

# DIRECTORY

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This chapter contains contact information for parties within EmblemHealth, our delegated relationships and other external resources.

## EMBLEMHEALTH HEADQUARTERS

EmblemHealth  
 55 Water Street  
 New York, NY 10041-8190

## EMBLEMHEALTH CONTACT INFORMATION

Customer service is available seven days a week (excluding major holidays), 8 am to 8 pm. Teletypewriter (TTY/TDD) services can be reached by calling 711.

EMBLEMHEALTH CONTACT INFORMATION				
Company	Provider Network	Customer Service (Members)	Provider Customer Care Advocates	Website
GHI	<b>Commercial:</b> CBP, National & Tristate Networks Network Access Network	NYC: <b>1-212-501-4444</b> Outside NYC: <b>1-800-624-2414</b>	NYC: <b>1-212-501-4444</b> Outside NYC: <b>1-800-624-2414</b>	Sign in to <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> and use the Message Center
	<b>Medicare:</b> Medicare Choice PPO Network	<b>1-866-557-7300</b>	<b>1-866-557-7300</b>	
HIP/ HIPIC	<b>Commercial:</b> NY Metro Network Premium Network Prime Network	<b>1-800-447-8255</b>	<b>1-866-447-9717</b>	
	Prime Network (GHI HMO Plans)	<b>1-877-244-4466</b>		
	Select Care Network	<b>1-888-447-7703</b>		
	<b>State Sponsored Programs:</b> Enhanced Care Prime Network (Including Child Health Plus)	<b>1-855-283-2146</b>		
	<b>Medicare:</b> Medicare Essential Network VIP Prime Network	<b>1-877-344-7364</b>		
	<b>FIDA:</b> Associated Dual Assurance Network EmblemHealth Dual Assurance Network	<b>1-855-283-2148</b>		
HIP VHMS	<b>Commercial:</b> Vytra Network	<b>1-866-409-0999</b>	<b>1-888-288-9872</b>	Sign in to <a href="http://www.vytra.com">www.vytra.com</a>

## CLAIMS CONTACTS

Paper claims (CMS 1500 forms) may be sent to the addresses indicated, unless otherwise noted on the member's ID card.

CLAIMS CONTACTS					
Plans	Type of Claim	EDI or Payor ID	Clearing House	Paper Claim Submission Address	Contact for Inquiries
HIP	Medical claims	HIP: 55247 GHI HMO: 25531	Vendor or direct submission	EmblemHealth PO Box 2845 New York, NY 10116-2845	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(866) 447-9717</b>
HIP	Hospital claims	HIP: 55247 GHI HMO: 25531	Vendor or direct submission	EmblemHealth PO Box 2803 New York, NY 10116-2803	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(866) 447-9717</b>
GHI	Medical claims, member-submitted	13551	Vendor or direct submission	EmblemHealth PO Box 3000 New York, NY 10116-3000	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(212) 501-4444</b>
GHI	Medical claims, provider-submitted	13551	Vendor or direct submission	EmblemHealth PO Box 2832 New York, NY 10116-2832	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(212) 501-4444</b>
GHI	Hospital claims	13551	Vendor or direct submission	EmblemHealth PO Box 2833 New York, NY 10116-2833	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(212) 501-4444</b>
GHI	Dental claims	Not applicable	Vendor or direct submission	EmblemHealth PO Box 2838 New York, NY 10116-2838	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> or <b>(212) 615-4EMC</b>
Vytra	All claims	22264	Vendor or direct submission	Vytra Health Plans Attn: Claims Department PO Box 9091 Melville, NY 11747-9091	<a href="http://www.vytra.com">www.vytra.com</a> or <b>(888) 288-9872</b>

CLAIMS CONTACTS					
Plans	Type of Claim	EDI or Payor ID	Clearing House	Paper Claim Submission Address	Contact for Inquiries
CCI	CCI VIP Medicare Advantage claims	78375	Vendor	ConnectiCare PO Box 4000 Farmington, CT 06034-4000	<b>(877) 224-8230</b>
Montefiore CMO	HIP claims for members managed by Montefiore CMO	13174	Vendor	CMO 200 Corporate Drive Yonkers, NY 10701	<b>(877) 447-6668</b>
HealthCare Partners (HCP) [except for members in HCP Cohort 2]	HIP claims for members managed by HCP	11328	Vendor	HealthCare Partners Attn: Claims Department 501 Franklin Avenue Suite 300 Garden City, NY 11530-5807	<b>1-516-746-2200</b> or <b>1-888-746-2200</b>
HCP Cohort 2	HIP claims for members managed by HCP Cohort 2	55247	Vendor or direct submission	EmblemHealth PO Box 2845 New York, NY 10116-2845	<b>www.emblemhealth.com</b> or <b>1-866-447-9717</b>
Palladian Muscular Skeletal Health	HIP professional claims for PT/OT services members managed by Palladian and claims billable under the Chiropractic program	37268	Vendor	Palladian Health PO Box 366 Lancaster, NY 14086	<b>www.palladianhealth.com</b>
EviCore	HIP and GHI claims billable as part of the Radiology program	14182	Vendor/Relay Health	EviCore 400 Buckwalter Place Blvd. Bluffton, SC 29910	<b>800 420 3471</b>
ValueOptions/ Beacon	HIP and GHI claims billable as part of the	FHC & Affiliates	Vendor	EmblemHealth PO Box 803 Latham, NY 12110	<b>www.ValueOptions.com</b> or <b>(800) 235-3149</b>

