



	EmblemHealth CompreHealth EPO HIP EPO/PPO	EmblemHealth Medicare PPO	EmblemHealth EPO/PPO	GHI EPO/PPO
<b>Provider Customer Service</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Message Center link ☎ 1-866-447-9717, option 2 <b>Montefiore (CMO)-managed members:</b> ☎ 1-888-666-8326 <b>Note:</b> To identify managing entity, refer to member's ID card or sign in to <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> and use Benefits/Eligibility link.	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Message Center link ☎ 1-866-557-7300	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Message Center link ☎ 1-877-842-3625	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Message Center link ☎ 1-212-501-4444 in NYC ☎ 1-800-624-2414 outside NYC
<b>Member Customer Service</b>	<b>EmblemHealth CompreHealth EPO:</b> ☎ 1-877-842-3625 / TDD 1-866-248-0640 <b>HIP EPO/PPO:</b> ☎ 1-800-447-8255 / TDD 1-888-447-4833	☎ 1-866-557-7300 TDD 1-866-248-0640	☎ 1-877-842-3625 TDD 1-866-248-0640	☎ 1-212-501-4444 in NYC ☎ 1-800-624-2414 outside NYC TDD 1-866-248-0640
<b>Pre-Certifications/Prior Approvals</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 for IVR or option 4 to speak with a representative / ☎ 1-866-215-2928 <b>CMO-managed members:</b> See footnote 1.	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-800-223-9870, option 6 ☎ 1-212-563-8391		
<b>Independent/Free-Standing Laboratory Services</b>	<b>Customer service:</b> <a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a> ☎ Quest Diagnostics at 1-866-697-8378 <b>Note:</b> For a full list of contracted labs, go to <a href="http://www.emblemhealth.com/labs">www.emblemhealth.com/labs</a> . <b>Patient service center locator:</b> ☎ Quest Diagnostics at 1-800-377-7220			
<b>Pharmacy Services</b>	<b>Prior approvals:</b> ☎ 1-877-444-3657 <b>Note:</b> Pharmacy is not a covered benefit for EmblemHealth Medicare PPO I members.	<b>Mail order:</b> ☎ Express Scripts at 1-800-305-5287	<b>Specialty pharmacy program:</b> ☎ 1-888-447-0295	<b>Specialty pharmacy orders:</b> ☎ ICORE at 1-866-554-2673
<b>Injectable Drug UM Program</b>	<b>Prior approvals<sup>1</sup>:</b> (effective June 1, 2012) <a href="http://www.icorehealthcare.com">www.icorehealthcare.com</a> ☎ ICORE at 1-800-424-4084 / ☎ ICORE at 1-888-656-6671	No prior approvals required. <b>Exception:</b> Prior approval from ICORE is required for FEHB and Medicare PPO members (see information at left).		
<b>Behavioral Health</b>	<b>Prior approvals:</b> <a href="http://www.valueoptions.com">www.valueoptions.com</a> ☎ ValueOptions at 1-888-447-2526	<b>Prior approvals:</b> <a href="http://www.valueoptions.com">www.valueoptions.com</a> / ☎ ValueOptions at 1-800-692-2489 <b>Note:</b> Behavioral health is not a covered benefit for Healthy NY members.		
<b>Radiology Services</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 / ☎ 1-866-215-2928	<b>Prior approvals:</b> <a href="http://www.carecorenational.com">www.carecorenational.com</a> ☎ CareCore at 1-800-835-7064		
<b>Cardiology Imaging Services</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 / ☎ 1-866-215-2928	<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-800-223-9870, option 6 / ☎ 1-212-563-8391		
<b>Outpatient Physical and Occupational Therapy</b>	<b>Initial referral:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Referrals link ☎ 1-866-447-9717, option 1 <b>Prior approvals<sup>1</sup>:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> / ☎ 1-716-809-8324 <b>Excluded members:</b> See footnote 2.	No prior approvals required. <b>Note:</b> Physical therapy is only covered as part of home health care or following surgery or a hospital stay for Healthy NY members.		
<b>Chiropractic Services</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 / ☎ 1-866-215-2928	<b>Prior approvals:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> ☎ Palladian at 1-877-774-7693 / ☎ Palladian at 1-716-712-2817 <b>Note:</b> Chiropractic services are not a covered benefit for Healthy NY members.		
<b>Durable Medical Equipment (DME)</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 / ☎ 1-866-426-1509 <b>Note:</b> Apria is our preferred provider for DME — ☎ 1-866-637-0256	<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-800-223-9870, option 7 / ☎ 1-212-563-8391 <b>Note:</b> 1. DME is not a covered benefit for Healthy NY members. 2. Apria is our preferred provider for DME — ☎ 1-866-637-0256		
<b>Home Infusion Therapy</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-866-447-9717, option 1 / ☎ 1-866-426-1509 <b>Note:</b> Coram is our preferred provider for home infusion therapy — <a href="http://www.coramhc.com/referrals">www.coramhc.com/referrals</a> / ☎ 1-800-522-0556	<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link ☎ 1-800-223-9870, option 7 / ☎ 1-212-563-8391 <b>Note:</b> Coram is our preferred provider for home infusion therapy — <a href="http://www.coramhc.com/referrals">www.coramhc.com/referrals</a> ☎ 1-800-522-0556		
<b>Diabetic Testing Supplies</b>	<b>Orders:</b> <a href="http://www.abbottdiabetescare.com">www.abbottdiabetescare.com</a> ☎ Abbott Diabetes Care at 1-888-522-5226	<b>Prior approvals:</b> (only for insulin pumps and related supplies) ☎ Health Solutions at 1-800-881-4008 / ☎ 1-800-860-4326 <b>Orders:</b> ☎ CCS Medical at 1-800-248-9505 ☎ CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019		

