

ADDITIONAL SERVICES:

PHARMACY SERVICES -

Medicaid Prior Authorization (CVS Caremark):

1.877.433.7643

Medicaid Appeals:

1.855.465.0027

Specialty "SGM" PA/Appeals):

1.800.303.9626, Opt. 4

BEHAVIORAL HEALTH SERVICES -

Provider referrals, authorizations, clinical matters, provider relations & claims (Beacon Health Options):





LABORATORY SERVICES -

Find and Refer members to participating network labs.

1.800.303.9626



DENTAL SERVICES -

Healthplex Member Services:

1.888.468.2189

DURABLE MEDICAL EQUIPMENT (DME) -

Access prior authorization request form metroplus.org/provider/forms

Requests submitted to Integra for all products except MLTC:

Fax: 212.908.5185

Requests for MLTC only:



Fax: 212.908.5282

UPDATED PROVIDER PORTAL

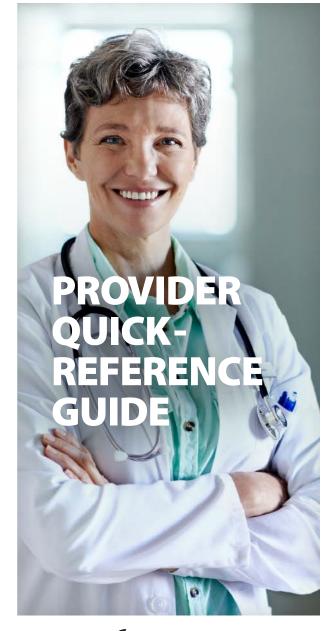


The MetroPlus Provider Portal is now more convenient than ever before.

- New! Online Claims Entry
- New! Online Authorization Entry
- New! P4P Reports, Patient Gaps in Care, Utilization Reports, and much more
- Check Eligibility, Claims, Payment and Authorization Status
- Eliminate multiple logins -"one stop shop"
- Ask questions 24/7
- Fast, straightforward authorization requests:
- Diagnosis and service code lookup
- Clinical requirements check

Take a look today at: metroplus.org/provider













PROVIDER SERVICES PHONE NUMBERS:

Main Provider Services Phone Number: 1.800.303.9626 | TTY: 711/1.800.881.2812

LINE OF BUSINESS	PHONE NUMBER	
MedicaidChild Health PlusPartnership in Care (SNP)Enhanced	1.800.303.9626	
MetroPlus Gold GoldCare I & GoldCare II	1.877.475.3795	
MarketplaceEssential PlanSHOP Plans	1.855.809.4073	
• Medicare Plans	1.866.986.0356	
• Managed Long-Term Care	1.855.355.6582	



PRIOR AUTHORIZATION REOUESTS:

Medical and Radiology Services - 1.800.303.9626

Find out more about services requiring prior authorization online:

metroplus.org/provider/ authorization-request



NOTIFY US AS SOON AS POSSIBLE OF CHANGES IN YOUR PRACTICE:

- Change of address
- Change of practice name/ownership
- New site or site closure



NOTIFY

US BY:

1.800.303.9626



1.212.908.3691



providerupdate@metroplus.org

- Change of tax ID number
- Change of providers in group practice
- Extended leave of absence



MetroPlus Health Plan

Provider Services 160 Water Street, 3rd Fl. New York, NY 10038



MEMBER ELIGIBILITY & BENEFITS:

Member coverage, PCP and any restrictions must be verified before every encounter:



1.800.303.9626



providers.metroplus.org



CLAIM SUBMISSIONS (Must be submitted within 90 from date of service or discharge):

- Clean claims adjudication within 30 days from the date the claim is received.
- Sign-up for EFT to receive claim payments electronically.

METROPLUS PRODUCT WHERE		WHERE TO SEND (E TO SEND CLAIMS	
Medicaid Child Health Plus	BY MAIL	ELECTRONICALLY		
EnhancedMetroPlus GoldPartnership in Care (SNP)Managed Long-Term Care	-	MetroPlus Health Plan P.O. Box 1966 New York, NY 10116-1966		
• Marketplace / SHOP Plans		MetroPlus Health Plan P.O. Box 830480, Birmingham, AL 35238-0480	Change Healthcare ID# 13265	
• Medicare Plans: Advantaç	ge / Platinum	MetroPlus Health Plan P.O. Box 381508 Birmingham, AL 35238-1508		

WHERE TO SEND CLAIM RECONSIDERATIONS / APPEALS

Claims must be submitted in writing within 45 calendar days of the date of the original check or denial notification. Appeals must include supporting documentation to explain why provider does not agree with the initial claim outcome)

BY MAIL: MetroPlus Health Plan, Attn.: Claims 160 Water Street, 3rd Fl., New York , NY 10038 BY FAX: 212.908.8789