



Frequently Asked Questions for 29-I Health Facility Providers

Regarding authorizations, how long is a typical EmblemHealth authorization period?

Authorization times vary depending on service. However, 90 days is average for outpatient preauthorizations.

The 29-I billing guidance document did not mention taxonomy codes. Is this needed?

The Foster Care Agency [taxonomy code](#) for all 29-I health facilities is 253J00000X and must be on all claims. Please also visit the 29-I Health Facility Billing Tool | MCTAC ([ctacny.org](#)). This information will be captured in the interactive toolbox 81a.

Will foster parents have access to a child's account?

No. Only the 29-I health facility will have access to the provider portal.

Does the PCP apply for preauthorization or does the 29-I/VFCA do that?

Yes. The PCP applies for preauthorizations. If the PCP is part of the 29-I health facility, then the PCP at the 29-I facility will apply for preauthorizations.

Does EmblemHealth have a rate sheet for 29-I or are the rates based on 100% Medicaid rate?

EmblemHealth pays 100% of the Medicaid rate defined by the state.

Can you go over the claims testing process?

After a 29-I health facility is contracted and credentialed, they will receive an email regarding the testing process and test scenarios. EmblemHealth's IT team will be on the email and begin working with the 29-I facility through the testing process.

Our clearinghouse will automatically change ISA16 from "T" to "P" on our test files. Is there a work around to this issue?

Yes. EmblemHealth can change it back from "P" to "T" when we receive the EDI file.

How do you enroll in EFT and is there a fee?

Providers may choose from two methods of enrollment. To enroll at no charge for EFT/ERA service, please use [this particular link](#). This covers payments through PNC/ECHO for all EmblemHealth business (*ASO groups, dental, etc.*).

Alternately, ECHO offers an "All Payer" service for a fee (per draft) which is a contracted percentage with the provider. The benefit to the provider is that once enrolled, their EFT choice applies regardless of the payer, as long as it is processed by ECHO. EmblemHealth does not have access to view a provider's payment choice or banking information.

For EFT/ERA enrollment and additional assistance regarding payment, contact ECHO Provider Support at **888-492-0032**.