#### FOOTNOTES

<sup>1</sup> Montefiore (CMO)-managed members: ☎ 1-888-666-8326

<sup>2</sup> EmblemHealth CompreHealth EPO members and members with a PCP from one of our affiliated physician group practices — Queens-Long Island Medical Group, Preferred Health Partners, Staten Island Physician Practice, Manhattan's Physician Group. For prior approvals:

☎ [www.emblemhealth.com](http://www.emblemhealth.com); use Pre-Certifications/Prior Approvals link  
 ☎ 1-866-447-9717, option 1 / ☎ 1-866-215-2928

#### LEGEND

- ☎ Web
- ☎ Phone
- ☎ Fax
- ☎ Mail

### EPO/PPO Plan Names and Networks

	Plan Names	Network
<b>EmblemHealth EPO</b>	EPO, ConsumerDirect EPO, InBalance EPO	National
<b>EmblemHealth PPO</b>	PPO, ConsumerDirect PPO, InBalance PPO	National
<b>EmblemHealth CompreHealth EPO</b>	EmblemHealth CompreHealth EPO	NY Metro
<b>EmblemHealth Medicare PPO</b>	PPO I, PPO II, PPO III, PPO High Option, Group Access Rx PPO, Group Access PPO, Dual Eligible PPO SNP	Medicare Choice PPO
<b>GHI EPO</b>	EPO, EPO HDHP, EPO Share New York Bridge Plan EPO Health Coverage Tax Credit (HCTC) EPO (aka, HCTC-TAA EPO) Brooklyn HealthWorks, Healthy NY EPO, Healthy NY EPO HDHP	National Downstate: National; Upstate: National II PPO2/CBP Tri-State
<b>GHI PPO</b>	CBP, PPO, PPO Share City of New York DC 37 Med-Team Federal Employees Health Benefits (FEHB) Small Business Advantage Plan (SBAP) Direct Pay Alliance Value, Direct Pay Alliance Core	National CBP PPO4/CBP PPO1/CBP Tri-State PPO2/CBP
<b>HIP EPO</b>	Prime EPO, Select EPO	Premium or Prime
<b>HIP PPO</b>	Prime PPO, Select PPO	Premium or Prime