



Quick Reference Guide

MEDICAL/BEHAVIORAL HEALTH PROVIDERS

IMPORTANT CONTACT INFORMATION

Provider Services	1-800-556-0674
Member Services	1-800-556-0689
Pharmacy Authorizations.....	1-844-601-5879 (HEPC/HIV 1-646-757-7979)
Utilization Management - Medical	1-888-364-6061
Utilization Management - Behavioral Health	1-866-664-7142

Review Claims and Eligibility: Visit our provider portal at amidacareonline.org.

For questions on authorizations email umsupport@amidacareny.org (note: not intended for pre-auth requests)

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 be pre-authorized
 - 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 48 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 that require pre-authorization:
 - ✓ All Out-Of-Network Services
 - ✓ Home Care
 - ✓ Durable Medical Equipment (DME)>\$500
 - ✓ Skilled Nursing Facility Admissions
 - ✓ Elective Admissions and Ambulatory Procedures
 - ✓ Hormone Replacement Therapy for Transgender Members
 - ✓ Medical Rehabilitation
 - ✓ Long-Term Care Services

Please refer to your Provider Manual or call Provider Services at 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 Options, Amida Care Health Plan Claims Department, P.O. Box 1866, Hicksville, NY 11802-1866
- Behavioral Health Electronic submissions are done through Beacon eServices by going to **www.beaconhealthoptions.com** and clicking on the Provider eServices quicklink on the homepage. Beacon Health Options 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 an address, or close your panel you may contact us at: 1-800-556-0674 or fax: 1-646-786-1803

APPEALS

- Utilization Management Appeals to: **Amida Care Appeals Dept., 1120 Pittsford-Victor Road, Pittsford, NY 14534**
- Utilization Management Appeals: **Call 1-888-364-6061 or fax 1-855-663-6480**
- Amida Care Claims Appeals to: **Attn: Claims Appeals, P.O. Box 21455, Eagan, MN 55121**
- Pharmacy Appeals: **Call 1-646-757-7979 or fax 1-646-786-0997**
- Behavioral Health Appeals to: **Beacon Health Options, Amida Care Health Plan Claims Department, P.O. Box 1856, Hicksville, NY 11802-1856**

CARE COORDINATION DEPARTMENT

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

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

ASSESSMENTS/SERVICE PLANS

- Initial Comprehensive Case Management Assessment/Service Plan should be completed within 60 days from the effective date of enrollment
- Case Management Reassessment/Service Plans 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
- Cancer Screenings
- Primary Care Physician Monitoring Visits
- Preventive Care
- Health Screening and Services

SPECIAL MEMBER PROGRAMS

- Health Home Provider Line **1-844-402-4277**
- Work Incentives Network Program/Peer Employment (WIN)
- Live Your Life Events help members to be healthy, happy and fulfilled
- Transgender Health Services **transgenderhealthservices@amidacareny.org**
- Treatment Adherence Program **1-646-757-7686**
- Medication Therapy Management **1-646-757-7979**
- 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 (**Medical Answering Services - MAS**)