CLAIMS CONTACTS					
Plans	Type of Claim	EDI or Payor ID	Clearing House	Paper Claim Submission Address	Contact for Inquiries
	Emblem Behavioral Health Services (HIP members) and EmblemHealth Behavioral Management (GHI members) Programs				

## HOW TO OBTAIN PRIOR APPROVAL

All providers must verify member eligibility and benefits prior to rendering non-emergency services. Requests and supporting clinical information must be submitted via fax to 1-844-296-4440.

HOW TO OBTAIN PRIOR APPROVAL	
Plan/Managing Entity	Instructions
HIP	<p>Requests may be submitted via the secure provider website:  <b>www.emblemhealth.com/Providers</b>, or faxed to either (866) 426-1509 (for DME requests) or (866) 215-2928 (for all other requests).                      Call (866) 447-9717 for more information or to use the IVR system.</p> <p>Hospitals and skilled nursing facilities can verify prior approval status by reviewing their concurrent review status reports.</p>
EmblemHealth EPO/PPO (GHI)	<p>Requests may be submitted via the secure provider website:  <b>www.emblemhealth.com/Providers</b>, faxed to (212) 563-8391, or by calling the Coordinated Care Intake department at (800) 223-9870.                      See <b>Additional Prior Approval Procedures for GHI Practitioners</b> for more information.</p>
Medicare PPO (GHI)	<p>Requests may be submitted via the secure provider website:  <b>www.emblemhealth.com/Providers</b> or faxed to (877) 508-2643.                      Call (866) 557-7300 for more information or to use the IVR system.                      For questions regarding the prior</p>

HOW TO OBTAIN PRIOR APPROVAL	
Plan/Managing Entity	Instructions
	approval process or the status of a specific request, call Customer Service at <b>(877) 244-4466</b> . See <b>Additional Prior Approval Procedures for GHI Practitioners</b> for more information.
HealthCare Partners	Call <b>(800) 877-7587</b> or fax your request to <b>(888) 746-6433</b> .
Montefiore CMO	Call <b>(888) 666-8326</b> . For behavioral health services, call <b>(800) 401-4822</b> .
Vytra Health Plan	Call <b>(888) 288-9872</b> . <small>Prior approval requirements and procedures may be different for Vytra ASO accounts, so please contact the administrator listed on the Vytra member's ID card for more information.</small>
Empire BCBS	Effective January 1, 2016, utilization management for GHI PPO City of New York employees and non-Medicare eligible retirees with GHI PPO benefits will be managed by Empire BCBS for inpatient and outpatient services. Call <b>(800) 521-9574</b> . <small>See a list of all services requiring pre-certification from Empire BCBS.</small>
Behavioral Health Services	
Emblem Behavioral Health Services Program	Requests may be submitted via the Beacon Health Options website: <a href="https://www.beaconhealthoptions.com/providers/">https://www.beaconhealthoptions.com/providers/</a> or by calling Beacon Health Options at <b>(888) 447-2526</b> . (For members in plans underwritten by HIP or HIPIC or administered by VHMS)
EmblemHealth Behavioral Management Program	Requests may be submitted via the Beacon Health Options website: <a href="https://www.beaconhealthoptions.com/providers/">https://www.beaconhealthoptions.com/providers/</a> or by calling Beacon Health Options at <b>(800) 692-2489</b> . (For members in plans underwritten by GHI)
Montefiore	Requests may be submitted by calling <b>(800) 401-4822</b> . (For members who have the Montefiore logo on the lower left corner of their ID card)
Cardiology and Radiology Services	
EviCore	Requests may be submitted via the EviCore website: <a href="http://www.evicore.com">www.evicore.com</a> , or by calling <b>(866) 417-2345</b> (for HIP members) or <b>(800) 835-7064</b> (for GHI HMO, GHI PPO and EmblemHealth EPO/PPO members)
Chiropractic Services	

