

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>

Credentialing Department	
	(516) 746-2200
	(516) 515-8843
	Credentialing@hcpipa.com

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: (800) 877-7587
	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

	HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530
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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
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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.)	
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	EZ-Net
	EmblemHealth HCP DIRECT: (800) 877-7587
	Empire: (844) 638-0404
	claims@hcpipa.com

Member Eligibility

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

Managing Patient Care

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.	
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	(888) 258-0309
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Hospice and Palliative Care Information about referring patients for a Hospice or Palliative Care evaluation.	
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	(516) 515-8847
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Pharmacy Help Desk	
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	(516) 515-8861
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New York Home Health Care (NYHHC) Strives to provide quality medical equipment & supplies to customers across the NY metropolitan area.	
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	(516) 506-0823
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Quality Support Team Inquiries & support for physicians and members related to achieving quality measures.	
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	(833) 989-1358
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Risk Adjustment 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.	
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	(516) 394-5660
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Social Work/Behavioral Health	
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	(516) 394-5650
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