

New Jersey Medical Assistance and Health Services (DMAHS)

New Jersey Family Care (Medicaid)

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 http://www.nj.gov/humanservices/dfd/programs/njsnap/cwa/
Medicaid Provider Communications (MedCom)	Division of Medical Assistance and Health Services Home Page www.state.nj.us/humanservices/dmahs/home
Office of Community Choice Options (OCCO)	Member clinical eligibility not MCO Enrolled Regional office contacts http://www.state.nj.us/humanservices/doas/home/directory.html
NJ FamilyCare MCO Member Relations Provider Relations	Member Provider Inquiries regarding benefits- PA for MCO enrolled members http://www.state.nj.us/humanservices/dmahs/info/resources/hmo/ The Form to submit billing inquiries is located by clicking on highlighted link. DMAHS Provider Relations Inquiry Information Provider Relations Inquiry Request form – multiple cases
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 MAHS.Provider-inquiries@dhs.state.nj.us
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	www.njmmis.com