

NJ Insurance Resource Table

Type of Insurance	Service Name, Contact Information and Hours	Description of Service
Managed Care <ul style="list-style-type: none"> • Individual/ large/small group insurance • Marketplace Exchanges 	NJ Department of Banking and Insurance (DOBI); Consumer Protection Services; Office of Managed Care <ul style="list-style-type: none"> • 1-888-393-1062 (Complaints Press 1) • Monday – Friday: 8am – 5pm • www.dobi.nj.gov 	<ul style="list-style-type: none"> • Accepts pre-service complaints, such as issues in accessing care/services • Pre-service complaints can also be handled by filing the complaint on-line
Managed Care – Self Insured	Department of Labor (DOL): Employee Benefit Security Administration (EBSA) <ul style="list-style-type: none"> • New York Regional: 212-607-8600 <ul style="list-style-type: none"> ○ Monday – Friday: 8:30am – 5pm • Philadelphia Regional Office: 215-861-5300 <ul style="list-style-type: none"> ○ Monday – Friday: 8:15am – 4:45pm • http://www.dol.gov/ebsa/contactEBSA/consumerassistance.html 	<ul style="list-style-type: none"> • Handles access to care complaints when Federal Mental Health Parity Laws are not being adhered to by the insurance company or provider, when something the plan is supposed to cover isn't being covered/honored, or a claim was not processed properly • New York Regional Office serves Northern NJ (<i>Bergen, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Passaic, Sussex and Warren</i>) • Philadelphia Regional Office serves Southern NJ (<i>Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Ocean and Salem</i>)
Medicaid	NJ FamilyCare <ul style="list-style-type: none"> • 1-800-701-0710 • Monday & Thursday: 8am – 8pm • Tuesday, Wednesday & Friday: 8am – 5pm • www.nifamilycare.org 	<ul style="list-style-type: none"> • Accepts Medicaid, Access to Care complaints of concerns • Forwards the complaint information to the Special Cases Unit • Has 30 days to receive all pertinent information to make a determination • Note: the information you provide will be sent to and stored by the Special Cases Unit and kept confidential – it may be used to help track recurring issues or complaints
Medicare	Medicare Claims and Appeals: fee-for-service <ul style="list-style-type: none"> • 1-800-MEDICARE (633-4227) • Customer Service is available 24/7 • www.medicare.gov 	<ul style="list-style-type: none"> • Provides a listing of network providers in your area, in your network, either via telephone or online • May file a Quality of Care Complaint with Livanta, LLC. (listed below) if you cannot find a provider
	Livanta, LLC.: Medicare Beneficiary and Family Centered Care Quality Improvement Organization <ul style="list-style-type: none"> • 1-866-815-5440 • Monday – Friday: 9am – 5pm • Weekends and Holidays: 11am – 3pm • http://bfccqioarea1.com/ 	<ul style="list-style-type: none"> • Accepts Access to Care complaints, review and make a decision regarding the handling of the complaint/course of action to be taken
General Assistance with Any Behavioral Health Issue	The Mental Health Association in New Jersey (MHANJ) – MentalHealthCares Helpline <ul style="list-style-type: none"> • 1-866-202-HELP (4357) • Available Daily from 8am – 12am (midnight) • www.njmentalhealthcares.org 	<ul style="list-style-type: none"> • Provides confidential counseling and follow-up for mental health and substance use disorders, education, advocacy, information about community services, and facilitates linkage to services(calls answered by behavioral healthcare professionals)
	The Sentinel Project: Seton Hall Law School & New Jersey Applesseed Public Interest Law Center (Individual, small group and Marketplace Exchanges) <ul style="list-style-type: none"> • 973-991-1190 • contact@njsentinelproject.org • http://njsentinelproject.org/ 	<ul style="list-style-type: none"> • Provides legal advice and representation to New Jersey consumers enrolled in individual or small group health insurance plans who cannot access needed healthcare • Seeks information about concerns people are experiencing in New Jersey's insurance market
	Community Health Law Project <ul style="list-style-type: none"> • Administration: 973-275-1175 • Monday – Thursday: 9am – 5pm; Friday: 9am – 4pm • www.chlp.org 	<ul style="list-style-type: none"> • Provides representation in appeals from denials of coverage or service
	Disability Rights New Jersey (DRNJ) <ul style="list-style-type: none"> • 1-800-922-7233 • Monday – Friday: 9am – 5pm • www.drnj.org 	<ul style="list-style-type: none"> • Provides individual assistance or information and referral • Provides individual assistance if the individual was receiving rehabilitation or habilitation services that have been reduced or terminated by the insurance company.