



# 2021 Caring for Bridge Program Members

*Reference  
Guide*

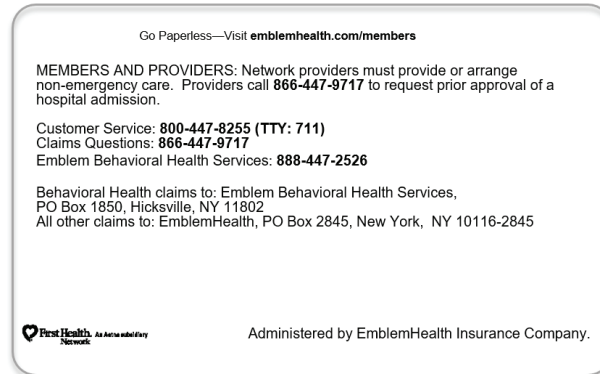
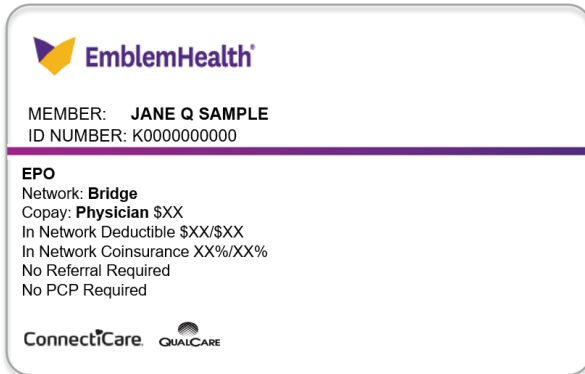


## 2021 Caring for Bridge Program Members

The Bridge Network is a new product being offered to self-funded employer groups for which EmblemHealth and CCI will be providing administrative services and access to our commercial networks. Bridge Plan members do not need to elect a primary care provider and no referrals are required to access specialists. Below is key information you will need to recognize these new members, coordinate care and bill for services.

### EMBLEMHEALTH SAMPLE MEMBER ID CARDS

This is a sample ID card for an ASO member with access to the Bridge Network. The Member ID Card chapter of the EmblemHealth Provider Manual posted on [emblemhealth.com/provider](http://emblemhealth.com/provider) has sample images of cards for all members. Please review the member's card at intake for more information.



## Caring for Bridge Program Members (Continued)

Customer Service and Utilization Management Contacts	
<b>Provider Customer Service</b>	Use the Message Center link at <a href="https://www.emblemhealth.com">emblemhealth.com</a> ; P: <b>866-447-9717</b>
<b>Utilization Management Contacts</b>	
<b>Preauthorizations</b>	<b>Follow rules applicable to HIP EPO members: P: 866-447-9717/F: 866-215-2928</b> <a href="https://www.emblemhealth.com">emblemhealth.com</a> ; (GHI-only provider must call or fax P: <b>866-833-2729/F: 866-215-2928</b> until systems updated.)
<b>Independent/Free-Standing Laboratory Services</b>	<b><a href="https://www.questdiagnostics.com">questdiagnostics.com</a></b> Quest Diagnostics customer service: P: <b>866-697-8378</b> Quest Diagnostics patient service center locator: P: <b>800-377-7220</b> Note: For a full list of contracted labs, go to <a href="https://www.emblemhealth.com/labservices">emblemhealth.com/labservices</a>
<b>Behavioral Health</b>	Preauthorizations: <b><a href="https://www.beaconhealthoptions.com">beaconhealthoptions.com</a></b> Beacon Health Options: P: <b>888-447-2526</b>
<b>Pharmacy Services</b>	Preauthorizations: <b>ESI's Electronic Prior Authorization (ePA)</b> Medical Drug Reviews: P: <b>877-681-9866/F: 866-896-1209</b> Pharmacy Drug Reviews: P: <b>844-516-3324/F: 877-251-5896</b> Mail order: Express Scripts: P: <b>800-305-5287</b> Preferred Specialty Pharmacy: Accredito: <b><a href="https://www.accredo.com">accredo.com</a></b> P: <b>855-216-2166/F: 888-302-1028</b>
<b>Home Infusion Therapy</b>	Preauthorizations: <b><a href="mailto:homeinfusion@emblemhealth.com">homeinfusion@emblemhealth.com</a></b> ; P: <b>800-367-8103/F: 212-510-5978</b>
<b>Radiology Services</b>	Preauthorizations: <b><a href="https://www.evicore.com">evicore.com</a></b> ; P: <b>866-417-2345/F: 800-540-2406</b>
<b>Cardiology Imaging Services</b>	Preauthorizations: <b><a href="https://www.evicore.com">evicore.com</a></b> ; P: <b>866-417-2345/F: 888-622-7369</b>
<b>Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care</b>	Preauthorizations: <b><a href="https://www.evicore.com">evicore.com</a></b> ; P: <b>866-417-2345/F: 888-622-7369</b> <b>Fax line for DME requests: F: 866-663-7740</b> Personal Care Assistants & Consumer Directed Personal Assistance Program Preauthorizations: <b><a href="https://www.emblemhealth.com">emblemhealth.com</a></b> ; P: <b>866-447-9717</b>
<b>Diabetic Testing Supplies</b>	Orders: <b><a href="https://www.abbottdiabetescare.com">abbottdiabetescare.com</a></b> ; P: <b>888-522-5226</b>
<b>Hearing Aids</b>	HearUSA: <b><a href="https://www.hearusa.com">hearusa.com</a></b> ; P: <b>877-664-9353</b> Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester  CPS Hearing: <b><a href="https://www.cpshearing.com">cpshearing.com</a></b> ; P: <b>212-675-5745</b> Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York
<b>Outpatient Physical and Occupational Therapy</b>	Preauthorizations: Palladian: <b><a href="https://www.palladianhealth.com">www.palladianhealth.com</a></b> , P: <b>877-774-7693/F: 716-809-8324</b>
<b>Chiropractic Services</b>	Preauthorizations: <b><a href="https://www.emblemhealth.com">emblemhealth.com</a></b> ; P: <b>866-447-9717/F: 866-215-2928</b>
<b>Vision Services</b>	EyeMed: <b><a href="https://www.eyemed.com">eyemed.com</a></b> ; P: <b>888-581-3648</b>
<b>Pain Management &amp; Spinal Surgery</b>	Preauthorizations: OrthoNet: P: <b>844-296-4440</b> For forms: <b><a href="https://www.orthonet-online.com">orthonet-online.com</a></b> ; P: <b>844-730-8503</b>

