

# QUICK REFERENCE GUIDE

Medicaid (ME), Child Health Plus (CHP), Essential Plans (EP) and Health And Recovery Plan (HARP - Enriched Health Plan)

## Important Contact Information

Provider Services	Member Services	Utilization / Medical Management	Quality Management, Quality Risk Inquiries	Discharge Plans	Credentialing
<b>Tel.: 866.247.5678</b> <b>Fax: 718.794.7808</b> Monday - Friday, 8:30 a.m. - 6:00 p.m. Email: ProviderRelations@affinityplan.org	<b>Tel.: 866.247.5678</b> <b>Fax: 718.794.7804</b> Monday - Friday, 8:30 a.m. - 6:00 p.m.	<b>Tel.: 866.247.5678</b> <b>Fax: 718.794.7822</b> Monday - Friday, 8:30 a.m. - 6:00 p.m.	QM@affinityplan.org	transitionalcareteam@affinityplan.org	credentialingahp@affinityplan.org

**Provider Portal:**  
<https://identity.affinityplan.org/account>

Access the secure provider portal to verify member eligibility, review claim status, and search for providers; to check authorization status and review details; to update demographic information; and to download member roster, Quality Incentive Program, and Gaps-in-Care and non-users reports.

If you have a problem logging onto the portal call **866.247.5678**.

**Affinity Website Provider Information:**  
<https://www.affinityplan.org/Providers/Providers/>

Access provider resources and information; provider manual, directory, forms, formulary and newsletters; and credential request, "join the network" request, contact us information.

Quality Related information -  
<https://www.affinityplan.org/Providers/Provider-Toolkit/Quality-Incentive-Program/>

## Access and Availability

Refer to the Provider Manual, Section 4 for complete information at [http://affinityplan.org/uploadedFiles/Affinityv3/Providers/Publications\\_and\\_Training/Files/Provider\\_Manual.pdf](http://affinityplan.org/uploadedFiles/Affinityv3/Providers/Publications_and_Training/Files/Provider_Manual.pdf)

## Notification Requirements

Notification of the member's hospital admission within two business days of an admission through the emergency room: **888.543.9074**. Follow the voice prompts for "authorizations" to connect to the Utilization Management Department. Behavioral Health Admissions - Notify no later than two business days by calling **800.974.6831**.

## Member Enrollment and Renewal

Enrollment assistance: **866.731.8001**  
 Member renewals: **866.243.3174** Monday to Friday,  
 8:30 a.m. - 6:00 p.m.  
[Recertification@affinityplan.org](mailto:Recertification@affinityplan.org)  
 Online: <https://www.affinityplan.org/Contact-Us/Reach-Out-to-Us/Contact-Form/Contact-Us/>

## CVS Caremark (Pharmacy)

**Tel: 866.247.5678**  
**Fax: 866.255.7569**  
 Website:  
<https://www.affinityplan.org/Providers/Support/Pharmacy/Pharmacy/>  
 Pharmacy Management inquiries  
[pharmacy@affinityplan.org](mailto:pharmacy@affinityplan.org)

## LogistiCare (Transportation)

Reservations: **844.678.1103**  
 (Monday through Friday, 8:00 a.m. - 5:00 p.m.)  
 Urgent Transportation: **844.678.1103**  
 Provider/Facility: **866.428.2351**

## DentaQuest (Dental)

Provider service line: **888.308.2508**  
 Member service line: **866.731.8004** or **855.208.6768**  
 Find a dentist: <https://providerlookup.affinityplan.org/#/>

## Superior Vision (Optical)

Optical providers go through Superior Vision  
 Provider service line: **866.819.4298** or **800.243.1401**, option 3  
 Call to join the network at **844.343.2900** or complete the provider nomination request form found on our website  
<https://superiorvision.com/providers/>  
 Member service lines: **800.879.6901** or **800.428.8789**  
 or **866.810.3312**

## Beacon Health Strategies (Behavioral Health)

Provider service: **800.974.6831** (pre-authorization)  
 Provider Relations department: **781.994.7556**  
 Member service: **888.438.1914**  
 Letter of interest form: [www.beaconhealthstrategies.com/becoming\\_a\\_provider.aspxnyrelations@beaconhealthoptions.com](http://www.beaconhealthstrategies.com/becoming_a_provider.aspxnyrelations@beaconhealthoptions.com)  
[www.Beaconhealthstrategies.com](http://www.Beaconhealthstrategies.com)

