



Who to Contact for Preauthorization

All providers must verify member eligibility and benefits prior to rendering non-emergency services. See [Clinical Corner](#) for services that require Preauthorization.

WHO TO CONTACT FOR PREAUTHORIZATION	
EmblemHealth	<p>EmblemHealth has partnered with various companies to provide special utilization management programs. See additional contacts below.</p> <p>All HIP/EmblemHealth Insurance Company (formerly HIPIC) Plans: Submit requests: Online emblemhealth.com/providers Call 866-447-9717 for more information or to use the IVR system.</p> <p>EmblemHealth Plan, Inc. (formerly GHI): Submit requests: Call the Coordinated Care Intake department at 800-223-9870. See Additional Preauthorization Procedures for GHI Practitioners for more information.</p> <p>Medicare PPO (EmblemHealth Plan, Inc. (formerly GHI)): Submit requests: Online emblemhealth.com/providers Call 866-557-7300 for more information or to use the IVR system. For questions regarding the Preauthorization process or the status of a specific request, call Customer Service at 877-244-4466. See Additional Preauthorization Procedures for GHI Practitioners for more information.</p> <p><u>Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care</u> Submit requests: Online emblemhealth.com/providers Call 877-833-2729</p>
<p style="text-align: center;">Managing Entity Partners (Applicable to Health Insurance Plan of Greater New York (HIP) only)</p>	
	<p>Call 800-877-7587</p>

HealthCare Partners	Call 888-577-7357 Fax 888-746-6433
SOMOS IPA, LLC	Online smnyportal.valence.care Fax 877-590-8003 Call 844-990-0255
Vendor Partners	
<p>Anthem Blue Cross and Blue Shield (formerly known as Empire BCBS (NYC GHI PPO))</p>	<p>Utilization management for GHI PPO City of New York employees and non-Medicare eligible retirees with GHI PPO benefits is managed by Anthem Blue Cross and Blue Shield for inpatient and outpatient services.</p> <p>Call 800-521-9574 Fax 800-241-5308</p> <p>For fertility prescriptions and infertility services, including artificial insemination and IVF: Call WINFertility 833-439-1515</p> <p>To see what needs authorization, use their look-up tool.</p>
<u>Behavioral Health Services</u>	
Emblem Behavioral Health Services Program	<p>For members in plans underwritten by HIP or EmblemHealth Insurance Company (formerly HIPIC), submit requests: Online: carelonbehavioralhealth.com/providers Call Carelon Behavioral Health (formerly Beacon Health Options) at 888-447-2526</p>
EmblemHealth Behavioral Management Program	<p>For members in plans underwritten by EmblemHealth Plan, Inc. (formerly GHI), submit requests: Online: carelonbehavioralhealth.com/providers Call Carelon Behavioral Health (formerly Beacon Health Options) at 800-692-2489</p>
Cardiology and Radiology Services; Durable Medical Equipment (DME)	
eviCore	<p>Submit requests: Online: evicore.com</p> <p>Call: 866-417-2345 (for HIP members) 800-835-7064 (for EmblemHealth Plan, Inc. (formerly GHI) members)</p>
<u>Spine Surgery and Pain Management Therapy Program</u>	
OrthoNet	<p>For forms via orthonet-online.com by calling 844-730-8503. Requests and supporting clinical information must be faxed to 844-296-4440.</p>
Pharmacy Services (also see the Pharmacy Medical Preauthorization List)	
<u>EmblemHealth Pharmacy Benefit Services</u>	Call 877-444-3657 , Monday through Friday, 8 a.m. to 6 p.m.
	Commercial Pharmacy Drug Reviews:

Express Scripts	<p>Fax 877-251-5896 Call 844-516-3324, 24/7/365</p> <p>Commercial Medical Drug Reviews: Fax 866-896-1209 Call 877-681-9866, Monday through Friday, 8 a.m. to 7 p.m.</p> <p>Medicaid Medical Drug Reviews: Fax 866-896-1209 Call 877-681-9866, 8 a.m. to 7 p.m., Monday through Friday</p> <p>Medicare Pharmacy Drug Reviews: Fax 877-251-5896 Call 877-920-1470, 24/7/365</p> <p>Medicare Medical Drug Reviews: Fax 866-896-1209 Call 877-681-9866, 8 a.m. to 7 p.m., Monday through Friday</p> <p>Home Infusion Therapy Fax 866-896-1209 Call 877-681-9866, 8 a.m. to 7 p.m., Monday through Friday</p>
New Century Health	<p>Submit requests: Online: my.newcenturyhealth.com Fax 877-624-8602 Call 888-999-7713, option 6, 8 a.m. to 8 p.m., Monday through Friday</p>
Magellan (on behalf of NYRx, the Medicaid pharmacy program)	<p>Medicaid Pharmacy Drug Reviews: Online newyork.fhsc.com Fax 800-268-2990 Call 877-309-9493, 24/7/365</p>
Dental Services	
Healthplex (effective 01/01/2022)	Call Provider Hotline: 888-468-2183 , Monday to Friday from 8 a.m. to 5 p.m.
Vision Services	
EyeMed	<p>Medicaid: 877-324-2791 Medicare: 844-790-3878 Commercial (HMO, PPO, POS): 877-324-4063 On/Off Individual and Group Exchange and Essential Plans: 877-324-6211</p>

