



State of New Jersey  
Department of Human Services  
Division of Medical Assistance & Health Services

# NEWSLETTER

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**TO:** All Medicaid Providers  
**FROM:** Division of Medical Assistance and Health Services  
**DATE:** April 10, 1997  
**SUBJECT:** The Medicaid Managed Care Hotline

We are pleased to announce that the Division now has a new toll-free hotline number for the Medicaid Managed Care Program--New Jersey Care 2000. The new number is 1-800-356-1561 and provides direct access to the managed care hotline staff.

This new toll-free number is available to Medicaid providers and Medicaid beneficiaries who have questions or concerns about managed health care. Some examples of the types of questions or areas for which the hotline provides assistance are: verifying a beneficiary's enrollment in an HMO, the effective date of a beneficiary's HMO enrollment, in-plan and out-of-plan services, complaints concerning services provided, and billing for a certain kind of service.

We are confident that the managed care hotline will provide enhanced customer service to both Medicaid beneficiaries and providers.

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(BLUE TAB MARKED "5").**