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EFT payment - Change Healthcare and ECHO Health	Compliance
<p>To sign up for electronic payments (EFT) visit <a href="https://view.echohealthinc.com/EFTERADirect/Affinity/index.html">https://view.echohealthinc.com/EFTERADirect/Affinity/index.html</a></p> <p>To access EOP visit <a href="http://www.providerpayments.com">www.providerpayments.com</a></p> <p>ECHO contact Website: <a href="https://view.echohealthinc.com/UI/Inquiry.aspx#/">https://view.echohealthinc.com/UI/Inquiry.aspx#/</a> Customer service: <b>888.834.3511</b> <a href="mailto:cs_requests@echohealthinc.com">cs_requests@echohealthinc.com</a></p>	<p>General inquiry: <a href="mailto:compliance@affinityplan.org">compliance@affinityplan.org</a> Legal, Compliance, and Special Investigations: <b>718.794.5731</b> Affinity's confidential hotline for reporting compliance concerns including fraud, waste, and abuse is <b>866.528.1505</b>.</p> <p>CGA Inquiries: <a href="mailto:compliancegrievance&amp;appealunit@affinityplan.org">compliancegrievance&amp;appealunit@affinityplan.org</a></p>

Pre-authorizations	
<p>A complete list of the treatments and procedures that require providers to obtain pre-authorizations: <a href="https://www.affinityplan.org/Providers/Resources/Pre-Authorization-Codes/Pre-Authorization-Codes/">https://www.affinityplan.org/Providers/Resources/Pre-Authorization-Codes/Pre-Authorization-Codes/</a> For radiation therapy, ultrasound, sleep management, physical therapy (PT), occupational therapy (OT), speech therapy (ST), cardiac imaging and radiology services contact <a href="tel:866.242.5615">eviCore: 866.242.5615</a> Fax: <b>800.540.2406</b></p> <p>For chiropractic contact Landmark: <b>800.638.4557</b> For DME contact ReliaCare: <b>877.331.5170</b></p>	<p>For all other authorization requests fax the prior authorization request form to <b>718.794.7822</b>. If you wish to speak to a representative call <b>888.543.9074</b>. For detail visit <a href="http://affinityplan.org/Providers/Resources/Authorizations/Authorizations/">http://affinityplan.org/Providers/Resources/Authorizations/Authorizations/</a></p>

## Claims Guidelines - Customer Service / Claims: 866.247.5678

Claims submissions: Claims must be submitted within the timeframe of the date of service that is specified on your contract (or 90 days) and should be done so either electronically or mailed as a hard copy to the addresses shown for the Claims department.  
PCPs must submit encounter for capitated service and well service codes when rendered at the time of a sick visit.  
Electronic claim submissions: Review our EDI frequently asked questions (FAQs). For inquiries on submitting EDI claims through Emdeon, our clearinghouse, you may access the Emdeon website at [www.emdeon.com](http://www.emdeon.com).

Affinity Health Plan Claim Payer IDs	Mailing Address for Paper Claims	Claims Administrative Reconsiderations
Medical Claims: Medicaid, CHP, Essential Plan and HARP	<b>1334</b>	<p>Mail denials not related to authorization or medical necessity denial:</p> <p><b>Attention: Claims Department</b> <b>PO Box 812</b> <b>NY, NY 10028-0081</b></p> <p>Note: Appeals related to Medical Necessity Denials should not be sent to this post office box.</p> <p>Claims Resolution: <a href="mailto:Providerrelations@affinityplan.org">Providerrelations@affinityplan.org</a></p>
Medical Claims: Medicare (for date of service to 12/31/2018)	<b>13333</b>	
Behavioral Health Claims	<b>43324</b> Plan ID (SBR03) is <b>0009</b>	

## Appeals / Claims Questions / Inquiries

For Appeals:  
When appealing an Affinity adverse determination in writing you must submit your written request to  
**Affinity Health Plan**  
1776 Eastchester Road  
Bronx, NY 10461  
or Fax to **718.536.3358**