## 2020 EmblemHealth Contact Information

<table>
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<tr>
<th>Prime Network</th>
<th>VIP Prime Network</th>
<th>CBP Network (City of New York)</th>
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<td>Millennium Network</td>
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<td>Enhanced Care</td>
<td>Prime Network</td>
<td>Medicare Choice PPO (GHI Retirees)</td>
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<td>Bridge Network</td>
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### Provider Customer Service
- Use the Message Center link at [emblemhealth.com](http://emblemhealth.com); 866-447-9717
- Montefiore (CMO)-managed members: 888-666-8326
- HealthCare Partners (HCP)-managed members: 800-877-7587

**Note:** To identify managing entity, refer to member’s ID card or sign in to [emblemhealth.com](http://emblemhealth.com) and use Benefits/Eligibility link.

### Member Customer Service
- Commercial non-HIX: 800-447-8255 (TTY: 711)
- Health care exchange: 888-447-7703 (TTY: 711)
- Medicare: 877-344-7364 (TTY: 711)
- Medicaid/HARP and Child Health Plus: 855-283-2146 (TTY: 711)

### Preauthorizations
- HIP-managed members: [emblemhealth.com](http://emblemhealth.com); 866-447-9717/866-215-2928
- CMO-managed members: 888-666-8326
- HCP-managed members: 800-877-7587/888-746-6433

### Referrals
- HIP-managed members: [emblemhealth.com](http://emblemhealth.com); 866-447-9717
- CMO-managed members: 888-666-8326
- HCP-managed members: 800-877-7587/888-746-6433

### Independent/Free-Standing Laboratory Services
- Quest Diagnostics customer service: 866-697-8378; Quest Diagnostics patient service center locator: 800-377-7220

### Behavioral Health
- Preauthorizations: [beaconhealthoptions.com](http://beaconhealthoptions.com)
- Beacon Health Options: 888-447-2526
- CMO-managed members: 800-401-4822

### Pharmacy Services
- Preauthorizations: 877-444-3657

**Note:** Medicaid/HARP members use the Walgreens Advantage Pharmacy. Use [express-scripts.com/emblemmedicaid](http://express-scripts.com/emblemmedicaid) or call 855-283-2146 to find an in-network pharmacy.

- Mail order: Express Scripts: 800-305-5287; Preferred Specialty Pharmacy: Accredo: 888-302-1028

### Injectable Drug Utilization Management (UM) Program
- Preauthorizations for HIP-managed members: 888-447-0295/877-243-4812
- CMO-managed members: 888-666-8326
- HCP-managed members: 800-877-7587/888-746-6433

### For a comprehensive listing of all EmblemHealth Networks and corresponding benefit plans, see the Provider Networks and Member Benefit Plans chapter of the EmblemHealth Provider Manual at [emblemhealth.com](http://emblemhealth.com). EmblemHealth also supports ASO clients with provider networks and administrative services. A referral or approval 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 application of EmblemHealth’s medical and claims policies.
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<td>Home Infusion Therapy</td>
<td>Preauthorizations: <a href="mailto:homeinfusion@emblemhealth.com">homeinfusion@emblemhealth.com</a>; 800-367-8103/212-510-5978</td>
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<td>Preauthorizations: emblemhealth.com; 800-223-9870/212-563-8391</td>
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<td>Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care</td>
<td>Preauthorizations: evicore.com; 866-417-2345/888-622-7369 Not all medical/surgical supplies are covered for state-sponsored HMO members. See the DME chapter of the Provider Manual at emblemhealth.com/Providers/Provider-Manual. Personal Care Assistants &amp; Consumer Directed Personal Assistance Program Preauthorizations: emblemhealth.com; 866-447-9717 CMO-managed members: 888-666-8326 HCP (Cohort 1)-managed members: 800-877-7587/888-746-6433</td>
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<td>GHI PPO City of New York members, contact Empire BCBS: 800-521-9574/800-241-5308 Commercial Benefits Plan Durable Medical Equipment over $2,000, call NYC Health Line: 800-521-9574</td>
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<td>Diabetic Testing Supplies</td>
<td>Orders: abbottdiabetescare.com; 888-522-5226</td>
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<td>Preauthorizations (only for insulin pumps and related supplies), contact Health Solutions: 800-881-4008/800-860-4326 Orders: CCS Medical: 800-248-9505 CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019 Orders for GHI retirees: abbottdiabetescare.com; 888-522-5226</td>
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<td>Hearing Aids</td>
<td>HearUSA: hearusa.com; 877-664-9353 Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester CPS Hearing: cpshearing.com; 212-675-5745 Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York</td>
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**Note:** For Healthy NY members, physical therapy is only covered as part of home health care or following surgery or a hospital stay.
| 2020 EmblemHealth Contact Information (Continued) |
| Prime Network | VIP Prime Network | CBP Network (City of New York) |
| Select Care Network | Enhanced Care Prime Network | Tristate Network/National Network |
| Millennium Network | Bridge Network | Medicare Choice PPO (GHI Retirees) |

**Chiropractic Services**  
**Note:** Chiropractic services are not a covered benefit for Medicaid, Child Health Plus, or Healthy NY members.

- Preauthorizations after the initial visit for HMO/POS members: [palladianhealth.com](http://www.palladianhealth.com), 877-774-7693/716-712-2802
- Preauthorizations for: EPO members: [emblemhealth.com](http://www.emblemhealth.com), 866-447-9717
- CMO-managed members: 888-666-8326
- HCP (Cohort 1)-managed members: 800-877-7587/888-746-6433

Preauthorizations required after the first eight visits in a calendar year: [palladianhealth.com](http://www.palladianhealth.com), 877-774-7693/716-712-2817

**Vision Services**

- EyeMed: [eyemed.com](http://www.eyemed.com), 888-581-3648
- Medicaid/HARP and Child Health Plus members: 877-324-2791

**Dental Services**

- DentaQuest: [dentaquest.com](http://www.dentaquest.com), 844-822-8108
- Medicaid/HARP and Child Health Plus members: 844-776-8748
- 800-624-2414

**Pain Management & Spinal Surgery**

- Preauthorizations for HIP-managed members: OrthoNet: 844-296-4440
- For forms: [orthonet-online.com](http://www.orthonet-online.com), 844-730-8503
- Preauthorizations for: CMO-managed members: 888-666-8326
- HCP (Cohort 1)-managed members: 800-877-7587/888-746-6433

For preauthorization status: Medical Management: 844-730-8503

GHI PPO City of New York members, contact Empire BCBS: 800-521-9574/800-241-5308

**MTM Transportation Service**

- 888-857-1509

- **n/a**