



Quick Reference Guide

MEDICAL/BEHAVIORAL HEALTH PROVIDERS

IMPORTANT CONTACT INFORMATION

Provider Services	1-800-556-0674
Member Services	1-800-556-0689
Amida Care Pharmacy Authorizations	1-646-757-7979
Utilization Management - Medical	1-888-364-6061
Utilization Management - Behavioral Health	1-866-664-7142

Review Claims & Eligibility: Visit our provider portal at amidacareonline.org; For claims submitted prior to March 13, 2017 visit amidacareonline.staradministrators.com

REQUESTING PRE-AUTHORIZATION SERVICES

- Call **1-888-364-6061** or Fax the Pre-Authorization Form to **1-888-273-8296**
- All out-of-network services MUST have an authorization number, which will be completed within 24-48 business hours: **1-888-364-6061**
- Members can self-refer to any provider for an initial outpatient mental health visit
- Outpatient mental health services do not require authorization
- Inpatient behavioral health services, including psychiatric hospitalizations, detox and rehab require notification within 24 hours of admission
- Call **1-866-664-7142** for assistance with 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 Transgender Members
 - ✓ Long Term Care Services

Please refer to your Provider Manual or call **1-800-556-0674** for more information regarding these services requiring pre-authorization.

CLAIMS

- Mail medical paper claims to: AMIDA CARE Claims, P.O. Box 21455, Eagan, MN, 55121
- Electronic submitters use Amida Care submitter **ID #79966**
- To check the status of a claim, or to check eligibility call Provider Services at **1-800-556-0674**
- Mail Behavioral Health paper claims to: Beacon Health Strategies, Amida Care Health Plan Claims Department, 500 Unicorn Park Drive, Suite 401, Woburn, MA 01801-3393
- Behavioral Health Electronic submissions are done through Beacon eServices by going to www.beaconhealthstrategies.com and clicking on the Provider eServices quicklink on the homepage. **Beacon Health Strategies Payor ID is 43324** and Amida Care plan ID is **029**

UPDATING YOUR PROVIDER PROFILE

To make updates to your provider profile, i.e. update a telephone number, add/change of address, or close your panel you may contact us at: **1-800-556-0674**



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APPEALS

- **Utilization Management Appeals to: Amida Care Appeals Dept., 1120 Pittsford-Victor Road Pittsford, NY 14534**
- **Utilization Management Appeals Fax: 1-855-663-6480, 1-888-364-6061 (Telephone)**
- **Amida Care Claims Appeals to: Attn: Claims Appeals P.O. Box 21455, Eagan, MN, 55121**
- **Behavioral Health Appeals to: Beacon Health Strategies, Amida Care Health Plan Claims Department, 500 Unicorn Park Drive, Suite 401, Woburn, MA 01801-3393**

AMIDA CARE 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
- Referral for case management or assistance with supportive/social services
- Accessing a member's utilization data
- Obtaining a consultation report

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, 14 Penn Plaza, 2nd Floor, New York, NY 10122

HEALTHY REWARDS MEMBER PROGRAM

Allows members to receive incentives for completing basic health activities:

- Child and Adolescent Well Care Visits Including Immunizations
- Primary Care Physician Monitoring Visits
- Health Screening and Services
- Cancer Screenings
- Preventive Care
- Weight and Nutrition

SPECIAL MEMBER PROGRAMS

- Work Incentives Network Program/Peer Employment (WIN)
- Live Your Life Events help members to be healthy, happy and fulfilled
- Transgender Services (hormone replacement therapy)
- For more information, please contact Member Services 1-800-556-0689

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:

- Transportation (**LogistiCare**)
- Health Home