

Commitment to Communication

From your Provider Relations team.



2 Executive Park Drive • Bedford, NH 03110

InterQual Connect™

March 30, 2021

[NH Healthy Families Secure Provider Portal](#)

NH Healthy Families and Ambetter from NH Healthy Families values the relationships we have with our provider partners and works to ensure that doing business with us is easy and straightforward. A key component of meeting provider needs is our secure Provider Portal, which enables providers to conduct business with NH Healthy Families from the convenience of their desktops seamlessly and in real time.

[New Features](#)

We are pleased to announce effective June 1, 2021, NH Healthy Families and Ambetter from NH Healthy Families will be integrating an exciting new tool, InterQual Connect™ into our Secure Provider Portal. This update will add features that simplify the provider experience and offer several new capabilities:

- Streamlined web authorization request
- Easy access to InterQual Connect to complete medical reviews for certain procedures
 - Completed InterQual medical review will automatically be included with your web authorization submission
 - Possible same-day approval based on outcome of a completed InterQual medical necessity review
- Identification of non-submitted Service Lines and reason for non-submittal

We believe the enhancements to our Provider Portal will create a more user-friendly experience and enhance your ease of doing business with NH Healthy Families and Ambetter from NH Healthy Families. We hope you will take a moment to explore them.

Please contact Provider Services at 866-769-3085 with any questions you may have.

Sincerely,

NH Healthy Families
Ambetter from NH Healthy Families

1-866-769-3085 (NH Healthy Families)
1-844-265-1278 (Ambetter)
TDD/TTY: 1-855-742-0123

NHhealthyfamilies.com
ambetter.nhhealthyfamilies.com