

PROCESS FOR ADDRESSING CLAIM DENIAL, REVALIDATION, & MMIS QUESTIONS



STEP 1

Gather the following information for all calls: School Name, EIN, and Medicaid ID or NPI.

Claim denials: Claim number (TCN) OR Claim date of service and child's member ID (if TCN isn't available)

Revalidation: Any letters received regarding revalidation User ID (if applicable)

MMIS: User ID (if account has been created) OR Complete the Portal Registration Form (if account has not been created).

You must log into the MMIS portal every 30 days or your account will be locked. After 45 days of inactivity, your account will be deleted.

STEP 2

Call the Provider Relations Call Center at (866) 291-1674 or (603) 223-4774.

- Press 1 for providers to speak to a live agent, DO NOT ENTER YOUR MEDICAID ID.
 - Please note that if you want to discuss anything that involves Protected Health Information (PHI), you will need to verify you are authorized in order to comply with HIPAA standards.
- To use the automated system, enter your Medicaid ID and 6-digit PIN.

STEP 3

Document your call.

- Details about your call
- Call reference number
- Claim number (TCN) (if applicable)
- Date and time of call
- Name of the person you spoke to

STEP 4

If needed, escalate for further assistance.

Claim denials: Contact Jordan.M.McCormick@dhhs.nh.gov

Revalidation: Contact NHProviderRelations@conduent.com
Brian.Parsons@conduent.com OR
Alyssa.Stephenson@conduent.com

MMIS: Contact NHProviderRelations@conduent.com
Brian.Parsons@conduent.com OR
Alyssa.Stephenson@conduent.com