

	Prime Network Select Care Network	VIP Prime Network Enhanced Care Prime Network	CBP Network (City of New York) Tristate Network/National Network Medicare Choice PPO (GHI Retirees)
Provider Customer Service	Use the Message Center link at emblemhealth.com ; ☎ 866-447-9717 Montefiore (CMO)-managed members: ☎ 888-666-8326 HealthCare Partners (HCP)-managed members: ☎ 800-877-7587 Note: To identify managing entity, refer to member's ID card or sign in to emblemhealth.com and use Benefits/Eligibility link.		Use the Message Center link at emblemhealth.com ; GHI PPO City of New York members: ☎ 800-624-2414 Non City of New York members: ☎ 866-447-9717 GHI retirees: ☎ 866-557-7300
Member Customer Service	Commercial non-HIX: ☎ 800-447-8255 (TTY: 711) Health care exchange: ☎ 888-447-7703 (TTY: 711) Medicare: ☎ 877-344-7364 (TTY: 711) Medicaid/HARP and Child Health Plus: ☎ 855-283-2146 (TTY: 711)		GHI PPO City of New York members: ☎ 212-501-4444 (TTY: 711) Non City of New York members: ☎ 877-842-3625 (TTY: 711) GHI retirees: ☎ 866-557-7300 (TTY: 711)
Pre-Certifications/Prior Approvals	HIP-managed members: emblemhealth.com ; ☎ 866-447-9717/☎ 866-215-2928 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		GHI PPO City of New York members, contact Empire BCBS: ☎ 800-521-9574/☎ 800-241-5308 Non City of New York members and GHI retirees: ☎ 800-223-9870/☎ 212-563-8391
Referrals	HIP-managed members: emblemhealth.com ; ☎ 866-447-9717 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433 Note: Referrals not required for Access I, Access II, and EPO/PPO plans.		These plans do not require referrals.
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 Note: Behavioral health is not a covered benefit for Healthy NY members.	Prior approvals: beaconhealthoptions.com Beacon Health Options: ☎ 888-447-2526 CMO-managed members: ☎ 800-401-4822		Pre-Certifications: beaconhealthoptions.com Beacon Health Options: ☎ 800-692-2489
Pharmacy Services	Prior approvals: ☎ 877-444-3657 Note: Medicaid/HARP members use the Walgreens Advantage Pharmacy. Use express-scripts.com/emblemmedicaid or call ☎ 855-283-2146 to find an in-network pharmacy. 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	Prior approvals for HIP-managed members: ☎ 888-447-0295/☎ 877-243-4812 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		GHI PPO City of New York members, call Empire BCBS: ☎ 800-521-9574 Prior approvals for FEHB members and GHI retirees, use: ☎ 888-447-0295/☎ 877-243-4812

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 at emblemhealth.com. EmblemHealth also supports ASO clients with provider networks and administrative services. Information specific to GuildNet is provided in separate guides. A referral or approval 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 application of EmblemHealth's medical and claims policies.

