



## POLICY UPDATES

APRIL 2018



### Adding More Provider Service Representatives

Some providers experienced longer than usual claims cycle times, call wait times, and service issues as a result of our technology upgrade. To help expedite resolutions, we've added more representatives. It's best to call us before 10 a.m. or after 2 p.m. at **866 447 9717**. You may also use our Message Center. Sign in to [emblemhealth.com](http://emblemhealth.com) and select "General Information" on the "Ask a Question" page. We appreciate your patience and thank you for caring for our members.



### Improve Outcomes: Encourage Members to Complete Health Risk Assessments

Special Needs Plan (SNP) Model of Care members receive Health Risk Assessments (HRA) after they enroll in their health plans and again each year. HRAs help identify medical needs, allowing you to give more patient-specific care. SNP members may complete it online by signing into [emblemhealth.com](http://emblemhealth.com) and going to the "Manage Your Health" section. They can also call us at **888-246-2934**. A representative will be happy to help.



### We're Helping Members with Their Cell Phone Costs

Do you have patients who may have trouble paying their monthly cell phone bill? We're offering free or low-cost cell

phone service to eligible Medicaid members through Safelink Wireless—in support of the federally-funded [Lifeline](#). Wireless services can help your eligible patients get access to opportunities, like education and jobs. Encourage them to [enroll](#).



## EviCore is Your Contact for Utilization Management for Most HIP Members

Our expanded utilization management program, which began on January 1, 2018, has received approval by the New York State Department of Health. Remember to send prior approval requests to eviCore for Durable Medical Equipment, Home Health Care (except Personal Care Assistants and Consumer Directed Personal Assistance Programs), Skilled Nursing, Inpatient Rehab, and Long Term Care Facility care. [Read More](#).

### EmblemHealth

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EmblemHealth benefit plans are underwritten by the EmblemHealth companies Group Health Incorporated (GHI), HIP Health Plan of New York (HIP) and HIP Insurance Company of New York.

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