


EMBLEMHEALTH.COM FOR PROVIDERS QUICK REFERENCE CARD

Check Member Eligibility and Benefits, Review Claims and More at www.emblemhealth.com.



1. Go to www.emblemhealth.com/providers.
2. Enter your GHI or HIP user ID and password.
3. Select **Sign In**.
4. If you do not have an account, select **Register for access** and fill in the required fields to obtain a user ID and password.
5. If you have forgotten your user ID or password, select **Forgot your User ID or Password?** and enter your tax ID or provider number, your first and last name, and your email address. Your account will be reset and the information emailed to you at the email address you provided.

Checking Member Eligibility and Benefits, Including Benefit Limits

1. Select [Benefits/Eligibility](#) from the left navigation bar.
2. To search by patient ID number, enter one or more ID numbers separated by commas and select [Search](#). You can also search by patient last name and date of birth. (For members in HIP-underwritten plans, including EmblemHealth Medicare HMO and EmblemHealth CompreHealth EPO, you can also check eligibility for dates in the past.)
3. The results page lists member information, such as plan effective date, plan name and plan status. You can also view hospital or dental eligibility.
4. Select [Details](#) to view the member's demographic information, managing entity and primary care physician.

5. Select [Benefit Details](#) or [Benefit Summary](#) to view a summary of benefits. For certain limited benefits, such as outpatient speech, occupational and physical therapy, select [Benefit Limits](#) to see the patient's benefit limit and the benefits remaining in the current coverage year.

Claims Inquiry

1. Select [Claims/Checks](#) from the left navigation bar.
2. To search claims for the past 18 months:
 - a. Pick the [Member's Plan](#) (EmblemHealth, GHI or HIP).
 - b. Select [Category](#) (e.g., medical, hospital) from the drop-down menu.
 - c. Select [Provider\(s\)](#) from the drop-down menu.
 - d. Enter at least one piece of information, such as service date, patient ID or claim number.

- e. Select [Search Claims](#) to view claims on screen or [Download Results](#) to view claims in an Excel report.
3. The results page will display claims activity using the parameters you specified.
 4. Select [Claim #](#) to view more details on a particular claim.
 5. After viewing claim details, you may choose to [Print Claim](#) or go [Back to Claims List](#).
 6. If you wish to contact us about a claim, select [Contact EmblemHealth About This Claim](#), write a brief message, attach a file if needed and click [Send Message](#). The claim information prepopulates.
 7. If the claim has been paid and a check number is available, select [Check #](#) for check details and a copy of the check/remittance if available.

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8. After viewing check details, you may choose to [Print](#) or go [Back to Claim Details](#).

Note: You may also select the [Search Checks](#) tab to search by check.

Pre-Certification/Prior Approval

- To enter a new request:
 - Select [Pre-Certifications/Prior Approvals](#) from the left navigation bar.
 - Enter the patient's ID number or last name and date of birth. Select [Search](#).
 - Select the [Name](#) of the patient you want to create a prior approval request for.
 - Choose type of prior approval request (e.g., inpatient services, outpatient services, home care, etc.).
 - Fill in the required fields and submit the request.
- To search for a request:
 - Select [Pre-Certifications/Prior Approvals](#) from the left navigation bar. Then, select [Search Pre-Certifications/Prior Approvals](#).
 - To search for a specific Pre-Certification/Prior Approval, enter the reference number.
 - To search all Pre-Certifications/Prior Approvals for a patient, input the patient's ID number.

Referrals (only available for members in HIP-underwritten plans, including EmblemHealth Medicare HMO and EmblemHealth CompreHealth EPO)

- To create a referral:
 - Select [Referrals](#) from the left navigation bar.
 - Enter patient ID number or patient last name and date of birth.
 - Select the [Name](#) of the patient you want to create a referral request for.
 - Enter the requested information, including service date, member ID, facility code, service type, servicing provider, diagnosis code, and procedure or number of visits.
 - Review the information on the Referral Details Review screen. Select [Edit](#) to make changes. Select [Submit](#) to submit referral request.
- To search for a referral entered by you or made to you:
 - Select [Referrals](#) from the left navigation bar. Then, select [Search Referrals](#).
 - You may search by review type, service type, service date, member ID, or trace or authorization number.

Panel Reports (HIP PCPs only)

- To view members on your active PCP roster, select [Panel Report](#) from the left navigation bar.
- To view an available report, select the report from the [Available Reports](#) menu.
- To create a new report, select [New Report](#) and fill in the search criteria.

Note: If you sign in to www.emblemhealth.com with a GHI user ID and password and want to create or view referrals or prior approvals or want to see your PCP panel report, select the desired feature from the left navigation bar and enter your HIP user ID and PIN at the prompt. You do not need to exit the website and sign back in.

Message Center - Contact Us!

- Select [Message Center](#) from the left navigation bar.
- To send us a message:
 - Select [Compose Message](#).
 - Select an [Inquiry Category](#) from the drop-down menu and select [Submit](#).
 - Fill in the appropriate fields and select [Send Message](#).

Note: See Claims Inquiry section for how to send us a claims-related message directly from the Claims Details screen.

Request Increase in Specialty Visits (available for GHI EPO/PPO and EmblemHealth EPO/PPO plan members only)

- Select [Benefit Extension](#) from the left navigation bar.
- Enter patient ID number and rendering provider tax ID and choose a [Service Request](#) from the drop-down menu. Select [Next](#).
- Fill in other appropriate patient, provider and medical information and select [Submit](#).
- You may also view requests for extensions by selecting [Search Benefit Extensions](#) from the left navigation bar.

Update Your Practice Profile

- Select [Provider Profile](#) or [Practice Profile](#) from the left navigation bar to view your information.
- To change any information, select [Update](#) and make the necessary corrections. Select [Save](#) to save the updates.