



Dear Provider:

Welcome to the Neighborhood Health Providers (NHP) and Suffolk Health Plan (SHP) Provider Network!

We are pleased to present this NHP/SHP Provider Manual, which is designed to answer your questions about our Plan and its services, and familiarize you with our policies and procedures. This manual will provide you with easy access to basic information about verifying member eligibility, obtaining authorizations for services, primary care provider referrals to specialist services, reimbursement issues and other key topics. The Provider Manual is housed on our websites at www.getnhp.com and www.suffolkhealthplan.com.

This manual will be updated periodically, and we, therefore, encourage you to periodically check the website for any updates that we made have made to the Provider Manual. When we do make a change to the Provider Manual, we will send you a Provider Notice to notify you of the change. While the notice will refer you to the website to see the full detail of the change, if you need a hard copy of the revised you may call us and the revised pages will be sent to you.

In addition, on occasion we need to notify you about policy changes and other important information; we will also send you a Provider Notice. So please help us keep your information up-to-date by making sure we have your accurate service address, phone number, fax number and email address.

This manual will give you comprehensive information about the various NHP/SHP departments and the services they provide, your role and responsibilities as a participating provider, member rights and responsibilities, and how to obtain assistance when you need it.

If you have questions about the information presented in this manual, please contact NHP Provider Services at 1-800-558-7970 or SHP Provider Services at 1-877-747-6789 during regular business hours Monday through Friday.

Once again welcome to the Neighborhood Health Providers. We value your participation and look forward to a long working relationship with you.

Sincerely,

Stephen Schneider
Assistant Director
Provider Network Management