

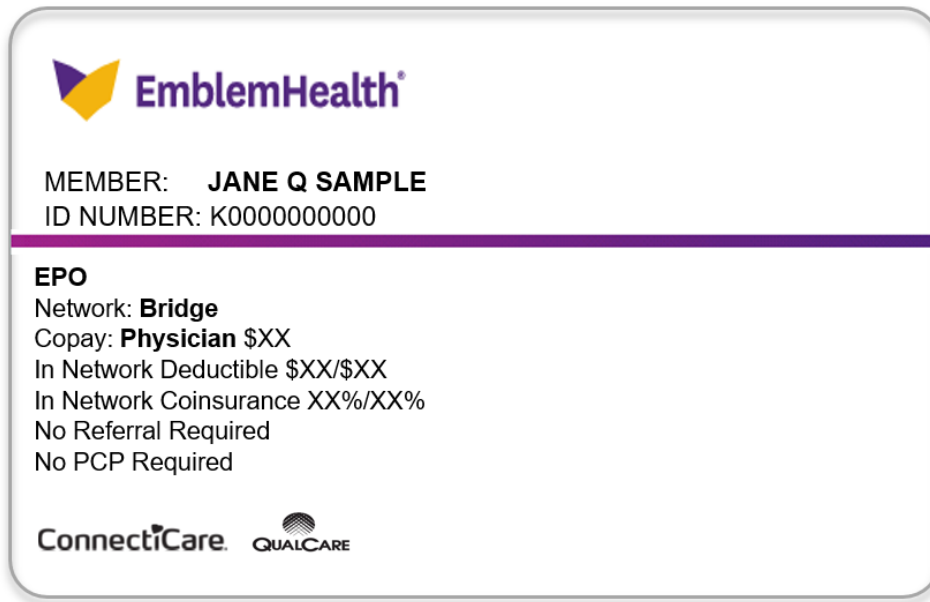



Caring for Bridge Network Members

The Bridge Network is a new product being offered to self-funded employer groups for which EmblemHealth and CCI will be providing administrative services and access to our commercial networks. Bridge Plan members do not need to elect a primary care provider and no referrals are required to access specialists. Below is key information you will need to recognize these new members, coordinate care and bill for services.



EMBLEMHEALTH SAMPLE MEMBER ID CARDS

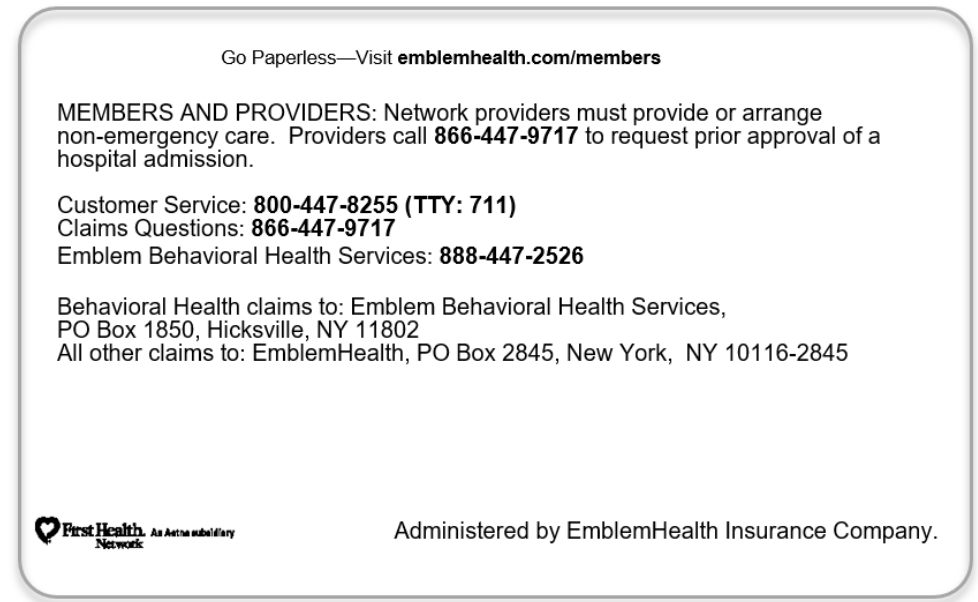
This is a sample ID card for an ASO member with access to the Bridge Network. The Member ID Card chapter of the EmblemHealth Provider Manual posted on emblemhealth.com/provider has sample images of cards for all members. Please review the member's card at intake for more information.




MEMBER: **JANE Q SAMPLE**
ID NUMBER: K0000000000

EPO
Network: **Bridge**
Copay: **Physician \$XX**
In Network Deductible \$XX/\$XX
In Network Coinsurance XX%/XX%
No Referral Required
No PCP Required




Go Paperless—Visit emblemhealth.com/members

MEMBERS AND PROVIDERS: Network providers must provide or arrange non-emergency care. Providers call **866-447-9717** to request prior approval of a hospital admission.

