

	<b>Prime Network Select Care Network Millennium Network</b>	<b>VIP Prime Network Enhanced Care Prime Network Bridge Network</b>	<b>CBP Network (City of New York) Tristate Network/National Network Medicare Choice PPO (GHI Retirees)</b>
<b>Provider Customer Service</b>	Use the Message Center link at <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ <b>866-447-9717</b> Montefiore (CMO)-managed members: ☎ <b>888-666-8326</b> HealthCare Partners (HCP)-managed members: ☎ <b>800-877-7587</b> <b>Note:</b> To identify managing entity, refer to member's ID card or sign in to <a href="http://emblemhealth.com">emblemhealth.com</a> and use Benefits/Eligibility link.		Use the Message Center link at <a href="http://emblemhealth.com">emblemhealth.com</a> ; GHI PPO City of New York members: ☎ <b>800-624-2414</b> Non City of New York members: ☎ <b>866-447-9717</b> GHI retirees: ☎ <b>866-557-7300</b>
<b>Member Customer Service</b>	Commercial non-HIX: ☎ <b>800-447-8255 (TTY: 711)</b> Health care exchange: ☎ <b>888-447-7703 (TTY: 711)</b> Medicare: ☎ <b>877-344-7364 (TTY: 711)</b> Medicaid/HARP and Child Health Plus: ☎ <b>855-283-2146 (TTY: 711)</b>		GHI PPO City of New York members: ☎ <b>212-501-4444 (TTY: 711)</b> Non City of New York members: ☎ <b>877-842-3625 (TTY: 711)</b> GHI retirees: ☎ <b>866-557-7300 (TTY: 711)</b>
<b>Preauthorizations</b>	HIP-managed members: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ <b>866-447-9717</b> /☎ <b>866-215-2928</b> CMO-managed members: ☎ <b>888-666-8326</b> HCP-managed members: ☎ <b>800-877-7587</b> /☎ <b>888-746-6433</b>		GHI PPO City of New York members, contact Empire BCBS: ☎ <b>800-521-9574</b> /☎ <b>800-241-5308</b> Non City of New York members and GHI retirees: ☎ <b>800-223-9870</b> /☎ <b>212-563-8391</b>
<b>Referrals</b>	HIP-managed members: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ <b>866-447-9717</b> CMO-managed members: ☎ <b>888-666-8326</b> HCP-managed members: ☎ <b>800-877-7587</b> /☎ <b>888-746-6433</b> <b>Note:</b> Referrals not required for Access I, Access II, EPO/PPO plans, Bridge ASO, and Small Group plans on the Select Care and Prime networks.		These plans do not require referrals.
<b>Independent/Free-Standing Laboratory Services</b>	<a href="http://questdiagnostics.com">questdiagnostics.com</a> Quest Diagnostics customer service: ☎ <b>866-697-8378</b> ; Quest Diagnostics patient service center locator: ☎ <b>800-377-7220</b> <b>Note:</b> For a full list of contracted labs, go to <a href="http://emblemhealth.com/labservices">emblemhealth.com/labservices</a> .		
<b>Behavioral Health</b> <b>Note:</b> Behavioral health is not a covered benefit for Healthy NY members.	Preauthorizations: <a href="http://beaconhealthoptions.com">beaconhealthoptions.com</a> Beacon Health Options: ☎ <b>888-447-2526</b> CMO-managed members: ☎ <b>800-401-4822</b>		Preauthorizations: <a href="http://beaconhealthoptions.com">beaconhealthoptions.com</a> Beacon Health Options: ☎ <b>800-692-2489</b>
<b>Pharmacy Services</b>	Preauthorizations: ☎ <b>877-444-3657</b> <b>Note:</b> Medicaid/HARP members use the Walgreens Advantage Pharmacy. Use <a href="http://express-scripts.com/emblemmedicaid">express-scripts.com/emblemmedicaid</a> or call ☎ <b>855-283-2146</b> to find an in-network pharmacy. Mail order: Express Scripts: ☎ <b>800-305-5287</b> Preferred Specialty Pharmacy: Accredo: <a href="http://accredo.com">accredo.com</a> ☎ <b>855-216-2166</b> /☎ <b>888-302-1028</b>		
<b>Injectable Drug Utilization Management (UM) Program</b>	Preauthorizations for HIP-managed members: ☎ <b>888-447-0295</b> /☎ <b>877-243-4812</b> CMO-managed members: ☎ <b>888-666-8326</b> HCP-managed members: ☎ <b>800-877-7587</b> /☎ <b>888-746-6433</b>		GHI PPO City of New York members, call Empire BCBS: ☎ <b>800-521-9574</b> Preauthorizations for FEHB members and GHI retirees, use: ☎ <b>888-447-0295</b> /☎ <b>877-243-4812</b>

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)

