**2020 EmblemHealth Contact Information**

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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: [accredos.com](http://accredos.com); 855-216-2166/888-302-1028

**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.**

Group Health Incorporated (GHI), Health Insurance Plan of Greater New York (HIP), HIP Insurance Company of New York and EmblemHealth Services Company, LLC are EmblemHealth companies. EmblemHealth Services Company, LLC provides administrative services to the EmblemHealth companies.
## 2020 EmblemHealth Contact Information (Continued)

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### Home Infusion Therapy
- Preauthorizations: [homeinfusion@emblemhealth.com](mailto:homeinfusion@emblemhealth.com); [800-367-8103](tel:8003678103); [212-510-5978](tel:2125105978)

### Radiology Services
- *eviCore Scheduling Program for HMO/POS members: [866-699-8131](tel:8666998131)*
- *Preauthorizations for HIP-managed members: [evicore.com](http://evicore.com); [866-417-2345](tel:8664172345); [800-540-2406](tel:8005402406)*
- *CMO-managed members: [888-666-8326](tel:8886668326)*
- *HCP (Cohort 1)-managed members: [800-877-7587](tel:8008777587); [888-746-6433](tel:8887466433)*

### Cardiology Imaging Services and Radiation Therapy
- *eviCore Scheduling Program for HMO/POS members: [866-699-8131](tel:8666998131)*
- *Preauthorizations for HMO/POS members: [evicore.com](http://evicore.com); [866-417-2345](tel:8664172345); [888-622-7369](tel:8886227369)*
- *Preauthorizations for EPO/PPO members: [emblemhealth.com](http://emblemhealth.com); [866-447-9717](tel:8664479717); [866-215-2928](tel:8662152928)*
- *CMO-managed members: [888-666-8326](tel:8886668326)*
- *HCP (Cohort 1)-managed members: [800-877-7587](tel:8008777587); [888-746-6433](tel:8887466433)*

### Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care
- *Preauthorizations: [evicore.com](http://evicore.com); [866-417-2345](tel:8664172345); [866-663-7740](tel:8666637740)*
- *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](http://emblemhealth.com/Providers/Provider-Manual).*
- *Personal Care Assistants & Consumer Directed Personal Assistance Program Preauthorizations: [emblemhealth.com](http://emblemhealth.com); [866-447-9717](tel:8664479717)*
- *CMO-managed members: [888-666-8326](tel:8886668326)*
- *HCP (Cohort 1)-managed members: [800-877-7587](tel:8008777587); [888-746-6433](tel:8887466433)*
- *GHI PPO City of New York members, contact Empire BCBS: [800-521-9574](tel:8005219574); [800-241-5308](tel:8002415308)*
- *Commercial Benefits Plan Durable Medical Equipment over $2,000, call NYC Health Line: [800-521-9574](tel:8005219574)*

### Diabetic Testing Supplies
- *Orders: [abbottdiabetescare.com](http://abbottdiabetescare.com); [888-522-5226](tel:8885225226)*
- *Preauthorizations (only for insulin pumps and related supplies), contact Health Solutions: [800-881-4008](tel:8008814008); [800-860-4326](tel:8008604326)*
- *Orders: CCS Medical: [800-248-9505](tel:8002489505)*
- *CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019 Orders for GHI retirees: [abbottdiabetescare.com](http://abbottdiabetescare.com); [888-522-5226](tel:8885225226)*

### Hearing Aids
- *HearUSA: [hearsusa.com](http://hearsusa.com); [877-664-9353](tel:8776649353) Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester*
- *CPS Hearing: [cpshearing.com](http://cpshearing.com); [212-675-5745](tel:2126755745) Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York*

### Outpatient Physical and Occupational Therapy
**Note:** For Healthy NY members, physical therapy is only covered as part of home health care or following surgery or a hospital stay.
- *Initial referrals and preauthorizations for Healthy NY High Deductible Health Plan (HDHP): [emblemhealth.com](http://emblemhealth.com); [866-447-9717](tel:8664479717)*
- *Preauthorizations for HMO/POS members: [palladianhealth.com](http://palladianhealth.com); [877-774-7693](tel:8777747693); [716-809-8324](tel:7168098324)*
- *CMO-managed members: [888-666-8326](tel:8886668326)*
- *HCP (Cohort 1)-managed members: [800-877-7587](tel:8008777587); [888-746-6433](tel:8887466433)*
- *GHI PPO City of New York members, contact Empire BCBS: [800-521-9574](tel:8005219574); [800-241-5308](tel:8002415308)*
- *Commercial Benefits Plan (CBP):*
  - *Physical therapy preauthorization required after 16th visit. Call NYC Health Line: [800-521-9574](tel:8005219574)*
  - *Occupational therapy only covered in conjunction with home health care. Preauthorization required.*
- *All other members: no preauthorization required.*
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| Chiropractic Services        | Prime Network Select Care Network Millennium Network | VIP Prime Network Enhanced Care Prime Network Bridge Network | Preauthorizations after the initial visit for HMO/POS members: [palladianhealth.com](http://palladianhealth.com); ☏ 877-774-7693/716-712-2802  
Preauthorizations for: EPO members: [emblemhealth.com](http://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://palladianhealth.com); ☏ 877-774-7693/716-712-2817 |
| Vision Services              | EyeMed: [eyemed.com](http://eyemed.com); ☏ 888-581-3648  
Medicaid/HARP and Child Health Plus members: ☏ 877-324-2791 | | |
| Dental Services               | DentaQuest: [dentaquest.com](http://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://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 |