

## New Jersey Family Care MCO

### MLTSS Provider Quick Reference Guide links

- **Aetna:**

<http://www.aetnabetterhealth.com/newjersey/providers/resources/guide>

- **Amerigroup**

[https://providers.amerigroup.com/ProviderDocuments/NJNJ\\_QRC.pdf](https://providers.amerigroup.com/ProviderDocuments/NJNJ_QRC.pdf)

- **Horizon**

[http://www.horizonnjhealth.com/sites/default/files/3719\\_Provider\\_Guide\\_032216.pdf](http://www.horizonnjhealth.com/sites/default/files/3719_Provider_Guide_032216.pdf)

- **United**

<http://www.uhccommunityplan.com/content/communityplan/homepage/health-professionals/nj/provider-admin-manual.html>

- **WellCare**

<https://www.wellcare.com/New-Jersey/Providers/Medicaid>

Below is link to access Managed Care resources:

[http://www.state.nj.us/humanservices/dmahs/home/mltss\\_resources.html](http://www.state.nj.us/humanservices/dmahs/home/mltss_resources.html)

The Form is located by clicking on highlight.

[DMAHS Provider Relations Inquiry Information](#)

[Provider Relations Inquiry Request form – multiple cases](#)

Entity	Topic areas to assist Members and Providers
NJ FamilyCare Member/Provider Hotline	Medicaid member and provider eligibility claims and quality inquiries 1-800-356-1561
County Welfare Agencies (CWA)	Financial Eligibility Cost Share <a href="http://www.nj.gov/humanservices/dfd/programs/njsnap/cwa/">http://www.nj.gov/humanservices/dfd/programs/njsnap/cwa/</a>
Medicaid Provider Communications (MedCom)	Division of Medical Assistance and Health Services Home Page  <a href="http://www.state.nj.us/humanservices/dmahs/home">www.state.nj.us/humanservices/dmahs/home</a>
Office of Community Choice Options (OCCO)	Member clinical eligibility not MCO Enrolled Regional office contacts <a href="http://www.state.nj.us/humanservices/doas/home/directory.html">http://www.state.nj.us/humanservices/doas/home/directory.html</a>
NJ FamilyCare MCO Member Relations Provider Relations	Member Provider Inquiries regarding benefits- PA for MCO enrolled members <a href="http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/">http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/</a>
NJ FamilyCare Office of Managed Health Care, Managed Provider Relations	Billing and/or eligibility questions for review by DMAHS. If MCO claims contact with MCO shall be summarized prior to forwarding to DMAHS  <a href="mailto:MAHS.Provider-inquiries@dhs.state.nj.us">MAHS.Provider-inquiries@dhs.state.nj.us</a>
NJ State Health Insurance Assistance Program	Resource for members and families regarding plan selection  1-800-792-8820
NJ FamilyCare Health Benefits Coordinator (HBC)	Member contact for MCO selection  1-800-701-0710
Medicaid Newsletters and Alerts	<a href="http://www.njmmis.com">www.njmmis.com</a>