# Caring for Bridge Program Members (Continued)

Claims Submission Information	
	To Note
<p><b>EmblemHealth</b></p> <p><b>EDI or Payor ID:</b> 55247  <b>Clearing House:</b> Vendor or direct submission  <b>Paper Submission Addresses:</b></p> <p><b>Medical Claims:</b>  EmblemHealth  PO Box 2845  New York, NY 10116-2845</p> <p><b>Hospital Claims:</b>  EmblemHealth  PO Box 2803  New York, NY 10116-2803</p>	
<p><b>Beacon Health Options</b></p> <p><b>EDI or Payor ID:</b> FHC &amp; Affiliates  <b>Clearing House:</b> Vendor  <b>Paper Submission Address:</b>  EmblemHealth  PO Box 1850  Hicksville, NY 11802-1850</p>	<p>Submit all mental health and substance abuse claims to Beacon.</p>
<p><b>eviCore</b></p> <p><b>EDI or Payor ID:</b> 14182  <b>Clearing House:</b> Vendor/Relay Health  <b>Paper Submission Address:</b>  eviCore  400 Buckwalter Place Blvd.  Bluffton, SC 29910</p>	<p><b>For the Outpatient Diagnostic Imaging Privileging for Non-Radiologists, Radiology, Cardiology Imaging, and Radiation Therapy Programs:</b></p> <ul style="list-style-type: none"> <li>• eviCore contracted providers, please submit claims directly to eviCore.</li> <li>• All others, please submit claims to EmblemHealth as indicated above.</li> </ul>
<p><b>Palladian Muscular Skeletal Health</b></p> <p><b>EDI or Payor ID:</b> 37268  <b>Clearing House:</b> Vendor  <b>Paper Submission Address:</b>  Palladian Health  PO Box 366  Lancaster, NY 14086</p>	<p><b>For the PT/OT Program:</b></p> <ul style="list-style-type: none"> <li>• Professional providers, please submit claims directly to Palladian.</li> <li>• Facilities, please submit claims to EmblemHealth as indicated above.</li> </ul>

For a comprehensive listing of all EmblemHealth Networks and corresponding benefit plans see the current Summary of Companies, Networks, and Benefit Plans in the Provider Toolkit.

EmblemHealth provides administrative services for self-funded employer groups who bear the financial responsibility for all claims payments. Each client group may select its own preauthorization criteria. To see if a specific service requires preauthorization, you may also use the Preauthorization Check tool in Clinical Corner or in the secure provider portal. Preauthorization 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 the application of EmblemHealth's medical and claims policies.