



Horizon NJ TotalCare (HMO D-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 D-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 D-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 D-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>
CHF Telemonitoring	VRI	1-855-832-3460 or vricares.com
FIDE-SNP Care Management Department	All Horizon NJ TotalCare (HMO D-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 hearsusa.com
Horizon NJ TotalCare (HMO D-SNP)	<p>Claim Appeals and Grievances Written appeals and grievances</p>	<p>Participating providers do not have claims appeals rights under CMS guidelines. Claims Inquiries may be submitted to the following address. Horizon NJ TotalCare (HMO D-SNP) Misc Member/Provider Correspondence PO Box 24081 Newark, NJ 07101-0406</p> <p>Nonparticipating Providers Horizon NJ TotalCare (HMO D-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 D-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 D-SNP) Provider Quick Reference Guide

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Horizon NJ TotalCare (HMO D-SNP) <i>(continued)</i>	<p>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 D-SNP).</p>	For more information, call 1-800-845-6592 (TTY 711)
	<p>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. If you are a physician, use claim form HCFA 1500. If you are a hospital/facility use claim form UB04.</p>	<p>Paper Claims Submissions Horizon NJ TotalCare (HMO D-SNP) Claims Processing Department PO Box 24080 Newark, NJ 07101-0406</p>
	<p>Member/Provider Correspondence Written correspondence from the member or provider (includes returning claim overpayments and check tracer requests).</p>	<p>Horizon NJ TotalCare (HMO D-SNP) Misc. Member/Provider Correspondence PO Box 24081, Newark, NJ 07101-0406</p> <p>Subrogation Inquiries Horizon NJ TotalCare (HMO D-SNP) Attn: Legal 1700 American Blvd. Pennington, NJ 08534</p>
Laboratory	LabCorp	1-800-631-5250 or LabCorp.com
Member Services	Available 24/7	Member Services: 1-800-543-5656 (TTY 711)
eviCore healthcare	Refer to the eviCore Authorization Matrix for a current list of procedures that require prior eviCore approval. Providers can call the eviCore Call Center to obtain authorization.	1-800-642-7299 Monday through Friday: 8 a.m. to 8 p.m., ET
	Horizon NJ TotalCare (HMO D-SNP) providers and health care professionals can use eviCore.com to submit all requests for authorizations online.	eviCore is available from 7 a.m. to 7 p.m., Eastern Time. 1-866-496-6200
NaviNet®	Horizon NJ TotalCare (HMO D-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. To sign up for NaviNet, visit their website at NaviNet.net	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



Horizon NJ TotalCare (HMO D-SNP) Provider Quick Reference Guide

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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
SKYGEN USA	Authorization Horizon NJ TotalCare (HMO D-SNP) subcontracts with SKYGEN USA 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	SKYGEN USA PO Box 299, Milwaukee, WI 53201



Horizon NJ TotalCare (HMO D-SNP) Provider Quick Reference Guide

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SKYGEN USA <i>(continued)</i>	Appeals For appeals related to claims and authorizations, providers must contact SKYGEN USA directly.	SKYGEN USA'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 Utilization Management Request Tool 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																												