HOW TO OBTAIN PRIOR APPROVAL	
Plan/Managing Entity	Instructions
All EmblemHealth plans	Requests may be submitted via the Palladian website: <b>www.palladianhealth.com</b> , by calling <b>(877) 774-7693</b> or faxed to <b>(716) 809-8324</b> .
<b>Outpatient Physical and Occupational Therapy</b>	
HIP	Requests may be submitted via the Palladian website: <b>www.palladianhealth.com</b> , by calling <b>(877) 774-7693</b> , or faxed to <b>(716) 809-8324</b> .
<b>Spine Surgery and Pain Management Therapy Program</b>	
HIP	Requests and supporting clinical information must be faxed to <b>(844) 296-4440</b> .
<b>Pharmacy Services</b>	
EmblemHealth Pharmacy Benefit Services	Call <b>(877) 362-5670</b> , Monday through Friday, 8 a.m. to 6 p.m.
EmblemHealth Injectable Drug Utilization Management Program	Requests may be submitted via the Magellan Rx website: <b>ih.magellanrx.com</b> , by calling <b>(800) 424-4084</b> , Monday through Friday, 8 a.m. to 6 p.m., or faxed to <b>(716) 809-8324</b> . Submit both the prior approval request and the replacement drug order from Magellan Rx by using the appropriate fax form available at: <b><a href="http://www.emblemhealth.com/Providers/Provider-Manual/Injectables/Forms.aspx">http://www.emblemhealth.com/Providers/Provider-Manual/Injectables/Forms.aspx</a></b>
Specialty Pharmacy Program	Requests may be submitted by calling <b>(888) 447-0295</b> , Monday through Friday, 8:30 a.m. to 5 p.m. or faxed to <b>(877) 243-4812</b> .
<b>Radiology Services</b>	
See the <b>Radiology Program</b> and <b>Cardiology Imaging Program</b> chapters.	

PHARMACY SERVICES

<b>RETAIL PHARMACY SERVICES (PHARMACIES)</b>
<b>EmblemHealth Pharmacy Services:</b> (877) 793-6253, 24 hours a day, 7 days a week
<b>CLINICAL PHARMACY SERVICES (PROVIDERS)</b>
<b>EmblemHealth:</b> (877) 362-5670, Monday through Friday, 8 a.m. to 6 p.m.
<b>Express Scripts, Inc. (ESI):</b> <small>(home delivery for all plan members except for state and federal employees and retirees with GHI coverage)</small> Physicians may call in new prescriptions to Express Scripts at (888) 327-9791.
<b>Specialty Pharmacy Program:</b> (888) 447-0295, Monday through Friday, 8:30 a.m. to 5 p.m.
<b>Magellan Rx:</b> (866) 554-2673, Monday through Friday, 8 a.m. to 7 p.m.
<b>PHARMACY BENEFIT SERVICES (MEMBERS)</b>
<b>EmblemHealth:</b> <small>(for all members with the exception of GHI retirees and city, state and federal employees with GHI coverage)</small> (877) 793-6253, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD: 711
<b>Medicare Pharmacy Line:</b> <small>(for providers and Medicare members excluding retirees and city, state and federal employees with GHI coverage)</small> (877) 444-7097, Monday through Sunday, 8 a.m. to 8 p.m. TTY/TDD: 711
<b>Medicaid Pharmacy Line:</b> <small>(for providers and Medicaid members)</small> (888) 447-7364, Monday through Friday, 8 a.m. to 8 p.m. TTY/TDD: 711
<b>GHI Customer Service:</b> <small>(for GHI retirees and city, state and federal employees with GHI coverage)</small> (800) 624-2414, Monday through Friday, 8 a.m. to 8 p.m. If calling from New York City, members may also call (212) 615-4444. TTY/TDD: 711
<b>Express Scripts, Inc. (ESI):</b> <small>(home delivery for all plan members except for state and federal employees and retirees with GHI coverage)</small> <ul style="list-style-type: none"> <li>• (877) 866-5798 (Commercial members excluding all City of New York Commercial members)</li> <li>• (877) 866-5828 (EmblemHealth Medicare members excluding all City of New York Medicare members)</li> <li>• (877) 866-4165 (EmblemHealth Medicaid members)</li> <li>• (866) 211-8379 (New York State of Health)</li> <li>• (877) 534-3682 (City of New York Commercial members)</li> <li>• (800) 585-5786 (City of New York Medicare members)</li> <li>• 711 (for users of TDD/TTY)</li> </ul> <p>24 hours a day, 7 days a week Physicians may call (888) 327-9791 for instructions on how to fax a prescription to ESI. In addition, members can speak to a registered pharmacist for medication counseling.</p>



## MOBILE IN-OFFICE ANESTHESIA/SEDATION

The table below includes a list of anesthesia groups whose doctors are available to come to your office so you can keep member care in-network.