	Prime Network Select Care Network Millennium Network	VIP Prime Network Enhanced Care Prime Network Bridge Network	CBP Network (City of New York) Tristate Network/National Network Medicare Choice PPO (GHI Retirees)
<b>Home Infusion Therapy</b>	Preauthorizations: <a href="mailto:homeinfusion@emblemhealth.com">homeinfusion@emblemhealth.com</a> ; ☎ 800-367-8103/ ☎ 212-510-5978		Preauthorizations: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ 800-223-9870/☎ 212-563-8391
<b>Radiology Services</b>	eviCore Scheduling Program for HMO/POS members: ☎ 866-699-8131 Preauthorizations for HIP-managed members: <a href="http://evicore.com">evicore.com</a> ; ☎ 866-417-2345/ ☎ 800-540-2406 CMO-managed members: ☎ 888-666-8326 HCP (Cohort 1)-managed members: ☎ 800-877-7587/☎ 888-746-6433		Preauthorizations: <a href="http://evicore.com">evicore.com</a> ; ☎ 800-835-7064
<b>Cardiology Imaging Services and Radiation Therapy</b>	eviCore Scheduling Program for HMO/POS members: ☎ 866-699-8131 Preauthorizations for HMO/POS members: <a href="http://evicore.com">evicore.com</a> ; ☎ 866-417-2345/ ☎ 888-622-7369 Preauthorizations for: EPO/PPO members: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ 866-447-9717/☎ 866-215-2928 CMO-managed members: ☎ 888-666-8326 HCP (Cohort 1)-managed members: ☎ 800-877-7587/☎ 888-746-6433		Preauthorizations: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ 800-223-9870/ ☎ 212-563-8391 For members who have not migrated to a "K" ID number.
<b>Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care</b>	Preauthorizations: <a href="http://evicore.com">evicore.com</a> ; ☎ 866-417-2345/☎ 866-663-7740 Not all medical/surgical supplies are covered for state-sponsored HMO members. See the DME chapter of the Provider Manual at <a href="http://emblemhealth.com/Providers/Provider-Manual">emblemhealth.com/Providers/Provider-Manual</a> . Personal Care Assistants & Consumer Directed Personal Assistance Program Preauthorizations: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ 866-447-9717 CMO-managed members: ☎ 888-666-8326 HCP (Cohort 1)-managed members: ☎ 800-877-7587/☎ 888-746-6433		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
<b>Diabetic Testing Supplies</b>	Orders: <a href="http://abbottdiabetescare.com">abbottdiabetescare.com</a> ; ☎ 888-522-5226		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: <a href="http://abbottdiabetescare.com">abbottdiabetescare.com</a> ; ☎ 888-522-5226
<b>Hearing Aids</b>	HearUSA: <a href="http://hearusa.com">hearusa.com</a> ; ☎ 877-664-9353 Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester CPS Hearing: <a href="http://cpshearing.com">cpshearing.com</a> ; ☎ 212-675-5745 Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York		
<b>Outpatient Physical and Occupational Therapy</b> <b>Note:</b> 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): <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ 866-447-9717 Preauthorizations for HMO/POS members: <a href="http://palladianhealth.com">palladianhealth.com</a> ; ☎ 877-774-7693/ ☎ 716-809-8324 CMO-managed members: ☎ 888-666-8326 HCP (Cohort 1)-managed members: ☎ 800-877-7587/☎ 888-746-6433		GHI PPO City of New York members, contact Empire BCBS: ☎ 800-521-9574/☎ 800-241-5308 Commercial Benefits Plan (CBP): • Physical therapy preauthorization required after 16th visit. Call NYC Health Line: ☎ 800-521-9574 • Occupational therapy only covered in conjunction with home health care. Preauthorization required. All other members: no preauthorization required.

## 2020 EmblemHealth Contact Information (Continued)

	<b>Prime Network</b> <b>Select Care Network</b> <b>Millennium Network</b>	<b>VIP Prime Network</b> <b>Enhanced Care Prime Network</b> <b>Bridge Network</b>	<b>CBP Network (City of New York)</b> <b>Tristate Network/National Network</b> <b>Medicare Choice PPO (GHI Retirees)</b>
<b>Chiropractic Services</b> <b>Note:</b> 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: <a href="http://palladianhealth.com">palladianhealth.com</a> ; ☎ <b>877-774-7693</b> /☎ <b>716-712-2802</b> Preauthorizations for: EPO members: <a href="http://emblemhealth.com">emblemhealth.com</a> ; ☎ <b>866-447-9717</b> CMO-managed members: ☎ <b>888-666-8326</b> HCP (Cohort 1)-managed members: ☎ <b>800-877-7587</b> /☎ <b>888-746-6433</b>		Preauthorizations required after the first eight visits in a calendar year: <a href="http://palladianhealth.com">palladianhealth.com</a> ; ☎ <b>877-774-7693</b> /☎ <b>716-712-2817</b>
<b>Vision Services</b>	EyeMed: <a href="http://eyemed.com">eyemed.com</a> ; ☎ <b>888-581-3648</b> Medicaid/HARP and Child Health Plus members: ☎ <b>877-324-2791</b>		
<b>Dental Services</b>	DentaQuest: <a href="http://dentaquest.com">dentaquest.com</a> ; ☎ <b>844-822-8108</b> Medicaid/HARP and Child Health Plus members: ☎ <b>844-776-8748</b>		☎ <b>800-624-2414</b>
<b>Pain Management &amp; Spinal Surgery</b>	Preauthorizations for HIP-managed members: OrthoNet: ☎ <b>844-296-4440</b> For forms: <a href="http://orthonet-online.com">orthonet-online.com</a> ; ☎ <b>844-730-8503</b> Preauthorizations for: CMO-managed members : ☎ <b>888-666-8326</b> HCP (Cohort 1)-managed members: ☎ <b>800-877-7587</b> /☎ <b>888-746-6433</b>		For preauthorization status: Medical Management: ☎ <b>844-730-8503</b> GHI PPO City of New York members, contact Empire BCBS: ☎ <b>800-521-9574</b> /☎ <b>800-241-5308</b>
<b>MTM Transportation Service</b>	☎ <b>888-857-1509</b>		n/a