





































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	Claims	Managing Patient Care
	Claims Submission Information on how to submit claims electronically or by mail.	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.
	EmblemHealth HCP DIRECT: via Change Healthcare Payer ID: 11328	 (888) 258-0309
	 HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530	Hospice and Palliative Care Information about referring patients for a Hospice or Palliative Care evaluation.
EZ-Net Help Desk	EmblemHealth Behavioral Health:  EmblemHealth Behavioral Health Claim Services P.O. Box 1850 Hicksville, NY 11802-1850	 (516) 515-8847
	Empire HCP DIRECT Medicare Advantage via Change Healthcare Payer ID: 11328	 (516) 515-8861
	 HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530	New York Home Health Care (NYHHC) Strives to provide quality medical equipment & supplies to customers across the NY metropolitan area.
	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.)	 (516) 506-0823
Authorizations	 EZ-Net	 (516) 506-0823
Authorization Submission Information on how to submit a request for services.	 EmblemHealth HCP DIRECT: (800) 877-7587	Quality Support Team Inquiries & support for physicians and members related to achieving quality measures.
	 Empire: (844) 638-0404	 (833) 989-1358
	 claims@hcpipa.com	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.
Authorization Status Check status of previously submitted services. (Allow two business days for processing of non-urgent requests.)	Member Eligibility	 (516) 394-5660
	Member Eligibility Verify the eligibility of a member, including effective dates and the assigned PCP.	Social Work/Behavioral Health
	 EZ-Net	 (516) 394-5650
	 EmblemHealth HCP DIRECT: (800) 877-7587	
	 Empire: (844) 638-0404	
Fast Track Referrals Immediate referral authorization needs.		
		
Peer-to-Peer Review Speak with an HCP Medical Director to discuss an authorization denial or to consult on a patient's medical condition.		
		
Notification of Hospital Admissions Notify HCP of unscheduled hospital admission. Form on HealthcarePartnersNY.com		
		

Real Time Resolution™ (RTR) Center

HealthCare Partners is committed to ensuring members have access to the care they need in a timely manner. Our **Real Time Resolution™ (RTR) Center** ensures you can talk with an expert staff member when access to care is time-sensitive.

For example:

- Your patient comes in to the office and you determine an urgent specialist consult is needed. **Call our RTR Center, and we will arrange that for you in real time.**
- Your patient comes to the office and has a condition you need assistance addressing, and perhaps the emergency department is an option. **Call the RTR Center and we will make arrangements to meet the patient's urgent care needs.** We will also ensure that you remain connected to the patient's care and receive care updates.
- Waiting for a time-sensitive response from HCP regarding patient care? **Call the RTR Center for assistance.**



The RTR Center is available 24 hours a day/7 days a week. Call (866) 925-0199.

After normal business hours and on weekends, you will be connected to our 24 hour Nurse on Call line who will provide the same level of expert assistance for urgent needs that you receive during the business day.

If you need an answer to any of the following questions, our RTR Center can help.

Is your HCP patient...?

- In need of integrated care coordination for multiple medical conditions?
- Unable to get to your office but needs a clinical assessment or important procedure?
- Confused about which medications to take and when?
- Skipping important appointments with you and their specialists?
- In the hands of a caregiver who feels overwhelmed but you don't have a social worker in your office?
- Going to the emergency room prior to calling your office?

We're here to help you deliver great patient care.

Available 24 hours a day/7 days a week.



**Routine administrative
and referral needs:**

Customer Engagement Center (CEC):
(800) 877-7587



**Immediate referral
authorization needs:**

Fast Track Referral Line:
(855) 324-9400



**Urgent clinical, time-sensitive
patient care needs:**

Real Time Resolution™ Center (RTR):
(866) 925-0199