

Online Informational Sources:

You can get answers to many frequently asked questions online at www.MagellanHealth.com/provider

You have access to many resources including:

- Magellan Provider Handbook
- Medical Necessity Criteria
- Clinical Guidelines
- Credentialing Criteria
- Claims Tools
- Treatment Request Forms
- PCP Communication Forms
- Practice Information Update Tool
- Magellan Provider Newsletter, *Provider Focus*.

Provider Inquiry Resources:

You can call the general 800 numbers listed in this **Quick Reference Guide** for claims and authorization questions.

You can call the **National Provider Services Line** at **1-800-788-4005** for general inquiries including credentialing and network status.

You can reach your local network representative at:

New Jersey 1-800-435-7670 ext. 53869

New York 1-800-231-7158

Pennsylvania/Delaware 1-800-866-4108

If you feel your inquiry needs further review after pursuing the aforementioned standard methods you may contact the following resources for escalation:

Horizon:

Office of the General Manager 1-800-435-7670



Quick Reference Guide for Horizon Blue Cross Blue Shield of New Jersey

Northeast Care Management Center

199 Pomeroy Road
Parsippany, NJ 07054

1-800-435-7670

Magellan Quick Reference Guide for Horizon Blue Cross Blue Shield of New Jersey

➤ For the following Horizon plans:

NJ Direct

Authorization, Eligibility and Claims:

1-800-991-5579

Fax Number for TRF Submission:

1-877-551-8302

Claims Addresses:

Magellan Health Services

P.O. Box 5172

Columbia, MD 21045-5172

Or, submit electronically at:

www.Horizon-bcbsnj.com

➤ For the following Horizon plans:

Horizon BCBS of NJ HMO

Horizon Medicare Blue

You can obtain **initial authorizations (IOA) and request additional sessions** online for all accounts listed above through your secure provider log-on at:

www.MagellanHealth.com/provider

Authorization, Eligibility and Claims:

1-800-626-2212

Fax Number for TRF Submission:

1-877-551-8302

Claims Addresses:

Outpatient

Magellan Health Services

P.O. Box 5171

Columbia, MD 21045-5171

Or, submit electronically at:

www.Horizon-bcbsnj.com

➤ For the following Horizon plan:

Horizon BCBS of NJ POS/ Direct Access

You can obtain **initial authorizations (IOA) and request additional sessions** online for all accounts listed above through your secure provider log-on at:

www.MagellanHealth.com/provider

Authorization, Eligibility and Claims:

1-800-626-2212

Fax Number for TRF Submission:

1-877-551-8302

Claims Addresses:

Magellan Behavioral Health

P.O. Box 5172

Columbia, MD 21045-5172

Or, submit electronically at:

www.Horizon-bcbsnj.com

➤ For the following Horizon plan:

Horizon NJ Health (Medicaid)

Eligibility:

1-877-695-5612

Authorizations:

973-515-2350

Claims:

1-800-682-9091

Fax Number for TRF Submission:

1-877-551-8302

Claims Address:

Horizon NJ Health

P.O. Box 7117

London, KY 40742

➤ For the following Horizon plan:

Horizon PPO Plans *ABA Services Only*

Eligibility, Authorizations and Claims:

1-800-626-2212

Claims Address:

Magellan Health Services

P.O. Box 5172

Columbia, MD 21045

Or, submit electronically at www.Horizon-bcbsnj.com

You can **request additional sessions** online for ABA services through your secure provider log-on at:

www.MagellanHealth.com/provider

➤ For the following Horizon plan:

Horizon BCBS of NJ Plus (SHBP)

Authorization, Eligibility and Claims:

1-800-991-5579

Fax Number for TRF Submission:

1-877-551-8302

Claims Addresses:

New Jersey Plus

199 Pomeroy Road

Parsippany, NJ 07054

Or, submit electronically at:

www.Horizon-bcbsnj.com

➤ For the following Horizon plan:

Horizon BCBS of NJ FEP

Authorization, Eligibility:

1-800-626-2212

Claims:

1-800-624-5078

Fax Number for TRF Submission:

1-877-551-8302

Claims Addresses:

Horizon BCBS of NJ FEP

P.O. Box 656

Newark, NJ 07102

Or, submit electronically at:

www.Horizon-bcbsnj.com

➤ For the following Horizon plan:

Horizon BCBS of NJ Integrated EAP

Authorization, Eligibility and Claims:

1-800-346-5486

Fax Number for TRF Submission:

1-877-551-8302

Claims Address:

Horizon of NJ Integrated EAP

199 Pomeroy Road

Parsippany, NJ 07054