, diabetes and congestive heart failure (CHF) education. Horizon NJ Health also has a maternity program called Mom's GEMS (Getting Early Maternity Services). To inquire or refer a member to any of Care Management services please call one of the following numbers:

Member Support

1-800-682-9094 x89385

Type of Calls

- Member inquiries/referrals
- Maternity Program (Mom's GEMS)

Division of Developmental Disabilities (DDD) 1-800-682-9094 x89906

Division of Child Protection and Permanency (DCPP) 1-800-682-9094 x89907

Care/Case and Disease Management 1-800-682-9094 x89634

Type of Member

- Any member is eligible for Care Management.

MLTSS Network Relations:

Claims Inquiries

Email:

MLTSS_Provider@HorizonBlue.com

Fax: **1-609-583-3004**

Horizon NJ Health Managed Long Term Services & Supports (MLTSS) is a program that offers access to additional benefits that allows members to remain in their home. Some of these benefits include home-delivered meals, Personal Emergency Response Systems and respite care. MLTSS Care Managers visit members in their home environment at regular increments throughout the year, assisting with coordination of care and services and disease management. If you would like more information, please contact MLTSS Member Services at **1-844-444-4410 (TTY 711)**.

Claims and Appeals:

Claims Inquiries

1-800-682-9091

NaviNet.net

Dental Claims Inquiries

1-855-878-5368

sciodontal.com

UM Appeals

(appeals to medical necessity determinations)

1-800-682-9094 x89606 prompt 2

Claims Appeals

For Claim Appeals Status log onto NaviNet.net.

If there are any payment issues, please call

1-800-682-9091.

Physician Relations Representatives:

Jenn Chow 1-609-537-2646
Jenn_Chow@HorizonBlue.com
(Atlantic*, Burlington, Camden, Cape May*,
Cumberland*, Gloucester, Salem*)

William Mitchell 1-609-203-7094
William_Mitchell@HorizonBlue.com
(Middlesex, Monmouth, Somerset, Union)

Cheryl Gilbert 1-609-537-2634
Cheryl_Gilbert@HorizonBlue.com
(Mercer, Ocean)

Maureen Hanson 1-609-537-2152
Maureen_A_Hanson@HorizonBlue.com
(Essex, Passaic, Sussex, Warren)

Angelica Miranda 1-609-537-2336
Angelica_Miranda@HorizonBlue.com
(Bergen, Hudson, Hunterdon, Morris)

*Temporary coverage

Radiology Services:

National Imaging Associates (NIA) will authorize CT Scan, MRI/MRA, Nuclear Medicine and PET Scan. Their patient call center is available Monday through Friday, 8 a.m. to 8 p.m.

NIA 1-800-642-7299

Radiation Oncology Management, MUGA Scans, Non OB Ultrasounds, CCTA, Cardiac Catheterization, ICD, Pacemaker, Virtual Colonoscopies, Echocardiography, Stress Echocardiography

Logisticare Transportation 1-866-527-9945

Vision Services:

Davis Vision provides routine vision services.
Please refer to benefit matrix to determine specific member coverage.

1-800-933-9371

Laboratory Services:

LabCorp 1-800-631-5250

Dental Services:

For pre-certification of an elective procedure and general benefit questions.

Scion Dental Provider Services 1-855-878-5368

Claim Submissions:

Electronic Claims Submissions

Electronic Data Interchange (EDI) Technical Support Hotline

1-800-556-2231

TTPSSupport@cognizant.com

EDI Payor Number: **22326**

Paper Claims Submissions:

Horizon NJ Health
Claims Processing Department
PO Box 24078
Newark, NJ 07101-0406

Dental Claims:

Horizon NJ Health
PO Box 299
Milwaukee, WI 53201

Consent for Sterilization:

A Family Planning Prior Authorization Request form and a HHS-687 Consent for Sterilization Form must be completed and signed by the member in advance of a sterilization procedures being performed. Horizon NJ Health requires that all Consent for Sterilization Forms be submitted to its Health Services Department by faxing the form to **1-609-583-3047** at least 30 days in advance of the procedure.

Mental Health and Substance Abuse:

For children younger than 18 years of age

Children requiring Care Management assistance for behavioral problems or mental health issues should be directed to the State of New Jersey's Children's System of Care Program at **1-877-652-7624**. Staff is available 24 hours a day, seven days a week. DDD, MLTSS and FIDE-SNP members can call Member Services for assistance.

For adults 18 years and older

The NJ Mental Health Cares Program, New Jersey's mental health information and referral service, is available during normal business hours at **1-866-202-4357**. Hotline staff will refer members to community mental health programs throughout the State of New Jersey. DDD, MLTSS and FIDE-SNP members can call Member Services for assistance.

For assistance after hours

Member may call the State of New Jersey's 211 program toll free at **1-877-652-1148 (TTY 711)**, 24 hours a day, seven days a week.

NaviNet Features:

- Member Eligibility and Benefits
 - Electronic Referral Submission and Inquiry
 - Clinical Reports
 - Administrative Reports
 - Claim Status Inquiry
 - Clear Claim Connection
 - Claim Submission
 - Claim Appeals Status
 - Provider Directory
 - Financial Reports
 - Utilization Management Requests
- To register for NaviNet, visit **NaviNet.net** and click *Sign Up*
NaviNet Customer Care
1-888-482-8057

Community Resources: 2-1-1

Educate members on the benefits of dialing 2-1-1 on a telephone, 24 hours a day, seven days a week, to be connected to social service programs and crisis intervention hotlines.

Adult Protective Services (APS) 1-800-792-8820, or
NJ EASE **1-877-222-3737**

NJ Division of Developmental Disabilities (DDD) 1-800-832-9173

DDD determines those who are eligible to receive services it funds through its application process. Generally, to receive services, you must show that you have a severe, chronic physical and/or mental impairment that:

- Manifests in the developmental years, before age 22
- Is life-long
- Substantially limits you in at least three of the following life activities: self-care, learning, mobility, communication, self-direction, economic self sufficiency and the ability to live independently

Division of Child Protection and Permanency (formerly DYFS)

To report child abuse or neglect **1-877-NJ ABUSE (652-2873)**

horizonNJhealth.com