MOBILE IN-OFFICE ANESTHESIA/SEDATION					
Physician Group	Service Area	Commercial Plans (HIP/GHI)	Medicaid Plans (HIP)	Medicare Plans (HIP/GHI)	Contact Information
CADS Anesthesia Services PLLC	Kings & Richmond Counties	Yes	Yes	Yes	Sue Beck: (201) 804-5253
Long Island Anesthesia Physicians	Nassau & Suffolk Counties	Yes	Yes	Yes	John Von Lintig: (631) 744-3671, Ext. 103
NAPA (North American Partners in Anesthesia)	Kings, Nassau, Queens, Ulster & Suffolk Counties	Yes	Yes	Yes	Deborah DiMatteo: (516) 945-3036
SOMNIA Inc.	Bronx, Dutchess, Kings, Nassau, New York, Orange, Putnam, Queens, Richmond, Rockland, Suffolk, Sullivan & Ulster Counties	Yes	Yes	Yes	Jeannette Brown: (914) 637-3532

## HEALTH HOMES

A Health Home is a care management service model whereby all of an individual's caregivers communicate with one another so that all of a patient's needs are addressed in a comprehensive manner. This is done primarily through a "care manager" who oversees and provides access to all of the services an individual needs to assure that they receive everything necessary to stay healthy, out of the emergency room and out of the hospital. Health records are shared among providers so that services are not duplicated or neglected. Health Home services are provided through a network of organizations – providers, health plans and community-based organizations. When all the services are considered collectively they become

a virtual "Health Home."

It is very important for our physical health network practitioners to be aware of their patients' mental health and substance use disorders. We ask our PCPs to screen their patients for depression and other potential issues and to take these diagnoses into consideration when developing treatment plans. Where possible, please identify and coordinate care with your patient's behavioral health providers.

The following **Enhanced Care Prime Network** Health Homes support our Medicaid Managed Care and HARP benefit plans.

EMBLEMHEALTH MEDICAID HEALTH HOMES		
Health Home/ DBA Partnerships	Counties	Contact
<b>Bronx Accountable Healthcare Network (BAHN)</b>	Bronx	<b>Antonette Mentor</b> (914) 378-6086 <a href="mailto:amentor@montefiore.org">amentor@montefiore.org</a> <b>Jacqueline Santiago</b> (914) 378-6171 <a href="mailto:jacsantiago@montefiore.org">jacsantiago@montefiore.org</a>
<b>Bronx Lebanon Hospital Center</b>	Bronx	<b>Virgilina Gonzalez</b> (718) 901-8927 <a href="mailto:vgonzalez@bronxleb.org">vgonzalez@bronxleb.org</a> <b>Yunelly Tejada</b> (718) 579-7059 <a href="mailto:ytejada@bronxleb.org">ytejada@bronxleb.org</a>
<b>Brooklyn Health Home (Maimonides)</b> (under Southwest Brooklyn Health Home)	Brooklyn	<b>Madeline Rivera</b> (718) 283-7098 <a href="mailto:Mrivera2@maimonidesmed.org">Mrivera2@maimonidesmed.org</a> <b>Sara Kaplan Levenson</b> (718) 283-7858 <a href="mailto:slevenson@maimonidesmed.org">slevenson@maimonidesmed.org</a>
<b>Community Care Management Partners LLC</b> (under Visiting Nurse Service of New York Home Care)	Bronx, Manhattan	<b>Teresa Hill</b> (212) 465-2741 <a href="mailto:Teresa.hill@vsnny.org">Teresa.hill@vsnny.org</a> <b>Phil Opatz</b> (212) 290-6467 <a href="mailto:Phil.opatz@vsnny.org">Phil.opatz@vsnny.org</a>
<b>Community Health Care Network</b>	Bronx, Brooklyn	<b>Alyssa Lord</b> (212) 545-2469

