

## 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](http://horizonNJhealth.com).

Department	Contact information
Provider Services	<b>1-800-682-9091</b>
Member Enrollment	<b>1-800-637-2997</b>
Member Services	<b>1-800-682-9090 (TTY 711)</b>
Managed Long Term Services & Supports (MLTSS) Member Services	<b>1-844-444-4410 (TTY 711)</b>
Pharmacy Department	<b>1-800-682-9094</b> Online Formulary: <b>horizonNJhealth.com</b>
Discharge Planning	<b>1-800-682-9094 x89347; Fax: 1-609-583-3029</b>
Managed Long Term Services & Supports (MLTSS) Provider Services:	<b>1-855-777-0123</b>

## Authorizations

Service	Contact	Authorization Type
Inpatient:	<b>1-800-682-9094 x81024</b>	<ul style="list-style-type: none"> <li>• Notification of Admission</li> <li>• Scheduled Inpatient Requests</li> <li>• Observations</li> <li>• 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 <b>1-844-444-4410</b> to obtain authorizations.</li> </ul>
Outpatient Facility Office Based	<b>1-800-682-9094 x81023</b>	<ul style="list-style-type: none"> <li>• Chiropractic</li> <li>• Genetic Testing</li> <li>• Injectables</li> <li>• Office Visit</li> <li>• Procedure</li> <li>• Sleep Study</li> <li>• Therapies: Chemo, Radiation, Pulmonary, Cardiac, Nutrition</li> <li>• Dialysis</li> <li>• Infusion - Facility</li> <li>• Non par Physician Visits</li> <li>• Pain Management</li> <li>• Same Day Surgery (SPU)</li> <li>• Wound Care - Facility</li> <li>• Transplant</li> </ul>
Home Services	<b>1-800-682-9094 x81025</b>	<ul style="list-style-type: none"> <li>• Skilled Nursing</li> <li>• Home Hospice</li> <li>• Home - PT/OT/ST</li> <li>• Home Infusion</li> <li>• Home - Lab Corp Draws</li> </ul>
Medical Day Care	<b>1-800-682-9094 x81364</b> Fax: <b>1-609-583-3048</b>	<ul style="list-style-type: none"> <li>• Adult</li> <li>• Pediatric</li> </ul>

## Authorizations

Service	Contact	Authorization Type
Personal Care Assistance	<b>1-800-682-9094 x81364</b> Fax: 1-609-583-3048	
Durable Medical Equipment & Medical Supplies	<b>1-800-682-9094 x81017</b>	<ul style="list-style-type: none"> <li>• DME/Medical Supplies</li> <li>• Orthotics</li> <li>• Prosthetics</li> </ul>
Facility PT/OT/ST	<b>1-800-682-9094 x81623</b>	
Personal Preference Program (PPP)	<b>1-855-465-4777</b>	

## 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:

Service	Contact
Member Support	<b>1-800-682-9094 x89385</b> <b>Type of Calls</b> <ul style="list-style-type: none"> <li>• Member inquiries/referrals</li> <li>• Maternity Program (Mom's GEMS)</li> </ul> Division of Developmental Disabilities (DDD): <b>1-800-682-9094 x89906</b> Division of Child Protection and Permanency (DCPP): <b>1-800-682-9094 x89907</b> Care/Case and Disease Management: <b>1-800-682-9094 x89634</b> <b>Type of Member</b> <ul style="list-style-type: none"> <li>• Any member is eligible for Care Management.</li> </ul>

## MLTSS Network Relations

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)**.

Service	Contact
Claims Inquiries	Email: <a href="mailto:MLTSS_Provider@HorizonBlue.com">MLTSS_Provider@HorizonBlue.com</a> Fax: 1-609-583-3004

## Claims and Appeals

Service	Contact
Claims Inquiries	1-800-682-9091 NaviNet.net
Dental Claims Inquiries	1-855-878-5368 SKYGENUSA.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 (Medical)

Representative	Contact	Counties
William Mitchell	1-609-203-7094 William_Mitchell@HorizonBlue.com	*Gloucester, Middlesex, Monmouth, *Salem, Union
Cheryl Gilbert	1-609-537-2634 Cheryl_Gilbert@HorizonBlue.com	*Atlantic, Burlington, Camden, *Cumberland, Ocean
Maureen Hanson	1-609-537-2152 Maureen_A_Hanson@HorizonBlue.com	Essex, Hunterdon, Passaic, Somerset, Sussex, Warren
Angelica Miranda	1-609-537-2336 Angelica_Miranda@HorizonBlue.com	Bergen, *Cape May, Hudson, Mercer, Morris

\*Temporary coverage

## Behavioral Health Representatives

Representative	Contact	Counties
Dottie Laisi	1-856-638-3215 Dorothy_Laisi@HorizonBlue.com	Atlantic, Cape May, Cumberland, Gloucester, Monmouth, Ocean
Michelle McCusker	1-856-638-3223 Michelle_McCusker@HorizonBlue.com	Burlington, Camden, Middlesex, Salem
Olivia Inniss	1-973-466-4609 Olivia_Inniss@HorizonBlue.com	Bergen, Essex, Hudson, Passaic
LaTanya McLean Barkley	1-856-638-3228 LaTanya_Barkley@HorizonBlue.com	Hunterdon, Mercer, Morris, Somerset, Sussex, Union, Warren

## Ancillary Behavioral Health Representatives

Representative	Contact	Counties
Andrew Alleman	1-973-466-6824 Andrew_Alleman@HorizonBlue.com	Atlantic, Bergen, Burlington, Camden, Cape May, Cumberland, Essex, Gloucester, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Ocean, Passaic, Salem, Somerset, Sussex, Union, Warren

