




































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
 (516) 746-2200  (516) 515-8843  Credentialing@hcpipa.com	Claims Submission Information on how to submit claims electronically or by mail. EmblemHealth HCP DIRECT:  via Availity Payer ID: 11328  HealthCare Partners Attn: Claims 501 Franklin Avenue, Suite 300 Garden City, NY 11530 EmblemHealth Behavioral Health:  EmblemHealth Behavioral Health Claim Services P.O. Box 1850 Hicksville, NY 11802-1850 Empire HCP DIRECT Medicare Advantage  via Availity 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  Empire: (844) 638-0404  @ claims@hcpipa.com	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 Pharmacy Help Desk  (516) 515-8861 New York Home Health Care (NYHHC) Strives to provide quality medical equipment & supplies to customers across the NY metropolitan area.  (516) 506-0823  (516) 506-0823 Quality Support Team Inquiries & support for physicians and members related to achieving quality measures.  (833) 989-1358 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.  (516) 394-5660 Social Work/Behavioral Health  (516) 394-5650
EZ-Net Help Desk	Member Eligibility	
 (516) 394-5639 <i>Available Monday – Friday, 8:30 a.m. – 5:30 p.m.</i>  EZNetHelpDesk@hcpipa.com	Member Eligibility Verify the eligibility of a member, including effective dates and the assigned PCP.  EZ-Net  EmblemHealth HCP DIRECT: (800) 877-7587  Empire: (844) 638-0404	
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		

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