



	EmblemHealth Medicare HMO EmblemHealth Select Care HMO/POS	HIP Commercial HMO/POS HIP State Sponsored HMO	GHI HMO/POS	Vytra HMO/ASO
<b>Provider Customer Service</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Message Center link <b>1-866-447-9717</b> <b>Montefiore (CMO)-managed members: 1-888-666-8326</b> <b>HealthCare Partners (HCP)-managed members: 1-800-877-7587</b> <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 <b>1-877-244-4466</b>	<a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b>
<b>Member Customer Service</b>	<b>EmblemHealth CompreHealth HMO:</b> <b>1-877-842-3625 / TTY/TDD: 711</b> <b>EmblemHealth Medicare HMO:</b> <b>1-800-447-8255 / TTY/TDD: 711</b>	<b>1-800-447-8255</b> <b>TTY/TDD: 711</b>	<b>1-877-244-4466</b>	<b>1-866-409-0999</b>
<b>Pre-Certifications/Prior Approvals</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link <b>1-866-447-9717</b> <b>1-866-215-2928</b> <b>CMO-/HCP-managed members:</b> See footnote 1.		<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link <b>1-877-244-4466 / 1-877-508-2643</b>	<a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b> <b>Exceptions:</b> See footnote 4.
<b>Referrals</b>	<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Referrals link / <b>1-866-447-9717</b> <b>CMO-/HCP-managed members:</b> See footnote 1. <b>Note:</b> Referrals are not required for HIP HMO Access I or HIP POS Access II members.		<a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Referrals link <b>1-877-244-4466</b>	<a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b> <b>Exceptions:</b> See footnote 4.
<b>Independent/Free-Standing Laboratory Services</b>	<b>Customer service:</b> <a href="http://www.questdiagnostics.com">www.questdiagnostics.com</a> <b>Quest Diagnostics at 1-866-697-8378</b>		<b>Patient service center locator:</b> <b>Quest Diagnostics at 1-800-377-7220</b>	
<b>Pharmacy Services</b>	<b>Prior approvals:</b> <b>1-877-444-3657</b> <b>Mail order:</b> <b>Express Scripts at 1-800-305-5287</b>	<b>Specialty pharmacy program:</b> <b>1-888-447-0295</b> <b>Specialty pharmacy orders:</b> <b>ICORE at 1-866-554-2673</b>		<b>Prior approvals:</b> <b>1-800-447-0210</b> <b>Mail order:</b> <b>Express Scripts at 1-800-305-5287</b> <b>Specialty pharmacy program:</b> <b>1-888-447-0295</b> <b>Specialty pharmacy orders:</b> <b>ICORE at 1-866-554-2673</b>
<b>Injectable Drug UM Program</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.icorehealthcare.com">www.icorehealthcare.com</a> / <b>ICORE at 1-800-424-4084</b> / <b>ICORE at 1-888-656-6671</b>			
<b>Behavioral Health</b>	<b>Prior approvals:</b> <a href="http://www.valueoptions.com">www.valueoptions.com</a> / <b>ValueOptions at 1-888-447-2526</b> <b>CMO-managed members: 1-800-401-4822</b> <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.carecorenational.com">www.carecorenational.com</a> / <b>CareCore at 1-866-417-2345</b> <b>Excluded members:</b> See footnote 2.		<b>Prior approvals:</b> <a href="http://www.carecorenational.com">www.carecorenational.com</a> <b>CareCore at 1-800-835-7064</b>	<b>Prior approvals<sup>4</sup>:</b> <a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b>
<b>Cardiology Imaging Services</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.carecorenational.com">www.carecorenational.com</a> <b>1-866-417-2345 / 1-888-622-7369</b> <b>Excluded members:</b> See footnote 2.		<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link <b>1-877-244-4466 / 1-877-508-2643</b>	<b>Prior approvals<sup>4</sup>:</b> <a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b>
<b>Outpatient Physical and Occupational Therapy</b>	<b>Initial referral:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Referrals link / <b>1-866-447-9717</b> <b>Prior approvals<sup>1</sup>:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> <b>Palladian at 1-877-774-7693 / Palladian at 1-716-809-8324</b> <b>Excluded members:</b> See footnote 3. <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>Referrals and prior approvals:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> <b>1-716-712-2817</b> <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>Prior approvals<sup>4</sup>:</b> <a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b>
