

Appendix A

Contact Information

Neighborhood Health Plan (NHP)

*Please do not send protected health information (PHI) through e-mail.

Address Neighborhood Health Plan
253 Summer Street; 5th Floor
Boston, MA 02210-1120

Phone 800-462-5449

TTY 800-665-1761

Fax 617-772-5512

Web www.nhp.org

Customer Service Hours

Mon.–Fri. 8:00 a.m. to 6:00 p.m.
Thurs. 8:00 a.m. to 8:00 p.m

Adjustments, Appeals, and all Other Correspondence

Address Neighborhood Health Plan
253 Summer Street
Boston, MA 02210-1120

Phone 800-462-5449

TTY 800-655-1761

Fax 617-772-5511

Web www.nhp.org

Authorizations

Fax 617-772-5512 or 617-478-7175

Care Management

Phone 800-432-9449

Email caremanagement@nhp.org

Claims (New Claims Only)

Address Neighborhood Health Plan
P.O. Box 10
Nutting Lake, MA 01865-0010

Fax 617-526-1982

Compliance Hotline

(To report fraud, abuse, or other compliance problems)

Phone 800-462-5449

Customer Care Center

Phone 800-462-5449

Fax 617-772-5512 or 617-478-7175

TTY 800-655-1761

Hours Mon.–Fri. 8:00 a.m. to 6:00 p.m.
Thurs. 8:00 a.m. to 8:00 p.m

DME Requests

Fax 617-526-1935

E-Commerce

Phone 617-772-5550

Provider Relations

Phone 800-462-5449

Fax 617-772-5517

Email prweb@nhp.org

Smoking Cessation

Email quitsmoking@nhp.org

MassHealth

Customer Service Center

Phone 1-800-841-2900

TTY 1-800-497-4648).

Hours Mon.–Fri. 8:00 a.m. to 5:00 p.m.

NHP Delegated Partners

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Behavioral Health

Beacon Health Strategies

Address 500 Unicorn Park Dr., Suite 401
Woburn, MA 01801-3393

Phone 800-414-2820 or 781-994-7556

Fax 781-994-7600

Web www.beaconhealthstrategies.com

Psychopharmacology Decision Support Line

Phone 866-647-2343

Dental (Commonwealth Care Plan Type I Members Only)

DentaQuest

Phone 800-207-8214

Web www.doralusa.com

Delta Dental

Phone 800-207-8214

Web www.deltadental.com

Pharmacy

Medmetrics—Prior Authorization Department

Phone 800-918-7550
24 hours, 7 days a week

Fax 800-918-7542

Radiology (MRI, PET, CT)

MedSolutions, Inc.

Phone 888-693-3211

Fax 888-693-3210

Web www.medsolutionsonline.com

Vision (Commonwealth Care Members Only)

OptumHealth

Phone 866-223-5799

Web www.spectera.com
