



2021 Caring for Bridge Program Members

*Reference
Guide*

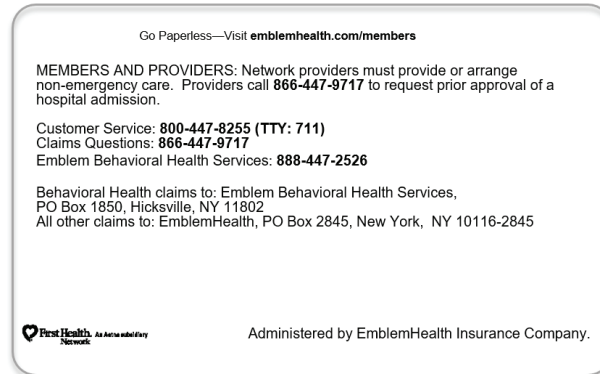
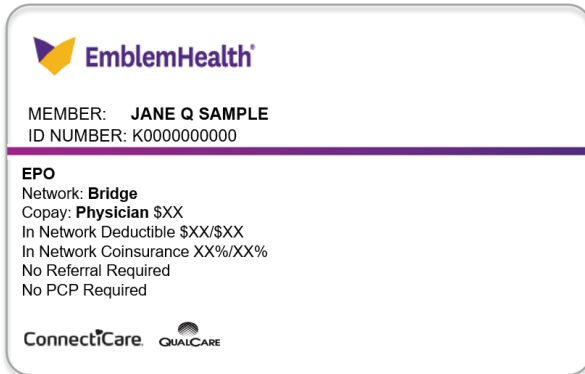


2021 Caring for Bridge Program Members

The Bridge Network is a new product being offered to self-funded employer groups for which EmblemHealth and CCI will be providing administrative services and access to our commercial networks. Bridge Plan members do not need to elect a primary care provider and no referrals are required to access specialists. Below is key information you will need to recognize these new members, coordinate care and bill for services.

EMBLEMHEALTH SAMPLE MEMBER ID CARDS

This is a sample ID card for an ASO member with access to the Bridge Network. The Member ID Card chapter of the EmblemHealth Provider Manual posted on emblemhealth.com/provider has sample images of cards for all members. Please review the member's card at intake for more information.



Caring for Bridge Program Members (Continued)

Customer Service and Utilization Management Contacts	
Provider Customer Service	Use the Message Center link at emblemhealth.com ; P: 866-447-9717
Utilization Management Contacts	
Preauthorizations	Follow rules applicable to HIP EPO members: P: 866-447-9717/F: 866-215-2928 emblemhealth.com ; (GHI-only provider must call or fax P: 866-833-2729/F: 866-215-2928 until systems updated.)
Independent/Free-Standing Laboratory Services	questdiagnostics.com Quest Diagnostics customer service: P: 866-697-8378 Quest Diagnostics patient service center locator: P: 800-377-7220 Note: For a full list of contracted labs, go to emblemhealth.com/labservices
Behavioral Health	Preauthorizations: beaconhealthoptions.com Beacon Health Options: P: 888-447-2526
Pharmacy Services	Preauthorizations: ESI's Electronic Prior Authorization (ePA) Medical Drug Reviews: P: 877-681-9866/F: 866-896-1209 Pharmacy Drug Reviews: P: 844-516-3324/F: 877-251-5896 Mail order: Express Scripts: P: 800-305-5287 Preferred Specialty Pharmacy: Accreddo: accredo.com P: 855-216-2166/F: 888-302-1028
Home Infusion Therapy	Preauthorizations: homeinfusion@emblemhealth.com ; P: 800-367-8103/F: 212-510-5978
Radiology Services	Preauthorizations: evicore.com ; P: 866-417-2345/F: 800-540-2406
Cardiology Imaging Services	Preauthorizations: evicore.com ; P: 866-417-2345/F: 888-622-7369
Durable Medical Equipment (DME); Skilled Nursing Facility; Inpatient Rehabilitation Facility; Long-Term Care Facility; Home Health Care	Preauthorizations: evicore.com ; P: 866-417-2345/F: 888-622-7369 Fax line for DME requests: F: 866-663-7740 Personal Care Assistants & Consumer Directed Personal Assistance Program Preauthorizations: emblemhealth.com ; P: 866-447-9717
Diabetic Testing Supplies	Orders: abbottdiabetescare.com ; P: 888-522-5226
Hearing Aids	HearUSA: hearusa.com ; P: 877-664-9353 Bronx, Kings, Monroe, Nassau, New York, Queens, Rensselaer, Richmond, Rockland, Suffolk, Ulster, and Westchester CPS Hearing: cpshearing.com ; P: 212-675-5745 Bronx, Kings, Nassau, New York, Queens, Richmond, Suffolk, and Upstate New York
Outpatient Physical and Occupational Therapy	Preauthorizations: Palladian: www.palladianhealth.com , P: 877-774-7693/F: 716-809-8324
Chiropractic Services	Preauthorizations: emblemhealth.com ; P: 866-447-9717/F: 866-215-2928
Vision Services	EyeMed: eyemed.com ; P: 888-581-3648
Pain Management & Spinal Surgery	Preauthorizations: OrthoNet: P: 844-296-4440 For forms: orthonet-online.com ; P: 844-730-8503

Caring for Bridge Program Members (Continued)

Claims Submission Information	
	To Note
<p>EmblemHealth</p> <p>EDI or Payor ID: 55247 Clearing House: Vendor or direct submission Paper Submission Addresses:</p> <p>Medical Claims: EmblemHealth PO Box 2845 New York, NY 10116-2845</p> <p>Hospital Claims: EmblemHealth PO Box 2803 New York, NY 10116-2803</p>	
<p>Beacon Health Options</p> <p>EDI or Payor ID: FHC & Affiliates Clearing House: Vendor Paper Submission Address: EmblemHealth PO Box 1850 Hicksville, NY 11802-1850</p>	<p>Submit all mental health and substance abuse claims to Beacon.</p>
<p>eviCore</p> <p>EDI or Payor ID: 14182 Clearing House: Vendor/Relay Health Paper Submission Address: eviCore 400 Buckwalter Place Blvd. Bluffton, SC 29910</p>	<p>For the Outpatient Diagnostic Imaging Privileging for Non-Radiologists, Radiology, Cardiology Imaging, and Radiation Therapy Programs:</p> <ul style="list-style-type: none"> • eviCore contracted providers, please submit claims directly to eviCore. • All others, please submit claims to EmblemHealth as indicated above.
<p>Palladian Muscular Skeletal Health</p> <p>EDI or Payor ID: 37268 Clearing House: Vendor Paper Submission Address: Palladian Health PO Box 366 Lancaster, NY 14086</p>	<p>For the PT/OT Program:</p> <ul style="list-style-type: none"> • Professional providers, please submit claims directly to Palladian. • Facilities, please submit claims to EmblemHealth as indicated above.

For a comprehensive listing of all EmblemHealth Networks and corresponding benefit plans see the current Summary of Companies, Networks, and Benefit Plans in the Provider Toolkit.

EmblemHealth provides administrative services for self-funded employer groups who bear the financial responsibility for all claims payments. Each client group may select its own preauthorization criteria. To see if a specific service requires preauthorization, you may also use the Preauthorization Check tool in Clinical Corner or in the secure provider portal. Preauthorization 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 the application of EmblemHealth's medical and claims policies.