

Important Contacts		
	Corporate Telephone Number (888) 746-2200 <i>Available Monday - Friday, 8:30 a.m. - 5:30 p.m.</i>	Customer Engagement Center (800) 877-7587 <i>Available 24/7</i> provrel@hcpipa.com
		Real Time Resolution™ (RTR) Center (866) 925-0199 <i>Urgent clinical, time-sensitive patient care needs. Available 24/7</i>

EZ-Net Help Desk	
	(516) 394-5639 <i>Available Monday - Friday, 8:30 a.m. - 5:30 p.m.</i>
	EZNetHelpDesk@hcpipa.com

Authorizations	
Authorization Submission Information on how to submit a request for services.	
	EZ-Net
	(888) 746-6433

Authorization Status Check status of previously submitted services. (Allow two business days for processing of non-urgent requests).	
	EZ-Net
	EmblemHealth HCP DIRECT patients: (800) 877-7587
	EmblemHealth Cohort 2 patients: (844) 346-1499
	Empire: (844) 638-0404

Fast Track Referrals Immediate referral authorization needs.	
	(855) 324-9400

Peer-to-Peer Review Speak with an HCP Medical Director to discuss an authorization denial or to consult on a patient's medical condition.	
	(516) 394-5790

Notification of Hospital Admissions Notify HCP of unscheduled hospital admission. Form on HealthcarePartnersNY.com	
	(516) 515-8808

Claims	
Claims Submission Information on how to submit claims electronically or by mail.	
EmblemHealth HCP DIRECT:	
	via Change Healthcare Payer ID: 11328
	All other claims: HealthCare Partners 501 Franklin Avenue, Suite 300 Garden City, NY 11530
EmblemHealth Cohort 2:	
	via Change Healthcare Payer ID: 55247
	EmblemHealth P.O. Box 2845 New York, NY 10116
EmblemHealth Behavioral Health:	
	EmblemHealth Behavioral Health Claim Services P.O. Box 1850 Hicksville, NY 11802-1850
Empire HCP DIRECT Medicare Advantage	
	via Change Healthcare Payer ID: 11328
	HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530

Claims Status To check claim status and receive explanation of processing for previously submitted claims. (Please allow 30 days from the date of submission for processing.)	
	EZ-Net
	EmblemHealth HCP DIRECT: (800) 877-7587
	EmblemHealth Cohort 2: (866) 447-9717
	Empire: (844) 638-0404
	claims@hcpipa.com

Member Eligibility	
Member Eligibility Verify the eligibility of a member, including effective dates and the assigned PCP.	
	EZ-Net
	EmblemHealth HCP DIRECT: (800) 877-7587
	EmblemHealth Cohort 2: (866) 447-9717
	Empire: (844) 638-0404

Managing Patient Care	
Real Time Resolution™ (RTR) Center Assistance with urgent, time-sensitive clinical needs.	
	(866) 685-8996; available 24/7

Case Management Connect with a nurse case manager to receive timely assistance in managing patients with a higher than normal risk for developing a particular disease defined by a measurable parameter.	
	(888) 258-0309

Hospice and Palliative Care Information about referring patients for a Hospice or Palliative Care evaluation.	
	(516) 515-8847

Quality Team Inquiries & support for physicians and members related to achieving quality measures.	
	(833) 989-1358

Risk Adjustment Hotline Connect with a dedicated team of specialists, analysts, clinicians, and other personnel committed to ensuring that risk scores for HCP members appropriately represent their acuity.	
	(516) 394-5660