

OVERVIEW

This manual applies to all EmblemHealth, GHI, HIP, HIPIC and Vytra plans, and it replaces all provider manuals published before November 2009. It includes detailed information about your administrative responsibilities, contractual and regulatory obligations, and best practices for interacting with our plans and helping our members navigate our delivery systems.

You will also find information on our wellness programs, which foster disease prevention and healthier living. These services support our mission of providing a choice of products and services, so that our members have access to the medical care they need when they need it at prices they can afford. More Information on our member's **Protections for Out-of-Network Emergency Services and Surprise Bills** can be found on **emblemhealth.com**.

Keep your email address with us current so that you can receive electronic communications with new and updated operational information. To update your email address and directory information, sign in to our **secure provider website** at **www.emblemhealth.com/providers**.

This manual is an extension of your Provider Agreement and is amended as our operational policies change. We regularly communicate these updates and other important information through available communication channels, including:

- Targeted mailings to directly-impacted providers
- New Policy & Alerts, Claims Corner and Clinical Corner postings to our **Provider Resources** webpage: **www.emblemhealth.com/Providers/Provider-Resources.aspx**
- Our monthly eNewsFlashes are available via email and also on our **Provider Resources** webpage

Note: This copy of the EmblemHealth Provider Manual was last updated on **October 27, 2015**. Updates to the Provider Manual occur as policies are reviewed and updated, new programs are introduced and contractual and regulatory obligations change. Please visit **www.emblemhealth.com/ProviderManual** for the most current information. To receive email notifications of updates, select a chapter or chapter section and click the "Subscribe" button at the top right of the page.

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Note: This provider manual links to websites as a convenience as well as an educational and informational service to our providers. These links are not intended to provide medical or professional advice. All medical information, whether from these links or from any other source, needs to be reviewed carefully by the practitioner. The opinions and information expressed therein are not necessarily EmblemHealth's. EmblemHealth does not guarantee or warrant that the links referenced in this manual, or any information therein contained, are complete, accurate or up to date since the date of this manual's publication or last update.