Contact Us

Important Contacts

Corporate Telephone Number
(888)746-2200
Available Monday – Friday,
8:30 a.m. – 5:30 p.m.

Customer Engagement Center
(800)877-7587
Available 24/7
provrel@hcpipa.com

Real Time Resolution™ (RTR) Center
(866)925-0199
Urgent clinical, time-sensitive patient care
needs. Available 24/7

EZ-Net Help Desk

(516) 394-5639
Available Monday – Friday,
8:30 a.m. – 5:30 p.m.

@ EZNetHelpDesk@hcpipa.com

Authorizations

Authorization Submission
Information on how to submit a request for services.

💻	EZ-Net
FAX	(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

FAX	(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) 925-0199; 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