Customer Service: **800-447-8255 (TTY: 711)**
Claims Questions: **866-447-9717**
Emblem Behavioral Health Services: **888-447-2526**

Behavioral Health claims to: Emblem Behavioral Health Services,
PO Box 1850, Hicksville, NY 11802
All other claims to: EmblemHealth, PO Box 2845, New York, NY 10116-2845

 Administered by EmblemHealth Insurance Company.

Customer Service and Utilization Management Contacts

Provider Customer Service	Use the Message Center link at emblemhealth.com ; 866-447-9717
Utilization Management Contacts	
Pre-authorizations	Follow rules applicable to HIP EPO members: 866-447-9717/ 866-215-2928 emblemhealth.com ; (GHI-only provider must call or fax 866-833-2729 / 866-215-2928 until systems updated.)
Independent/Free-Standing Laboratory Services	questdiagnostics.com Quest Diagnostics customer service: 866-697-8378; Quest Diagnostics patient service center locator: 800-377-7220 Note: For a full list of contracted labs, go to emblemhealth.com/labservices .
Behavioral Health	Pre-authorizations: beaconhealthoptions.com Beacon Health Options: 888-447-2526
Pharmacy Services	Pre-authorizations: 877-444-3657 Mail order: Express Scripts: 800-305-5287 Preferred Specialty Pharmacy: Accredo: accredo.com 855-216-2166/ 888-302-1028
Injectable Drug Utilization Management (UM) Program	Pre-authorizations: 888-447-0295/ 877-243-4812
Home Infusion Therapy	Pre-authorizations: homeinfusion@emblemhealth.com ; 800-367-8103/ 212-510-5978
Radiology Services	Pre-authorizations: emblemhealth.com ; 866-447-9717/ 866-215-2928
Cardiology Imaging Services	Pre-authorizations: emblemhealth.com ; 866-447-9717/ 866-215-2928
Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care	Pre-authorizations: evicore.com ; 866-417-2345/ 888-622-7369 Fax line for DME requests: 866-663-7740 Personal Care Assistants & Consumer Directed Personal Assistance Program Pre-authorizations: emblemhealth.com ; 866-447-9717
Diabetic Testing Supplies	Orders: abbottdiabetescare.com ; 888-522-5226
Hearing Aids	HearUSA: hearusa.com ; 877-664-9353 Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester CPS Hearing: cpshearing.com ; 212-675-5745 Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York
Outpatient Physical and Occupational Therapy	Pre-authorizations: Palladian: www.palladianhealth.com , by calling (877) 774-7693, or faxed to (716) 809-8324.
Chiropractic Services	Pre-authorizations: emblemhealth.com ; 866-447-9717/ 866-215-2928
Vision Services	EyeMed: eyemed.com ; 888-581-3648
Dental Services	DentaQuest: dentaquest.com ; 844-822-8108
Pain Management & Spinal Surgery	Pre-authorizations: OrthoNet: 844-296-4440 For forms: orthonet-online.com ; 844-730-8503

Claims Submission Information

EmblemHealth	EDI or Payor ID: 55247 Clearing House: Vendor or direct submission Paper Submission Addresses: Medical Claims: EmblemHealth, PO Box 2845, New York, NY 10116-2845 Hospital Claims: EmblemHealth, PO Box 2803, New York, NY 10116-2803
Beacon Health Options	EDI or Payor ID: FHC & Affiliates Clearing House: Vendor Paper Submission Address: EmblemHealth, PO Box 1850, Hicksville, NY 11802-1850
eviCore (Radiology Program)	EDI or Payor ID: 14182 Clearing House: Vendor/Relay Health Paper Submission Address: eviCore, 400 Buckwalter Place Blvd., Bluffton, SC 29910
Palladian Muscular Skeletal Health	EDI or Payor ID: 37268 Clearing House: Vendor Paper Submission Address: Palladian Health, PO Box 366, Lancaster, NY 14086

For a comprehensive listing of all EmblemHealth Networks and corresponding benefit plans see the Provider Networks and Member Benefit Plans chapter of the EmblemHealth Provider Manual on emblemhealth.com. Pre-authorization is not a guarantee of payment. Payment is subject to the participation agreement, member's eligibility and benefits on the date of service, compliance with utilization management policies and the application of EmblemHealth's medical and claims policies. EmblemHealth provides administrative services for self-funded employer groups who bear the financial responsibility for all claims payments.

Group Health Incorporated (GHI) and HIP Insurance Company of New York (HIPIC) and EmblemHealth Services Company, LLC are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.