

METROPLUS

11 West 42nd Street New York, NY 10036

<http://www.nyc.gov/html/hhc/html/metroplus.html>

PURPOSE	MEDICAID	CHILD HEALTH PLUS	FAMILY HEALTH PLUS
Eligibility Verification	Verify through EMEVS. EMEVS code: 92	212 597-8700	FOR INFORMATION VISIT METROPLUS WEBSITE
Policies and Procedures	Provider Relations 212-908-8883 ; Fax: 212-597-8620 Case Management 212 597-8900 FAX 212-597-8901	Provider Relations 212-730-3206 Case Management 212 597-8900 FAX 212-597-8901	
Laboratory	Must call 212- 597-3380 for auth Plan uses Universal Labs	Same as Medicaid	
Radiology	Must call 212- 597-3380 for auth	Same as Medicaid	
Referrals to Specialty Doctors/Clinics	Refferrals are no longer required to access specialty services		
Ancillary Services:	Services below require pre-authorization: you must call numbers below for pre-auth and list of contracted participating vendors/providers	Same as Medicaid	
Dental	Covered Under Traditional Medicaid (No preauth)	Urban Dental call 800 468-9868	
Vision	Must call 212-730-3206 for list of providers One self referral per year One pair of eyeglasses per 2yrs.	212 597-8900 One self referral per year One pair of eyeglasses per year	
Hearing	Must call 212-730-3206 for list of providers All hearing services require a referral	212 597-8900 All services require a referral	
DME - Durable Medical Equipment	Must call 212-730-3206 for list of providers	212 597-8900	
Mental Health/Substance Abuse	212- 597-8900	212 597-8900	
Patient Questions About Programs	1-800 -303- 9626	1-800 -303- 9626	