		<p><b>alord@chnnyc.org</b></p> <p><b>Elizabeth Malave</b> (212) 545-6206 <b>emalave@chnnyc.org</b></p>
<p><b>Coordinated Behavioral Care Inc.</b> (DBA Pathway to Wellness)</p>	<p>Brooklyn, Manhattan, Staten Island</p>	<p><b>Amanda Semidey</b> (212) 590-2574 <b>asemidey@cbcare.org</b></p> <p><b>Danika Mills</b> (212) 590-2407 <b>dmills@cbcare.org</b></p> <p><b>Inna Borik</b> (212) 590-2573 <b>iborik@cbcare.org</b></p>
<p><b>Hudson River Healthcare Inc.</b> (DBA Community Health Care Collaborative)</p>	<p>Columbia, Dutchess, Greene, Nassau, Orange, Putnam, Rockland, Suffolk, Sullivan, Westchester</p>	<p><b>Nicole Jordon Martin</b> (914) 734-8543 <b>njmartin@hrhcare.org</b></p> <p><b>Kathleen Clay</b> (914) 734-8513 <b>kclay@hrhcare.org</b></p> <p><b>Linda Assante</b> (914) 425-0891 <b>lassante@hrhcare.org</b></p>
<p><b>Hudson Valley Care Coalition</b> (under Open Door Family Medical Centers)</p>	<p>Dutchess, Orange, Putnam, Rockland, Sullivan, Westchester</p>	<p><b>Sherry Saturno</b> (914) 502-1374 <b>ssaturno@hvcare.net</b></p> <p><b>Noel Sander</b> (914) 502-1435 <b>nsander@hvcare.net</b></p>
<p><b>Mt. Sinai Health Home</b> (under St. Luke's-Roosevelt Hospital Center)</p>	<p>Manhattan</p>	<p><b>Arielle Rosner</b> (212) 824-8132 <b>Arielle.rosner@mountsinai.org</b></p> <p><b>Kristina Monti</b> (212) 523-5002 <b>Kristina.monti@mountsinai.org</b></p> <p><b>Alicia Korpi</b> (212) 523-1897 <b>Alicia.korpi@mountsinai.org</b></p>

<p><b>New York City Health and Hospital Corporation</b></p>	<p>Bronx, Brooklyn, Manhattan, Queens</p>	<p><b>Deborah Rose</b> (212) 442-4065 <b>Deborah.rose@nychhc.org</b></p> <p><b>Jared Pitt-Lavi</b> (212) 788-5437 <b>Jared.pitt-lavi@nychhc.org</b></p>
<p><b>North Shore Long Island Jewish</b></p>	<p>Nassau, Suffolk, Queens</p>	<p><b>Khadeja Kauser</b> (631) 465-3065 <b>kkausar@nshs.edu</b></p> <p><b>Rick McElroy</b> (516) 776-5450 <b>rmcleroy@nshs.edu</b></p>
<p><b>Queens Coordinated Care Partners</b></p>	<p>Queens</p>	<p><b>Valentine Cruz</b> (917) 510-7278 <b>vcruz@chnnyc.org</b></p> <p><b>Cady Herman</b> (718) 883-1194 <b>cherman@chnnyc.org</b></p>

For more information on Health Homes and other Medicaid covered services, please see the Medicaid section of the **Provider Networks and Member Benefit Plans** chapter.

For more information on EmblemHealth’s Behavioral Health Services Program, please see the **Behavioral Health Services** chapter.

## NETWORK LABORATORY SERVICES

Quest Diagnostics, Inc. is our preferred, independent free standing laboratory and provides most outpatient clinical services to our members. We also contract with other free-standing independent laboratories for certain specialty tests. In addition, physicians may also use **network hospitals** that have their own lab and pathology group(s) that are contracted with EmblemHealth. Depending on the member benefit plan, the member may have higher cost sharing when accessing these services through a network hospital. For more information on allowable in-office lab tests, please see the **Laboratory Services** section of the Care Management chapter.

Contracted laboratories will provide a collection box and courier service to and from the practitioner's office for specimen collection. If specimens need to be drawn outside of the practitioner's office, members should be directed to the nearest contracted laboratory Patient Service Center and given the requisition form to hand carry. The nearest Quest Diagnostics Patient Service Center may be found by calling **1-800-377-8448**.

EmblemHealth has contracts with laboratories to provide lab services for our EmblemHealth, GHI and HIP plan members. Please use these network laboratories when requesting lab services for our members. **All services for out-of-network providers require prior authorization.** If you do not have an account with any of our network laboratories, please establish one as needed by calling the applicable phone number(s) below.

EMBLEMHEALTH NETWORK LABORATORY SERVICES			
Laboratory	Plans Covered	Phone Number	Website
<b>Routine Clinical Laboratory Services</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
ACM Medical Laboratory	GHI-Underwritten Networks and Plans ONLY	(800) 525-5227	<a href="http://www.acmlab.com">www.acmlab.com</a>
Lab Alliance of Central New York, LLC	GHI-Underwritten Networks and Plans ONLY	(315) 461-3008	<a href="http://www.laboratoryalliance.com">www.laboratoryalliance.com</a>
Shiel Medical Laboratory, Inc.	GHI-Underwritten Networks and Plans ONLY	(718) 552-1000	<a href="http://www.shiel.com">www.shiel.com</a>
<b>Cardiovascular Disease</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
<b>Dermatopathology</b>			

Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
AmeriPath New York, LLC (aka DermPath Diagnostics & Ackerman Academy of Dermatopathology)	All Networks and Plans	DermPath: (800) 942-3376 Ackerman: (800) 553-6621	<a href="http://www.ameripath.com">www.ameripath.com</a>
InterScience Diagnostics	GHI-Underwritten <i>Commercial</i> Networks and Plans ONLY	(718) 698-5461	<a href="http://www.interwsciencelabs.net">www.interwsciencelabs.net</a>
Lakewood Pathology Associates (dba PLUS Diagnostics)	GHI-Underwritten Networks and Plans ONLY	(800) 440-7284	<a href="http://www.plusdx.net">www.plusdx.net</a>
<b>Dialysis Testing</b>			
DaVita Labs	All Networks and Plans	(800) 604-5227	<a href="http://www.davita.com">www.davita.com</a>
Spectra Laboratories	All Networks and Plans	(800) 522-4662 (800) 433-3773	<a href="http://www.spectra-labs.com">www.spectra-labs.com</a>
<b>Endocrinology</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
<b>Gastroenterology</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
AmeriPath New York	All Networks and Plans	(866) 393-7434	<a href="http://www.ameripath.com">www.ameripath.com</a>
Lakewood Pathology Associates (dba PLUS Diagnostics)	GHI-Underwritten Networks and Plans ONLY	(800) 440-7284	<a href="http://www.plusdx.net">www.plusdx.net</a>
<b>Gene-Based Testing</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
AmeriPath New York, LLC (aka AmeriPath Northeast)	All Networks and Plans	(866) 436-9631	<a href="http://www.ameripath.com">www.ameripath.com</a>
Genomic Health	All Networks and Plans	(866) 662-6897	<a href="http://www.genomichealth.com">www.genomichealth.com</a>
Mount Sinai Genetic Testing Laboratory	All Networks and Plans	(212) 241-7518	<a href="http://www.mssm.edu">www.mssm.edu</a>
<b>Hematology/Oncology</b>			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	<a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a>
AmeriPath New York, LLC (aka AmeriPath Northeast)	All Networks and Plans	(800) 440-7284	<a href="http://www.ameripath.com">www.ameripath.com</a>
Lakewood Pathology Associates (dba PLUS Diagnostics)	GHI-Underwritten Networks and Plans ONLY	(800) 440-7284	<a href="http://www.plusdx.net">www.plusdx.net</a>

Neurology			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	www.questdiagnostics.com
Pain Management			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	www.questdiagnostics.com
American Forensic Toxicology Services	All Networks and Plans	(855) 895-8090	www.aftslabs.com
Urology			
Quest Diagnostics, Inc.	All Networks and Plans	(866) 697-8378	www.questdiagnostics.com
AmeriPath New York	All Networks and Plans	(866) 393-7434	www.ameripath.com
Lakewood Pathology Associates (dba PLUS Diagnostics)	GHI-Underwritten Networks and Plans ONLY	(800) 440-7284	www.plusdx.net

Note: A full list of Provider Networks and Member Benefit Plans may be found in the **Provider Networks and Member Benefit Plans** Chapter. Providers are encouraged to subscribe to receive updates by clicking the subscribe icon above.

### STAT Laboratory Services

Selected tests are available on a STAT (emergency) basis. Specimens requiring STAT services should not be given to your routine Route Service Representative. Instead, practitioners should call the Quest Diagnostics Logistics department for STAT specimen pick-up at the number listed below. Practitioners may also consult their local Quest Diagnostics laboratory for more information.

STAT results are reported by telephone as soon as available. Written and/or electronic reports will follow per your routine medical report delivery system.

Please contact your local Quest Diagnostics laboratory to request a STAT service or pick-up:

New York (excluding Long Island): Logistics department: **1-800-223-0570**

Long Island (Nassau and Suffolk Counties): Logistics department: **1-800-877-7588**

New Jersey: STAT laboratory direct number: **1-800-648-4738**

## URGENT CARE CENTERS

For urgent conditions that do not meet the layperson's definition of an emergency, all EmblemHealth plan members have access to network urgent care centers.

To find a list of network urgent care centers, use the **Find a Doctor** tool on our website at [www.emblemhealth.com/find-a-doctor](http://www.emblemhealth.com/find-a-doctor). You may also call **Member Customer Service** to obtain this information.

Vytra plan members should visit [www.vytra.com](http://www.vytra.com) or call the Vytra Customer Service line at 1-866-409-0999.

For more information on urgent care centers, please visit the **Urgent Care Centers** section of the **Care Management** chapter.

