

**FIDELIS of New York**

95-25 Queens Blvd. Rego Park, New York 11374

<http://www.fideliscareny.org/>

|   |  | MEDICAID   | CHILD HEALTH PLUS  | FAMILY HEALTH PLUS   |
|---|--|--|--|--|
| Eligibility Verification  |  | Verify through EMEVS.<br>Call Health Plan at:  | EMEVS code: __CW or SP<br>888 343 - 3547   | 888 343 - 3547   |
| Policies and Procedures   |  | Provider Relations<br>888 343 - 3547   | Provider Relations<br>888 343 - 3547   | Provider Relations<br>888 343 - 3547   |
| Services Requiring Precert/Preauth:<br>Inpatient Admissions<br>Ambulatory/Outpatient Surgery<br>Outpatient diagnostic & therapeutic procedures<br>Angiograms<br>Cardiac Rehab<br>Cochlear Implants<br>Contact Lenses (Special)<br>Dialysis, chronic<br>Inpatient Rheab (Short-term)<br>Pain Management<br>PET Scans<br>Sleep Apnea/Apnea Monitoring<br>Cosmetic Surgery | Copaxin<br>Diabetic Counseling<br>Home Health Services<br>Infusion Therapy<br>Reduction Mamoplasty<br>Orthotics & Prosthetics<br>Artificial Eyes<br>Betaseron/Lupron<br>Morbid Obesity Treatments<br>Chemo and Radiation Therapy<br>Nutritional Therapy<br>PT, OT, Speech Therapy<br>Podiatry Services | To obtain precert/preauth<br>call Case management at<br>888 343 - 3547<br>FAX 800 860-8720   | To obtain precert/preauth<br>call Case management at<br>888 343 - 3547<br>FAX 800 860-8720 | To obtain precert/preauth<br>call Case management at<br>888 343 - 3547<br>FAX 800 860-8720 |
| ER notify within 24 hours   |  | call 888- 343-3547 FAX 800 - 860- 8720   |  |  |
| Laboratory  |  | Par Hospitals may provide outpatient lab for clinic patients - Referrals from physicians' offices must use Labcorp or Qceest labs. |  |  |
| Radiology   |  | Par Hospitals may provide outpatient radiology services<br>Cat Scan of Spine<br>Nuclear Medicine<br>Pet Scanning                   |  |  |
| Referrals to Specialty Doctors/Clinics  |  | Paper referrals are not required for specialists within the Fidelis Care Network.  |  |  |
| <b>Other Services: Services below require pre-authorization, you must call numbers below BEFORE referring patient for services</b>  |  |  |  |  |
| DENTAL  |  | Doral Dental 800-719-9874  | Same as Medicaid   | Same as Medicaid   |
| VISION  |  | Block Vision 800-243-1401<br>One self referral per year and<br>One pair of eyeglasses per 2yrs.                                    | Same as Medicaid<br>One self referral per year and<br>One pair of eyeglasses per yr.       | Same as Medicaid<br>One self referral per year and<br>One pair of eyeglasses per yr.       |
| HEARING   |  | All hearing services require a referral  | All services require a referral  | All services require a referral  |
| DME   |  | Must use participating vendor for list call 888-343-3547   | Call 888 FIDELIS for par list  | Call 888 FIDELIS for par list  |
| MENTAL HEALTH/SUBSTANCE ABUSE   |  | One self referral per year<br>For additional services call 888-343-3547  | One self referral per year<br>For additional srvs. Call 888-343-3547                       | One self referral per year<br>For additional srvs. Call 888-343-3547                       |
| Helpful Hints/Comments  |  | IF YOUR HOSPITAL DOES NOT PARTICIPATE PT IS OUT OF NETWORK. CONTACT PLAN AT 888-343-3547   |  |  |
| Patient Questions   |  | 800 867-5885   | 800 867-5885   | 800 867-5885   |