EmblemHealth

Pharmacy Services Contacts

Retail Pharmacy Services (Pharmacies)
Express Scripts Pharmacy Services: 800-922-1557, 24 hours a day, 7 days a week
Clinical Pharmacy Services (Providers)
EmblemHealth: Refer to **Who to Contact for Preauthorization**. Online: Sign in to the **provider portal** and use the **Message Center** to send us your inquiry.
Express Scripts, Inc. (ESI): Physicians may call Express Scripts for any mail order pharmacy questions at 888-327-9791.
Accredo (Express Script specialty pharmacy): 855-216-2166, Monday through Friday, 8 a.m. to 11 p.m.; Saturdays, 8 a.m. to 5 p.m. Fax: 888-302-1028 Online: accredo.com
Pharmacy Member Services
EmblemHealth Commercial Member Services: 877-793-6253, Monday through Friday, 8 a.m. to 6 p.m.; Saturday and Sunday 10 a.m. to 1 p.m. TTY/TDD: 711 Online: Sign in to the **member portal** and use the Message Center to send us your inquiry.
EmblemHealth Medicare Member Services: 877-444-7097, Monday through Sunday, 8 a.m. to 8 p.m. TTY/TDD: 711 Online: Sign in to the **member portal** and use the Message Center to send us your inquiry.
Express Scripts, Inc. (ESI) Home Delivery: - 877-866-5798 (commercial members excluding all City of New York commercial members) - 877-866-5828 (Medicare members excluding all City of New York Medicare members) - 866-211-8379 (New York State of Health) - 877-534-3682 TTY/TDD: 800-759-1089(City of New York commercial members) - 800-585-5786 TTY/TDD: 800-899-2114 (City of New York Medicare members) - 711 (for users of TDD/TTY) 24 hours a day, 7 days a week

Medicare Prescription Drug Plans – Contacts

Benefit Plans	All Correspondence (e.g., claims, billing, and member ID card questions)	Pharmacy Coverage and Determinations
EmblemHealth Medicare HMO	EmblemHealth Medicare HMO Attn: Customer Service 55 Water Street New York, NY 10041-8190 Call: **877-444-7097** Online: Sign in to the **member portal** and use the Message Center to send us your inquiry.	Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571 Call: **877-920-1470** TTY: **800-716-3231** Fax: **877-251-5896**
EmblemHealth Medicare PDP (City of New York)	Express Scripts Medicare Attn: Grievance Resolution Team P.O. Box 3610 Dublin, OH 43016-0307 Call: **877-866-5828** TTY: **800-716-3231**	Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571 Call: **877-920-1470** TTY: **800-716-3231** Fax: **877-251-5896**
EmblemHealth Medicare PPO	EmblemHealth Medicare PPO Attn: Customer Service 55 Water Street New York, NY 10041-8190 Call: **877-444-7097** Online: Sign in to the **member portal** and use the Message Center to send us your inquiry.	Express Scripts Attn: Medicare Reviews P.O. Box 66571 St. Louis, MO 63166-6571 Call: **877-920-1470** TTY: **800-716-3231** Fax: **877-251-5896**