## COMPLAINTS, GRIEVANCES, AND APPEALS (PRACTITIONERS AND MEMBERS)

For process terminology, filing instructions and applicable time frames for disputing determinations that result in a denial of payment and/or covered services, please go to the following chapters:

- **Dispute Resolution - Commercial**
- **Dispute Resolution - Medicaid**
- **Dispute Resolution - Medicare**

## ADDITIONAL RESOURCES (PROVIDERS AND MEMBERS)

ADDITIONAL RESOURCES (PROVIDERS AND MEMBERS)			
Entity	Address	Phone	Email/Comments
<b>Chiropractic and Physical/Occupational Therapy</b>			
<b>Palladian Muscular Skeletal Health</b>	2732 Transit Road West Seneca, NY 14224	(877) 774-7693	<a href="http://www.palladianhealth.com">www.palladianhealth.com</a> Delegated for utilization management.
<b>Dental Services</b>			
<b>Careington International Corp.</b> (For HIP Preventive Dental)	7400 Gaylord Parkway Frisco, NY 75034	Providers: <b>(800) 290-0523</b> Members: <b>(877) 548-4447</b>	<a href="http://www.careington.com">www.careington.com</a> Delegated for credentialing.
<b>Healthplex</b> (Dental claims for HIP members participating in Medicaid, CHPlus or HIP Prime)	333 Earle Ovington Blvd. Ste 300 Uniondale, NY 11553-3608	Providers: <b>(516) 542-2600</b> Claims: <b>(888) 468-2183</b> Members: <b>(800) 468-9868</b>	<a href="http://www.healthplex.com">www.healthplex.com</a> Delegated for credentialing, utilization management and claims processing.
<b>Managing Entities</b>			
<b>HealthCare Partners (HCP)</b>	501 Franklin Ave., Suite 300 Garden City, NY 11530-5807	<b>(516) 746-2200</b> or <b>(888) 746-2200</b>	<a href="http://www.hcpipa.com">www.hcpipa.com</a> Delegated for credentialing, utilization



ADDITIONAL RESOURCES (PROVIDERS AND MEMBERS)			
Entity	Address	Phone	Email/Comments
			management, claims processing (except for HCP Cohort 2) and first call resolution.
<b>Montefiore CMO</b>	100 Corporate Drive Yonkers, NY 10701	(877) 447-6668	<b>www.montefiore.org</b> Delegated for credentialing, utilization management and claims processing.
Radiology Services			
<b>eviCore</b>	P.O. Box 61022 Anaheim, CA 92803	<b>(800) 918-8924</b>	<b>www.evicore.com</b>
Vision Services			
<b>Davis Vision</b> (For GHI members only)	159 Express St. Plainview, NY 11803	(800) 999-5431	Delegated for credentialing and claims processing.
<b>Comprehensive Professional Systems</b> (For HIP members only)	11 Hanover Square New York, NY 10005	(212) 675-5745	EmblemHealth conducts claims processing.
<b>Eye Care Advantage</b> (For HIP members only)	1953 Grand Avenue Baldwin, NY 11510	(516) 623-3700	EmblemHealth conducts claims processing.
<b>General Vision</b> (For HIP members only)	520 Eighth Avenue New York, NY 10018	(800) 847-4661	EmblemHealth conducts claims processing.
Injectables and Specialty Pharmacy Program			
<b>ICORE National, LLC</b>	5850 T.G. Lee Blvd., Suite 510 Orlando, FL 32822	(800) 424-4088	<b>www.icorehealthcare.com</b> Delegated for utilization management.

## SELECTED RESOURCES FOR MEMBERS WITH SPECIAL NEEDS

### Language Line: Interpreter Service

Free multi-language interpreter service is available to assist providers and their patients. Services are available in over 200 languages, including English, Spanish, Chinese Mandarin, Chinese Cantonese, Tagalog, French, Vietnamese, German, Korean, Russian, Arabic, Italian,

Portuguese, French Creole, Polish, Hindi and Japanese. To access an interpreter, providers may call 1-866-447-9717 and a Provider Customer Care Advocate will assist you.

## Sign Language Interpreter Services of the Speech and Hearing Impaired

Providers, members or their designee can contact the Customer Service Department via phone at **1-646-447-6534** or Teletypewriter (TTY/TDD) at **1-800-874-9426** to request a sign language interpreter for a provider appointment.

If the member calls, he or she will be asked to have the provider contact EmblemHealth to arrange for the interpreter. If the member is communicating through EmblemHealth's TTY/TDD services by calling **711**, the relay agent can contact the Interview Unit with the provider while the member is "holding" to verify the appointment. The Interview Unit will contact the member to confirm the interpreter arrangements. We primarily arrange these services through **Deaf & Hard of Hearing Interpreting Services** or **Mill Neck Interpreter Services**.

## SERVICES FOR THE VISUALLY IMPAIRED

### Lighthouse International

[www.lighthouse.org](http://www.lighthouse.org)

Lighthouse International is a leading worldwide resource on vision impairment and vision rehabilitation. Through its work in vision rehabilitation services, education, research and advocacy, Lighthouse International enables people of all ages who are blind or partially sighted to lead independent and productive lives.