<b>Chiropractic Services</b>	<b>Prior approvals<sup>1</sup>:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> <b>Palladian at 1-877-774-7693 / Palladian at 1-716-712-2802</b> <b>Note:</b> Chiropractic services are not a covered benefit for HIP Medicaid, HIP Family Health Plus, HIP Child Health Plus or Healthy NY members.		<b>Prior approvals:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> <b>1-877-774-7693 / 1-716-712-2817</b> <b>Note:</b> Chiropractic services are not a covered benefit for Healthy NY members.	<b>Prior approvals:</b> <a href="http://www.palladianhealth.com">www.palladianhealth.com</a> <b>Palladian at 1-877-774-7693</b> <b>Palladian at 1-716-712-2803</b>
<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 <b>1-866-447-9717 / 1-866-426-1509</b> <b>Note:</b> 1. Apria is our preferred provider for DME — <b>1-866-637-0256</b> . 2. Not all medical/surgical supplies are covered for HIP state sponsored HMO members. For more details, please refer to the DME chapter of the Provider Manual at <a href="http://www.emblemhealth.com/providermanual">www.emblemhealth.com/providermanual</a> .		<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link <b>1-877-244-4466</b> <b>Note:</b> Apria is our preferred provider for DME — <b>1-866-637-0256</b> .	<b>Prior approvals:</b> <a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b> <b>Exceptions:</b> See footnote 4. <b>Note:</b> Apria is our preferred provider for DME — <b>1-866-637-0256</b> .
<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 <b>1-866-447-9717 / 1-866-426-1509</b> <b>Note:</b> Coram is our preferred provider for home infusion therapy — <a href="http://www.coramhc.com/referrals">www.coramhc.com/referrals</a> <b>1-800-522-0556</b>		<b>Prior approvals:</b> <a href="http://www.emblemhealth.com">www.emblemhealth.com</a> ; use Pre-Certifications/Prior Approvals link <b>1-877-244-4466</b> <b>Note:</b> Coram is our preferred provider for home infusion therapy — <a href="http://www.coramhc.com/referrals">www.coramhc.com/referrals</a> <b>1-800-522-0556</b>	<b>Prior approvals:</b> <a href="http://www.vytra.com">www.vytra.com</a> <b>1-888-288-9872</b> <b>Exceptions:</b> See footnote 4. <b>Note:</b> Coram is our preferred provider for home infusion therapy — <a href="http://www.coramhc.com/referrals">www.coramhc.com/referrals</a> <b>1-800-522-0556</b>
<b>Diabetic Testing Supplies</b>	<b>Orders:</b> <a href="http://www.abbottdiabetescare.com">www.abbottdiabetescare.com</a> <b>Abbott Diabetes Care at 1-888-522-5226</b>		<b>Prior approvals:</b> <b>Health Solutions at 1-800-881-4008</b> <b>Health Solutions at 1-800-860-4326</b> <b>Orders:</b> <b>CCS Medical at 1-800-248-9505</b> <b>CCS Medical, 3601 Thirlane Rd. NW, Suite 4, Roanoke, VA 24019</b>	<b>Orders:</b> <a href="http://www.abbottdiabetescare.com">www.abbottdiabetescare.com</a> <b>Abbott Diabetes Care at 1-888-522-5226</b>

#### FOOTNOTES

<sup>1</sup> Montefiore (CMO)-managed members:

**1-888-666-8326**

HealthCare Partners (HCP)-managed members:

**1-800-877-7587 / 1-888-746-6433**

<sup>2</sup> HIP HMO Access I, HIP HMO Healthy NY HDHP, HIP POS Access II and members with an Advantage Care affiliated PCP — 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 or Referrals link  
**1-866-447-9717 / 1-866-215-2928**

<sup>3</sup> 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 / 1-866-215-2928**

<sup>4</sup> For some Vytra ASO accounts, referrals may not be required and prior approval procedures may differ; confirm by contacting the administrator listed on the member's ID card.

#### LEGEND

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For a comprehensive listing of all Emblem Networks and corresponding benefit plans products, please log into [www.emblemhealth.com](http://www.emblemhealth.com) click Provider Manual on the navigation bar and select the Provider Networks and Member Benefit Plans chapter.