



Quick Reference Guide for Horizon Behavioral HealthSM Providers

Claims Submission Process

All behavioral health claims should be submitted electronically to Horizon Blue Cross Blue Shield of New Jersey via NaviNet[®] according to the Horizon BCBSNJ electronic claims processing procedures for professionals and ancillaries. Acute care facilities should submit through clearinghouses only.

Horizon BCBSNJ Electronic Payor ID is **22099**

Register for Electronic Funds Transfer (EFT) via NaviNet at HorizonBlue.com/eft

Access NaviNet at NaviNet.net or at HorizonBlue.com/providers.

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

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

Address for claims submitted via paper:
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

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:
beaconhealthoptions.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 through Friday, 8 a.m. to 6 p.m. Eastern Time (ET).

Email: e-supportservices@beaconhealthoptions.com

Provider Services

Provider relations and contracting questions
 Email: horizonbehavioralhealthproviderrelations@beaconhealthoptions.com

Call: **1-800-397-1630**, prompt **2**, and then select option **1** for *Horizon Behavioral Health*, Monday through Friday, 8 a.m. to 8 p.m., ET

Credentialing, recredentialing and demographic updates
 Information is available at:
HorizonBlue.com/providershbh

Online Solutions by Provider Transaction Type

Transaction	NaviNet	ProviderConnect
Claim Submission ¹	✓	
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 Inquiry		✓

¹ Acute care facilities should submit claims only through a clearinghouse

Member Eligibility, Authorizations, Care Management and 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)

News, Tools, Forms, Clinical Criteria and Guidelines

- HorizonBlue.com/providershbh (Horizon website)
- beaconhealthoptions.com (Beacon website)
- beaconhealthoptions.com/horizon (Horizon Behavioral Health specific website)
- Horizon Behavioral Health: **1-800-626-2212**

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