#### New York City Headquarters

111 East 59th Street  
New York, NY 10022-1202

#### Westchester County Regional Office

170 Hamilton Avenue  
White Plains, NY 10601

## RESOURCES FOR CHILDREN WITH SPECIAL NEEDS

### Early Intervention Program (EIP)

New York State law requires that all primary referral sources (e.g., primary care physicians (PCPs), specialists, hospitals, etc.) shall, within two working days of identifying a child under 3 years of age with either a risk factor for developmental delay or an actual developmental delay or disability, refer that child to the Local Early Intervention Agency (LEIA) corresponding to the child's county of residence. In most cases, the LEIA is the County Department of Health. Parental consent is required for referral. The EIP has two components:

- The Infant Child Health Assessment Program (ICHAP) serves as the "child find" component.

Only children with a risk factor for developmental delay should be referred to this component. Referred children are tracked to insure that their pediatricians/PCPs conduct periodic developmental assessments and if such assessments indicate developmental delay, the program facilitates referrals to the EIP component.

- The Early Intervention Program (EIP) provides for evaluation and developmental services when a child has or is suspected of having a developmental delay. Services are provided by the LEIA's network of approved EIP providers. The LEIA is under no obligation to use providers in the child's health plan network. When the services rendered are covered by a third party, the LEIA is authorized to bill the third party on behalf of the servicing provider.

For information please call the New York State Growing Up Healthy Hotline at **1-800-522-5006 (TTY/TDD: 1-800-655-1789)**. You may also call the LEIAs at:

- New York City: **1-800-577-BABY (1-800-577-2229)** or **1-212-219-5213**
- Nassau County: **1-516-227-8661**
- Suffolk County: **1-631-853-3100**
- Westchester County: **1-914-813-5094**
- Orange County: **1-845-291-2333**
- Rockland County: **1-845-364-2625**

### **Preschool Supportive Health Services Program (PSHSP)**

When children between 3 and 4 years of age are identified as having or are at risk of developmental disability, pediatricians/PCPs shall, with parental consent, refer the children to the Committee on Special Preschool Education serving the school district in which the children reside. This program ensures that such children are evaluated and receive needed special education and that disability-related health services are provided by PSHSP providers approved by the Committee on Preschool Special Education. The program is under no obligation to use providers in the child's health plan network. The school district bills the state for services rendered to Medicaid managed care members. When the services rendered to non-Medicaid members are covered by a third party, the school district is authorized to bill the third party on behalf of the servicing provider.

### **School Supportive Health Services Program (SSHSP)**

When children between 5 and 21 years of age are identified as at risk for or having a developmental disability, pediatricians/PCPs shall, with parental consent, refer the children to the Committee on Special Education serving the school district in which the children reside. This program ensures that such children are evaluated and receive needed special education and that disability-related health services are provided by SSHSP providers approved by the Committee on Special Education. The program is under no obligation to use providers in the child's health plan network. The school district bills the state for services rendered to Medicaid managed care members. When the services rendered to non-Medicaid members are covered by a third party, the school district is authorized to bill the third party on behalf of the servicing provider.

### **Physically Handicapped Children's Program (PHCP)**

PHCP provides financial assistance for medical care and support services to children that have

severe, long-term health problems and chronic disabilities. Eligible conditions include birth defects, physical handicaps and other conditions that can be improved with treatment and early intervention.

PHCP has two components: the Diagnosis and Evaluation Program and the Treatment Program. Diagnostic services are available to all children who are believed to have physically disabling conditions or serious chronic illnesses. To receive diagnostic services, families do not have to satisfy local financial eligibility criteria, but prior authorization from the local PHCP must be obtained. Diagnostic services are provided through approved specialty centers or medical specialists. If the child is covered by health insurance or Medicaid, these funding sources must be billed first. If the child has neither insurance nor Medicaid, then the authorized services are paid for directly by the PHCP.

The treatment component reimburses health care providers for services rendered to eligible children. Inpatient hospital care, physician office visits, durable medical equipment and pharmaceuticals are examples of items covered by the program. PHCP will cover the cost of medically needed care and supplies not covered by some health insurance plans, such as over the counter drugs/supplies and transportation.

Application for the Treatment Program must be made to the county in which the child resides. There are some variations between counties for conditions covered and financial eligibility. Financial criteria are designed to assist families with low incomes or inadequate private health insurance. All services provided under PHCP must have prior authorization from the county health department.

For more information, please call the New York State Growing Up Healthy Hotline at **1-800-522-5006** or:

- New York City: **1-212-676-2950**
- Nassau County: **1-516-571-0801**
- Suffolk County: **1-631-853-2286**
- Westchester County: **1-914-813-5328**
- Orange County: **1-845-568-5280**
- Rockland County: **1-845-364-2081**