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

2019 EmblemHealth Contact Information (Continued)

	Prime Network Select Care Network	VIP Prime Network Enhanced Care Prime Network	CBP Network (City of New York) Tristate Network/National Network Medicare Choice PPO (GHI Retirees)
Home Infusion Therapy	Prior approvals: homeinfusion@emblemhealth.com ; ☎ 800-367-8103/ ☎ 212-510-5978		Pre-Certifications: emblemhealth.com ; ☎ 800-223-9870/☎ 212-563-8391
Radiology Services	eviCore Scheduling Program for HMO/POS members: ☎ 866-699-8131 Prior approvals for HMO/POS members: evicore.com ; ☎ 866-417-2345/ ☎ 800-540-2406 Prior approvals for EPO/PPO members: emblemhealth.com ; ☎ 866-447-9717/ ☎ 866-215-2928 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		Pre-Certifications: evicore.com ; ☎ 800-835-7064
Cardiology Imaging Services	eviCore Scheduling Program for HMO/POS members: ☎ 866-699-8131 Prior approvals for HMO/POS members: evicore.com ; ☎ 866-417-2345/ ☎ 888-622-7369 Prior approvals for: EPO/PPO members: emblemhealth.com ; ☎ 866-447-9717/☎ 866-215-2928 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		Pre-Certifications: emblemhealth.com ; ☎ 800-223-9870/ ☎ 212-563-8391
Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care	Prior approvals: evicore.com ; ☎ 866-417-2345/☎ 888-622-7369 Not all medical/surgical supplies are covered for state-sponsored HMO members. See the DME chapter of the Provider Manual at emblemhealth.com/Providers/Provider-Manual . Personal Care Assistants & Consumer Directed Personal Assistance Program Prior Approvals: emblemhealth.com ; ☎ 866-447-9717 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		GHI PPO City of New York members, contact Empire BCBS: ☎ 800-521-9574/☎ 800-241-5308 Commercial Benefits Plan Durable Medical Equipment over \$2,000, call NYC Health Line: ☎ 800-521-9574
Diabetic Testing Supplies	Orders: abbottdiabetescare.com ; ☎ 888-522-5226		Pre-Certifications (only for insulin pumps and related supplies), contact Health Solutions: ☎ 800-881-4008/☎ 800-860-4326 Orders: CCS Medical: ☎ 800-248-9505 CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019 Orders for GHI retirees: 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 Note: For Healthy NY members, physical therapy is only covered as part of home health care or following surgery or a hospital stay.	Initial referrals and prior approvals for Healthy NY High Deductible Health Plan (HDHP): emblemhealth.com ; ☎ 866-447-9717 Prior approvals for HMO/POS members: palladianhealth.com ; ☎ 877-774-7693/ ☎ 716-809-8324 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		GHI PPO City of New York members, contact Empire BCBS: ☎ 800-521-9574/☎ 800-241-5308 Commercial Benefits Plan (CBP): • Physical therapy precertification required after 16th visit. Call NYC Health Line: ☎ 800-521-9574 • Occupational therapy only covered in conjunction with home health care. Pre-Certification required. All other members: no prior approval required.

2019 EmblemHealth Contact Information (Continued)

	Prime Network Select Care Network	VIP Prime Network Enhanced Care Prime Network	CBP Network (City of New York) Tristate Network/National Network Medicare Choice PPO (GHI Retirees)
Chiropractic Services Note: Chiropractic services are not a covered benefit for Medicaid, Child Health Plus, or Healthy NY members.	Prior approvals for HMO/POS members: palladianhealth.com ; ☎ 877-774-7693/☎ 716-712-2802 Prior approvals for: EPO/PP0, Access I, Access II members: emblemhealth.com ; ☎ 866-447-9717/☎ 866-215-2928 CMO-managed members: ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		Pre-certifications required after the first eight visits in a calendar year: palladianhealth.com ; ☎ 877-774-7693/☎ 716-712-2817
Vision Services	EyeMed: eyemed.com ; ☎ 888-581-3648 Medicaid/HARP and Child Health Plus members: ☎ 877-324-2791		
Dental Services	DentaQuest: dentaquest.com ; ☎ 844-822-8108 Medicaid/HARP and Child Health Plus members: ☎ 844-776-8748		☎ 800-624-2414
Pain Management & Spinal Surgery	Prior approvals for HIP-managed members: OrthoNet: ☎ 844-296-4440 For forms: orthonet-online.com ; ☎ 844-730-8503 Prior approvals for: CMO-managed members : ☎ 888-666-8326 HCP-managed members: ☎ 800-877-7587/☎ 888-746-6433		For pre-certification status: Medical Management: ☎ 844-730-8503 GHI PPO City of New York members, contact Empire BCBS: ☎ 800-521-9574/☎ 800-241-5308
MTM Transportation Service	☎ 888-857-1509		n/a