

HEALTHFIRST

25 Broadway, New York, NY 10004

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

Registration	HHF	HHG
PURPOSE	MEDICAID and CHP/FHP	65 PLUS and NEW YORK
Policies and Procedures	Provider Services: 888-801-1660	Provider Services: 888-801-1660
Eligibility Verification	Verify through EMEVS. EMEVS code: <u>SF (Medicaid only)</u> Call Member Service at: 800 905-5445	Call Member Service at: 888-260-1010
Pre-Authorization Services Requiring Pre-Authorization	Medical Management 888-394-4327 <u>Inpatient:</u> Acute Inpatient Admissions Behavioral Health Services SNF Admissions <u>Outpatient:</u> Ambu Surgical Procedures Behavioral Health Services* Chemotherapy Hospice IV Infusion Occupational Therapy Orthotics and Prosthetics Sleep Studies Cardiac Rehabilitation DME <u>Outpatient Cont'd:</u> Dialysis Home Health Urological Prosthesis Physical Therapy Radiation Therapy MRI MRA Nutritional Counseling Oxygen Therapy PET Scans Physical Therapy Radiation Therapy Infertility Services Speech Therapy	Same as Medicaid Call for Pre-Auth/Pre-certs Medical Management 888-394-4327
Services That Require Notification To Healthfirst:	Call 888-394-4327 Fax 212 801-1776	
	Urgent/ER Inpatient Admissions - next bus.day following adm. Emergency Room Services - within 48 hours of treatment Newborns - next business day following birth	
Laboratory Services (no referral form required)	UHB Lab Participates - Use a regular prescription pad to order these services. Indicate patient is a Healthfirst patient.	Same as Medicaid
Referrals to Specialty Doctors/Clinics	*NO Referral required for the first 3 visits (medicaid,CHP,FHP only)	Written referral required from PCP
Ancillary Services:		
Dental (no referral form required) Direct Members to:	HealthPlex, Inc. 800 468-9868	HealthPlex, Inc. 800-468-0600
Vision/Optomtry	Must call 800 580-8540 for list of providers Members may self-refer for routine vision care to Block Vision or may self-refer to their hospital's vision program	Same as Medicaid One self referral every 1yr. and One pair of eyeglasses every 1yr.
Mammography:	Members may self-refer for mammography services	212 801-1555
OB/GYN Services	Direct access to OB/GYN provider for routine services	212 801-1630
Appeals Unit	212 801-1594	212 801-1594
Patient Questions	800 905-5445	800 905-5445
	*Effective April 1, 2001 Healthfirst(Medicaid,FHP and Child Health Plus only) will no longer require formal referral forms for members sent to a Specialist in the referring providers hospital system. However more than 3 visits will continue to require Pre-Auth.from Medical Management.	