



Horizon Blue Cross Blue Shield of New Jersey



Quick Reference Guide for Horizon Behavioral HealthSM Providers

Claims Submission Process

All behavioral health claims should be submitted electronically to Horizon via NaviNet[®] according to Horizon's electronic claims processing procedures for Professionals and Ancillaries. Acute Care Facilities should submit through clearinghouses only. Please refer to the Horizon Provider Training Manual for procedures related to claim submission and inquiries.

Horizon BCBSNJ Electronic Payor ID is **22099**

Register for Electronic Funds Transfer (EFT) via Navinet: <https://www.horizonblue.com/providers/products-programs/edi-eft-transactions/electronic-funds-transfer-eft>

Access to NaviNet through the Horizon website at www.horizonblue.com/providers or **NaviNet.net**.

NaviNet Questions: **1-888-482-8057**

Claims Inquiries:
1-800-626-2212 | 1-800-991-5579 (for NJ State Health Benefits Program only)

New address for claims submitted via paper (effective July 1, 2014):

**Horizon BCBSNJ
Horizon Behavioral Health
PO Box 10191
Newark, NJ 07101-3189**

Claims for FEP Members: PO Box 656
Newark, NJ 07101-0656

Claims for BlueCard Members: PO Box 1301
Neptune, NJ 07754-1301

Provider Services Line

for Provider Relations, Credentialing & Contracting Questions

E-mail: horizonbehavioralhealthproviderrelations@valueoptions.com

1-800-397-1630 (Monday–Friday, 8am–8pm 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.valueoptions.com/providers/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@valueoptions.com

Online Solutions by Provider Transaction Type

Transaction	NaviNet	ProviderConnect
Claim Submission*	✓	
View Member Benefit Information	✓	
Verify Member Eligibility	✓	✓
Access & Print Forms	✓	✓
Download & Print Authorization Letters		✓
Request & View Authorizations		✓
Access to Message Center to Submit Customer Services Inquiries		✓
Submit Recredentialing Applications		✓

* Acute care facilities should submit claims only through a clearinghouse

Member Eligibility, Authorizations, Care Management, Intensive Case Management Referrals

1-800-626-2212
1-800-991-5579 (for NJ State Health Benefits Program only)

Complaints, Appeals and/or General Inquiries

1-800-626-2212
1-800-991-5579 (for NJ State Health Benefits Program only)

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

1-800-626-2212
» www.valueoptions.com (ValueOptions website)
» www.valueoptions.com/horizon (Horizon Behavioral Health specific)

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