

# NEIGHBORHOOD HEALTH PROVIDERS (NHP) SUFFOLK HEALTH PLAN (SHP) PHONE/CONTACT REFERENCE

## Online

Visit the NHP website at [www.getnhp.com](http://www.getnhp.com)

Visit the SHP website at [www.suffolkhealthplan.com](http://www.suffolkhealthplan.com)

## By Phone:

Member Eligibility Verification &  
Claims Status Inquiries  
(24 hours per day, 7 days a week)

NHP: 1-800-558-7970  
SHP: 1-877-747-6789

Provider Services

NHP: 1-800-558-7970  
SHP: 1-877-747-6789

Care Coordination  
(Prior Approvals, Care  
Coordination Appeals)

NHP: 1-800-765-3805 (PHONE)  
1-800-338-4195 (FAX)

SHP: 1-800-250-5007 (PHONE)  
1-877-267-7900 (FAX)

Provider Relations

NHP: 212-883-0883 (PHONE)  
212-808-4772 (FAX)

SHP: 631-881-6720 (PHONE)

Member Services  
(24 hours per day, 7 days a week)

1-800-826-6240  
TTY: 1-800-662-1220

NHP Behavioral Health

1-866-969-2661

Davis Vision

1-800-999-5431

**NEIGHBORHOOD HEALTH PROVIDERS (NHP)  
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DentaQuest (Dental)	1-800-417-7140
UR Expedited Appeal Requests After Normal Business Hours	1-800-826-6240
Compliance Hotline	1-877-655-9900

**To Send Us Correspondence:**

Provider Services/Claims Appeals	Provider Services Department Neighborhood Health Providers Suffolk Health Plan PO Box 6008 Hauppauge, New York 11788
Member Services	Member Services Department Neighborhood Health Providers Suffolk Health Plan P.O. Box 19769 Charlotte, NC 28219-9769
Care Coordination (Written Appeals)	Care Coordination Department Neighborhood Health Providers Suffolk Health Plan 4944 Parkway Plaza Boulevard Suite 110 Charlotte, North Carolina 28217

**To Submit Claims/Encounters**

Electronic Claims	Submitter ID: 11325
Paper Claims	Claims Department Neighborhood Health Providers Suffolk Health Plan PO Box 6008 Hauppauge, New York 11788