



QUICK REFERENCE GUIDE

WWW.AMIDACARE.NY.ORG

MEDICAL/BEHAVIORAL HEALTH PROVIDERS

IMPORTANT PHONE NUMBERS

Provider Services	1-800-556-0674
Member Services	1-800-556-0689
Utilization Management – Medical	1-888-364-6061
Utilization Management – Behavioral Health	1-866-752-5443

ELIGIBILITY

Primary Care Providers

- Check your monthly roster to verify that the member is eligible for services
- If the member is not on your roster, check ePaces Amida Care eligibility code is: OD
- Call Amida Care Member Services 1-800-556-0689 for any questions/concerns

REFERRAL PROCESS

- No Referral Form is required for in-network services, but may be used to help patients get to appointments
- *Family Planning or Women's Health Services only* – Members can see in-network or out-of network providers and no Referral Form is required

[To get assistance with securing an earlier appointment, call 646-786-1800 and ask for a Care Coordinator.]

REQUESTING PRE-AUTHORIZATION SERVICES

- Call 1-888-364-6061 or Fax the Pre-Auth Form to: 1-800-338-4195
- All out-of-network services **MUST** have an authorization number, which will be completed within 24-48 business hours (1 to 2 days)
- Members can self-refer to any provider for an initial outpatient mental health visit
- Outpatient mental health services are authorized in blocks of visits
- Call 1-866-752-5443 for assistance w/ inpatient or outpatient mental health and inpatient detox/rehab services
- Listed below are *some* of the most common services which require pre-authorization:
 - ✓ All Out-of-Network Services
 - ✓ Durable Medical Equipment (DME) > \$500
 - ✓ Elective Admissions and Ambulatory Procedures
 - ✓ Medical Rehabilitation
 - ✓ Home Care
 - ✓ Skilled Nursing Facility Admissions
 - ✓ Hormone Replacement Therapy for Transgenderers

Please refer to your Provider Manual or call Provider Services for more information regarding these services requiring pre-authorization.

CLAIMS

- Mail paper claims to: AMIDA CARE Claims, PO Box 6022, Hauppauge, NY 11788
- Electronic submitters use Amida Care submitter ID # 24818
- To check the status of a claim, call Provider Services at 1-800-556-0674
- Amida Care members **CANNOT** be billed for services rendered

Mail All Appeals to: Amida Care Appeals Dept., 4944 Parkway Plaza Blvd, #110, Charlotte, NC 28217



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CASE MANAGEMENT SERVICES

IMPORTANT PHONE NUMBERS

Member Services	1-800-556-0689	UM – Medical	1-888-364-6061
Davis Vision (Eye Care)	1-800-999-5431	UM – Behavioral (MH/Detox/Rehab)	1-866-752-5443
Care Coordination	1-646-786-1800	UM FAX	1-800-338-4195

AMIDA CARE COORDINATION DEPARTMENT

An Amida Care Coordinator can assist you with access to services and benefits including:

- Locating / contacting a member
- Coordinating transportation
- Securing a timely specialist appointment
- Accessing a member's utilization data
- Obtaining a consultation report
- Referral for case management or assistance with supportive/social services

ASSESSMENTS/SERVICE PLANS

- Initial Comprehensive Case Management Assessment/Service Plan should be completed within 45-days from the effective date of enrollment
- Case Management Reassessment/Service Plan are required every six (6) months (180-days) or as indicated by member's status
- Either fax to: 646-786-1802 or mail to: *Amida Care, 248 W. 35th Street, 7th Floor, NY, NY 10001*

MEMBER INCENTIVES PROGRAM

Allows members to receive up to \$50/year in gift cards for completing basic health activities:

- Healthy Start: Initial Visit
- Getting Connected: Re-engagement Visit
- Stork Program: New Baby
- Health Promotion: Quarterly HIV PC Visit
- Women's Rose Program: Annual GYN Comprehensive Women's Health Assessment
- Back-to-School Program

SPECIAL MEMBER PROGRAMS

Live Your Life Events help members to be healthy, happy and fulfilled (food, metrocards and more)

Transgender Services (hormone replacement therapy) for up to 6 months

For more information, please contact Member Services 1-800-556-0689

TRANSPORTATION SERVICES

Amida Care covers the following types of transportation:

- MetroCards: *Check Reimbursement only* – Providers must Maintain log and fax log with Invoice to Amida Care Member Services Department at 646-786-1837 for Primary Care, Specialty Care and Case Management reimbursement
- Livery Service: Pre-authorization required. Please contact Care Coordination 48 hours prior to appointment
- Ambulette Services - Preauthorization not required, vendor advance notice required (See *Provider Directory*)

SERVICES COVERED BY MEDICAID FEE-FOR-SERVICE

Amida Care members will continue to access these services directly through Medicaid Fee-For-Service using their Medicaid ID Card:

- Dental
- AIDS Adult Day Health Care
- COBRA Case Management
- Pharmacy
- Outpatient Substance Abuse Treatment