



RE: Intent to Contact Medicaid Managed Care Organizations (MCOs) **for the NJ FamilyCare Housing Supports Program**

Date: August 2025

Below is a list of key contacts at each Managed Care Organization (MCO) for the NJ Housing Supports Program. Please reach out directly to these contacts if you need assistance related to credentialing, contracting, authorization requests, claims submissions, or other questions about Housing Supports services.

Housing Supports Director: If you need help resolving complex issues related to Housing Supports program policies, escalating concerns related to authorization or service coordination, or clarifying MCO-specific Housing Supports guidelines:

Aetna	Fidelis	Horizon	United	Wellpoint
Joel Martinez (martinezj15@aetna.com)	Christina Cullen (Christina.Cullen@fideliscarenj.com)	Lauren Jacobs (Lauren_Jacobs@horizonblue.com)	Hilary Delany (hilary_delany@uhc.com)	Ebony Washington (Ebony.Washington2@wellpoint.com)

Network/Credentialing/Contracting: If you need help with completing or submitting your credentialing application or signed contract, checking your credentialing application/contract status or approval timeline, or updating your organization's credentialing/contracting information:

Aetna	Fidelis	Horizon	United	Wellpoint
Andrea Cotton (Andrea.Cotton@Aetna.com) Kimberly Lees (LeesK1@aetna.com) June-Delina Parkes (ParkesJ@aetna.com)	Marlene G. Mercado (Marlene.G.Mercado@fideliscarenj.com) Karen Smith-Parris (Karen.Smith-Parris@fideliscarenj.com)	Alana McDonald (Alana_McDonald@horizonblue.com) Jill Volarich (Jill_Volarich@horizonblue.com)	hcbprovidersnetwork@uhc.com	National Provider Services Line Telephone: (800) 397-1630 Mon-Fri 8AM-8PM EST

Angelica Miranda (MirandaA2@aetna.com)				
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Authorizations: If you need help with submitting referrals or service authorization requests, confirming the status of submitted referrals or authorizations, or correcting or clarifying referral documentation:

Aetna	Fidelis	Horizon	United	Wellpoint
Telephone: 1-855-232-3596 (TTY: 711) Fax: 1-844-404-3972 Email: NJHousingServices@aetna.com Physical mail: Aetna Better Health of New Jersey ATTN: Provider Services PO Box 818003 Cleveland, OH 41181-800	Telephone: 866-309-8447 Fax: 855-573-2346 Email: HousingSupports@centene.com	HNJB Member Services Telephone: 1-800-682-9090 Fax: 973-274-3864 (Attn: Housing Supports Program) Email: HorizonHSPReferrals@horizonblue.com	Telephone: 800-941-4647 Email: NJ_HousingSpecialist@UHC.com	Darcy Hillstrom Telephone: 640-249-9808 Fax: 855-553-9392 Email: Darcy.Hillstrom@wellpoint.com

Claims: If you need help submitting claims, checking claims status, resolving denied claims, or addressing payment issues:

Aetna	Fidelis	Horizon	United	Wellpoint
Provider Relations: NJProviderExperienceMailbox@AETNA.com Telephone: 1-855-232-3596, Press * for Housing Supports Provider	For support with electronic submissions to Fidelis Care: EDIBA@centene.com General Provider Services Telephone: 1-888-453-2534	Call Housing Supports Provider Services Telephone: 1-833-241-4181	Provider Network Advocate team: nj_hcbs_pr@uhc.com	Provider Relations Department: Telephone: 1-833-731-2149 E-mail: NJHousing@wellpoint.com

Member-facing call center: For members to call and ask any question they have regarding service coverage, provider availability, etc.

Aetna	Fidelis	Horizon	United	Wellpoint
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Member and Provider Services Telephone: 1-855-232-3596 (TTY: 711)	HRSN Member Services Telephone: 1-866- 309-8447 (Press 1 for Housing Supports extension)	Member Services: Telephone: 1-800- 682-9090	Member Services Telephone: Call 1-800-941-4647 (TTY:711) Housing Supports Inbox: NJ_HousingSpecialist@uhc.com	Member Services Telephone: 855- 661-1996
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