



Quick Reference Guide for Horizon Behavioral HealthSM Providers

Division of Developmental Disabilities (DDD), Horizon NJ Total Care/Dual Eligible Special Needs Plan (DSNP), Managed Long Term Supports and Services (MLTSS), and Medicare

Claims Submission Process

Horizon NJ Health Claims – Provider Services Line – 1-800-682-9091

- » Horizon NJ Health encourages all hospitals, physicians and health care professionals to submit claims electronically. Horizon NJ Health encourages all hospitals, physicians, and health care professionals to submit claims electronically. We utilize the TriZetto Provider Solutions (TTPS) Direct Data Entry (DDE) SimpleClaim system. All providers that previously used TriZetto to directly enter their Horizon NJ Health claims must switch to DDE SimpleClaim. For Medicare members, Medicare must be billed first and the EOB should be later submitted to Horizon NJ Health. For DSNP members, claims should be submitted directly to HNJH.
- » For more information on registering, please go to <https://trizettoprovidersolutions.wufoo.com/forms/horizon-nj-health-providers/>. If you have any further questions about registering with TTPS for DDE claim submission, please call TriZetto at **1-800-556-2231**.
- » Submit all electronic claims to the Horizon NJ Health EDI Payer Number **22326**.
- » You may also choose to contract with another EDI clearinghouse or vendor who already has access to TriZetto EDI services.

Address for Paper Claims and other billing forms

Horizon NJ Health Claims Processing Department P.O. Box 24078, Newark, NJ 07101

Horizon NJ Health does not accept handwritten or black and white claims. For Medicare members, Medicare must be billed first and the EOB should be later submitted to Horizon NJ Health.

Claim appeals may be submitted via mail to:

Horizon NJ Health Claim Appeals Department P.O. Box 63000 Newark, NJ 07101-8064 or fax to 973-522-4678

Provider Services Line

for Provider Relations, Credentialing & Contracting Questions

E-mail: HorizonBehavioralHealthProviderRelations@beaconhealthoptions.com

1-800-397-1630 (Monday–Friday, 8am–5pm ET)

- » **Prompt 1:** For Horizon Behavioral Health
- » **Prompt 3:** For claims, authorizations and member benefits
- » **Prompt 4:** For information on participation, application status, tax ID updates, address changes, and questions about new program implementations

ProviderConnect® Online Registration Online Self-Service Tool for Providers

Providers who already have a ProviderConnect account need to submit a new form to request an additional login ID to access Horizon member information. New and Current ProviderConnect Users need to fax a completed Account Request form to **1-866-698-6032**.

Account Request form located at:

www.beaconhealthoptions.com/providers/beacon/forms/
Select *Administrative Forms*. Under ProviderConnect Forms, select *Online Services Account Request (Editable Version)*.

For Technical Issues, call the EDI Help Desk:

1-888-247-9311 (Monday–Friday, 8am–6pm ET)

E-mail: e-supportservices@beaconhealthoptions.com

Member Eligibility, Benefits and General Inquiries, Authorizations, and Care Management

1-877-695-5612 – for Medicaid Provider and Member Services (24 hours a day/7 days a week)

1-800-355-2583 – for Medicare Provider and Member Services (24 hours a day/7 days a week)

Note: Members will not need a referral from their PCP to see a behavioral provider. Prior authorization is required for all behavioral health services. Any authorization requested for an MLTSS behavioral health covered service after 90 days of the first date of service will not be approved.

Intensive Case Management for Medicare Members

1-800-626-2212 – for Medicare Provider and Member Referrals

1-800-543-5656 – for DSNP Provider and Member Referrals

Clinical Appeals for Medicaid:

Horizon BCBSNJ
Horizon Behavioral Health
Attention: Clinical Appeals
103 Eisenhower Parkway Suite 120
Roseland, New Jersey 07068

Information on News, Tools, Forms, Clinical Criteria, and Guidelines

- » www.beaconhealthoptions.com
(formerly ValueOptions website)
- » <http://www.beaconoptions.com/providers/Network/Horizon-NJ-Health.htm>
(Horizon New Jersey Health specific)