# Ancillary Contracting & Servicing Representatives

Contact	Specialties
<p>Alana McDonald 1-609-537-2438  <b>Alana_McDonald@HorizonBlue.com</b></p>	<p>Adult Family Care*            Adult Medical Day Care/Pediatric Medical Day Care            Caregiver Participant Training*            Chore Service (Cleaning/Maintenance)*            Cognitive Therapy*            Community Residential Services*            Community Transition Services*            Home Delivered Meals*            Medication Dispensing*            Non-Medical Transportation*            Personal Emergency Response System (PERS)*            Residential/Vehicle Modification*            Social Adult Day*            Traumatic Brain Injury (TBI)*</p>
<p>Denice Berrios 1-609-537-2446  <b>Denice_Berrios@HorizonBlue.com</b></p>	<p>Assisted Living Program*            Assisted Living Residence*            Comprehensive Personal Care Home*            Skilled Nursing Facility*</p>
<p>Lynda Jackson-Sealy 1-609-537-2648  <b>Lynda_Jackson-Sealy@HorizonBlue.com</b></p>	<p>Ambulance (Transportation)            Ambulatory Surgical Center (ASC) Lithotripsy            Comprehensive Outpatient Rehab Facility (CORF)            Home Infusion            Hospice            Lab            PT/OT/ST (In-Home/Outpatient)            Radiology            Sleep Studies</p>
<p>Stephen Fitch 1-609-537-2614  <b>Stephen_Fitch@HorizonBlue.com</b></p>	<p>Special Projects            Electronic Visit Verification (EVV)</p>
<p>Walgena Daniels 1-609-537-2335  <b>Walgena_Daniels@HorizonBlue.com</b></p>	<p>Dialysis            Hearing (Audiology)            Orthotic &amp; Prosthetic (O&amp;P)            Durable Medical Equipment (DME)</p>
<p>Lori Bembry 1-609-537-2427  <b>Lori_Bembry@HorizonBlue.com</b></p>	<p>Ancillary Contracting Manager            Home Health            Home-Based Supportive Care*            Personal Care Assistant (PCA)            Respite (In-Home)*            Private Duty Nursing</p>

\* MLTSS Services

## Radiology Services

Horizon NJ Health partnered with eviCore healthcare to manage Advanced Imaging Services for our members through Prior Authorizations/Medical Necessity Determinations (PA/MND) with physicians. Their patient call center is available Monday through Friday, 7 a.m. to 7 p.m.

Contact	Services
eviCore <b>1-866-496-6200</b>	Cardiac Catheterization, Cardiac Computed Tomography Angiography (CCTA), Cardiac Implantable Devices, Cardiac Resynchronization Therapy (CRT) Pacemaker, CT/CTA, Echocardiography, Implantable Cardioverter Defibrillator (ICD), Nuclear Cardiology/Nuclear Stress/MPI, MRI/MRA, Radiation Oncology, Management for Radiation Therapy, Pacemaker, PET, Select Non-Advanced Radiology Procedures, Stress Echocardiography

## Logisticare Transportation

Contact
<b>1-866-527-9945</b>

## Vision Services

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

Contact
<b>1-800-933-9371</b>

## Laboratory Services

Service	Contact
LabCorp	<b>1-800-631-5250</b>

## Dental Services

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

Service	Contact
SKYGEN USA Dental Provider Services	<b>1-855-878-5368</b>

## Claim Submissions

Submission type	Contact
Electronic Claims Submissions	Electronic Data Interchange (EDI) Technical Support Hotline <b>1-800-556-2231</b> <b>TTPSSupport@cognizant.com</b> EDI Payor Number: <b>22326</b>
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.

## Behavioral Health (including mental health and substance use disorders)

Age group	Contact
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 <b>1-877-652-7624</b> . Staff is available 24 hours a day, seven days a week. DDD, MLTSS and FIDE-SNP members can call Horizon NJ Health 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 <b>1-866-202-4357</b> . Hotline staff will refer members to community mental health programs throughout the State of New Jersey. DDD, MLTSS and FIDE-SNP members can call Horizon NJ Health Member Services for assistance.  Members not enrolled with DDD, MLTSS or FIDE-SNP should call their local Medical Assistance Customer Center (MACC) for mental health services. To find the number of a local MACC, call the NJ FamilyCare hotline toll free at <b>1-800-356-1561 (TTY 711)</b> .

**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.

For more information on behavioral health services, visit [horizonNJhealth.com/providerbh](http://horizonNJhealth.com/providerbh).

# NaviNet

To register for NaviNet	Contact
Visit <b>NaviNet.net</b> and click <i>Sign Up</i>	NaviNet Customer Care <b>1-888-482-8057</b>
<b>NaviNet Features:</b> <ul style="list-style-type: none"> <li>• Member Eligibility and Benefits</li> <li>• Clinical Reports</li> <li>• Administrative Reports</li> <li>• Claim Status Inquiry</li> </ul>	<ul style="list-style-type: none"> <li>• Claim Submission</li> <li>• Claim Appeals Status</li> <li>• Provider Directory</li> <li>• Financial Reports</li> <li>• Utilization Management Requests</li> </ul>

## Community Resources

Resource	Service and contact
2-1-1	Educate members on the benefits of dialing <b>2-1-1</b> 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)	<b>1-800-792-8820</b> , or NJ EASE <b>1-877-222-3737</b>
NJ Division of Developmental Disabilities (DDD)	<b>1-800-832-9173</b> 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: <ul style="list-style-type: none"> <li>• Manifests in the developmental years, before age 22</li> <li>• Is life-long</li> <li>• 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</li> </ul>
Division of Child Protection and Permanency (formerly DYFS)	To report child abuse or neglect <b>1-877-NJ ABUSE (652-2873)</b>

**horizonNJhealth.com**

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