



## State of New Jersey

DEPARTMENT OF HUMAN SERVICES

DIVISION OF MEDICAL ASSISTANCE AND HEALTH SERVICES

PO Box 712

TRENTON, NJ 08625-0712

PHILIP D. MURPHY  
*Governor*

SHEILA Y. OLIVER  
*Lt. Governor*

CAROLE JOHNSON  
*Acting Commissioner*

MEGHAN DAVEY  
*Director*

Below is a summary of the Office of Managed Health Care (OMHC) Managed Provider Relations Unit responsibilities.

- Addresses provider inquiries and/or complaints as it relates to Managed Care Organization (MCO) contracting, credentialing, reimbursement, authorizations and appeals, and conducts complaint resolution tracking/reporting
- Provides education and outreach for MCO contracting, credentialing, claims submission, authorization, appeals process, eligibility verification, TPL, MLTSS transition and other Medicaid program changes
- Addresses stakeholder inquiries related to the network credentialing process, network access, and payment compliance.

*If the provider has a specific question regarding payment for a Managed Medicaid member, they must provide detail regarding the claim. E-mail this detailed information securely to [mahs.provider-inquiries@dhs.state.nj.us](mailto:mahs.provider-inquiries@dhs.state.nj.us).*

*If multiple claims are impacted, the information should be summarized using an Excel file. (Keep in mind, all information must be sent securely, if it includes Protected Health Information (PHI)).*

***Note: Medicaid providers are required to check member eligibility monthly and secure the necessary authorizations for members.***