



	EmblemHealth CompreHealth EPO HIP EPO/PPO	EmblemHealth Medicare PPO	EmblemHealth EPO/PPO	GHI EPO/PPO
Provider Customer Service	www.emblemhealth.com ; use Message Center link 1-866-447-9717 Montefiore (CMO)-managed members: 1-888-666-8326 Note: To identify managing entity, refer to member's ID card or sign in to www.emblemhealth.com and use Benefits/Eligibility link.	www.emblemhealth.com ; use Message Center link 1-866-557-7300	www.emblemhealth.com ; use Message Center link 1-877-842-3625	www.emblemhealth.com ; use Message Center link 1-212-501-4444 in NYC 1-800-624-2414 outside NYC
Member Customer Service	EmblemHealth CompreHealth EPO: 1-877-842-3625 / TTY/TDD: 711 HIP EPO/PPO: 1-800-447-8255 / TTY/TDD: 711	1-866-557-7300 TTY/TDD: 711	1-877-842-3625 TTY/TDD: 711	1-212-501-4444 in NYC 1-800-624-2414 outside NYC TTY/TDD: 711
Pre-Certifications/Prior Approvals	www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-215-2928 CMO-managed members: See footnote 1.	www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-800-223-9870 1-212-563-8391		
Independent/Free-Standing Laboratory Services	Customer service: www.questdiagnostics.com Quest Diagnostics at 1-866-697-8378 Note: For a full list of contracted labs, go to www.emblemhealth.com/labs .	Patient service center locator: Quest Diagnostics at 1-800-377-7220		
Pharmacy Services	Prior approvals: 1-877-444-3657	Mail order: Express Scripts at 1-800-305-5287	Specialty pharmacy program: 1-888-447-0295	Specialty pharmacy orders: ICORE at 1-866-554-2673
	Note: Pharmacy is not a covered benefit for EmblemHealth Medicare PPO I members.			
Injectable Drug UM Program	Prior approvals¹: www.icorehealthcare.com ICORE at 1-800-424-4084 / ICORE at 1-888-656-6671	No prior approvals required. Exception: Prior approval from ICORE is required for FEHB and Medicare PPO members (see information at left).		
Behavioral Health	Prior approvals: www.valueoptions.com ValueOptions at 1-888-447-2526	Prior approvals: www.valueoptions.com / ValueOptions at 1-800-692-2489 Note: Behavioral health is not a covered benefit for Healthy NY members.		
Radiology Services	Prior approvals¹: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-215-2928	Prior approvals: www.evicore.com eviCore at 1-800-835-7064		
Cardiology Imaging Services	Prior approvals¹: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-215-2928	Prior approvals: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-800-223-9870 / 1-212-563-8391		
Outpatient Physical and Occupational Therapy	Initial referral: www.emblemhealth.com ; use Referrals link 1-866-447-9717 Prior approvals¹: www.palladianhealth.com / 1-716-809-8324 Excluded members: See footnote 2.	No prior approvals required. Note: Physical therapy is only covered as part of home health care or following surgery or a hospital stay for Healthy NY members.		
Chiropractic Services	Prior approvals¹: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-215-2928	Prior approvals: www.palladianhealth.com Palladian at 1-877-774-7693 / Palladian at 1-716-712-2817 Note: Chiropractic services are not a covered benefit for Healthy NY members.		
Durable Medical Equipment (DME)	Prior approvals¹: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-426-1509 Note: Apria is our preferred provider for DME — 1-866-637-0256	Prior approvals: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-800-223-9870 / 1-212-563-8391 Note: 1. DME is not a covered benefit for Healthy NY members. 2. Apria is our preferred provider for DME — 1-866-637-0256		
Home Infusion Therapy	Prior approvals¹: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-866-447-9717 / 1-866-426-1509 Note: Coram is our preferred provider for home infusion therapy — www.coramhc.com/referrals / 1-800-522-0556	Prior approvals: www.emblemhealth.com ; use Pre-Certifications/Prior Approvals link 1-800-223-9870 / 1-212-563-8391 Note: Coram is our preferred provider for home infusion therapy — www.coramhc.com/referrals / 1-800-522-0556		
Diabetic Testing Supplies	Orders: www.abbottdiabetescare.com Abbott Diabetes Care at 1-888-522-5226	Prior approvals: (only for insulin pumps and related supplies) Health Solutions at 1-800-881-4008 / 1-800-860-4326 Orders: CCS Medical at 1-800-248-9505 CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019		

FOOTNOTES

¹ Montefiore (CMO)-managed members: **1-888-666-8326**

² EmblemHealth CompreHealth EPO members and members with an Advantage Care affiliated PCP — Queens-Long Island Medical Group, Preferred Health Partners, Staten Island Physician Practice, Manhattan's Physician Group. For prior approvals:

www.emblemhealth.com; use Pre-Certifications/Prior Approvals link
1-866-447-9717 / 1-866-215-2928

LEGEND

-  Web
-  Phone
-  Fax
-  Mail

For a comprehensive listing of all Emblem Networks and corresponding benefit plans products, please log into www.emblemhealth.com click Provider Manual on the navigation bar and select the Provider Networks and Member Benefit Plans chapter.