

2019 EmblemHealth Medicare Advantage HMO/POS Contact Information

	VIP Prime Network	
Provider Customer Service	Use the Message Center link at emblemhealth.com : Montefiore (CMO)-managed members: HealthCare Partners (HCP)-managed members: Note: To identify managing entity, refer to member's ID card or sign in to emblemhealth.com and use Benefits/Eligibility link.	P: 866-447-9717 P: 888-666-8326 P: 800-877-7587
Member Customer Service		P: 800-447-8255 (TTY: 711)
Pre-Authorizations	HIP-managed members: CMO-managed members: HCP-managed members:	emblemhealth.com P: 866-447-9717/F: 866-215-2928 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Referrals	HIP-managed members: CMO-managed members: HCP-managed members:	emblemhealth.com P: 866-447-9717 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Independent/Free-Standing Laboratory Services	Quest Diagnostics customer service: Patient service center locator: Note: For a full list of contracted labs, go to emblemhealth.com/labservices	questdiagnostics.com P: 866-697-8378 P: 800-377-7220
Behavioral Health	Prior approvals: Beacon Health Options: CMO-managed members:	beaconhealthoptions.com P: 888-447-2526 P: 800-401-4822
Pharmacy Services	Prior approvals:	P: 877-444-3657 ; OTC benefits for dual eligible SNP: emblemhealth.com/otc_benefits
Specialty Pharmacy Program	Prior approvals:	accredo.com : P: 855-216-2166/F: 888-302-1028
Injectable Drug UM Program	Prior approvals for: HIP-managed members: CMO-managed members: HCP-managed members:	P: 888-447-0295/F: 877-243-4812 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Home Infusion Therapy	Prior approvals:	Homeinfusion@emblemhealth.com ; P: 800-367-8103 (Voice Mail)/ 212-510-5978

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**. 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.

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	VIP Prime Network	
Radiology Services	eviCore Scheduling Program: Prior approvals for: HIP-managed members: CMO-managed members: HCP-managed members:	P: 866-699-8131 evicore.com P: 866-417-2345/F: 800-540-2406 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Cardiology Imaging Services	eviCore Scheduling Program: Prior approvals for: HIP-managed members: CMO-managed members: HCP-managed members:	P: 866-699-8131 evicore.com P: 866-417-2345/F: 888-622-7369 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care	Prior approvals for: HIP-managed members: Personal Care Assistants & Consumer Directed Personal Assistance Program for HIP-managed members: CMO-managed members: HCP-managed members:	evicore.com P: 866-417-2345/F: 888-622-7369 emblemhealth.com P: 866-447-9717 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433
Diabetic Testing Supplies	Orders:	abbottdiabetescare.com P: 888-522-5226
Hearing Aids	HearUSA: CPS Hearing:	hearusa.com P: 877-664-9353 Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester cpshearing.com P: 212-675-5745 Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York
Outpatient Physical and Occupational Therapy	Initial referrals for: HIP-managed members: Prior approvals for: HIP-managed members: Initial referrals and prior approvals for: CMO-managed members: HCP-managed members:	emblemhealth.com P: 866-447-9717 palladianhealth.com P: 877-774-7693/F: 716-809-8324 P: 888-666-8326 P: 800-877-7587/F: 888-746-6433

2019 EmblemHealth Medicare Advantage HMO/POS Contact Information (Continued)

	VIP Prime Network
Chiropractic Services	Prior approvals for: HIP-managed members: palladianhealth.com P: 877-774-7693/F: 716-712-2802 CMO-managed members: P: 888-666-8326 HCP-managed members: P: 800-877-7587/F: 888-746-6433
Vision Services	EyeMed: eyemed.com P: 888-581-3648
Dental Services	DentaQuest: dentaquest.com P: 844-822-8108
Pain Management & Spinal Surgery	Prior approvals for: HIP-managed members: OrthoNet: P: 844-296-4440 For forms: orthonet-online.com P: 844-730-8503 CMO-managed members: P: 888-666-8326 HCP-managed members: P: 800-877-7587/F: 888-746-6433
MTM Transportation Service	P: 888-857-1509

2019 EmblemHealth Medicare Advantage HMO/POS Benefit Plans with No Referrals Required

These plans do not require referrals—even if the HealthCare Partners or Montefiore logo is on the member ID card.

- EmblemHealth VIP Go (HMO-POS)
- EmblemHealth Affinity Medicare Passport Essentials (HMO)
- EmblemHealth Affinity Medicare Passport Essentials NYC (HMO)
- EmblemHealth Affinity Medicare Ultimate (HMO SNP)
- EmblemHealth Affinity Medicare Solutions (HMO SNP)