

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
Tel.: 866.247.5678 Fax: 718.794.7808 Monday - Friday 8:30 a.m. - 6:00 p.m. Email: ProviderRelations@affinityplan.org	Tel.: 866.247.5678 Fax: 718.794.7804 Monday - Friday 8:30 a.m. - 6:00 p.m.	Tel.: 866.247.5678 Fax: 718.794.7822 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
https://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 - Friday, 8:30 a.m. - 6:00 p.m.
 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

LogistiCare (Transportation)

Reservations: **844.678.1103**
 Monday - 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 (Optometry)

Optometry 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 their 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/
E: becoming_a_provider.aspnyrelations@beaconhealthoptions.com
www.Beaconhealthstrategies.com

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

Pre-authorizations	
<p>A complete list of the treatments and procedures that require providers to obtain pre-authorizations: https://www.affinityplan.org/Providers/Resources/Pre-Authorization-Codes/Pre-Authorization-Codes/</p> <ul style="list-style-type: none"> For radiation therapy, ultrasound, sleep management, physical therapy (PT), occupational therapy (OT), speech therapy (ST), cardiac imaging and radiology services contact eviCore: 866.242.5615 Fax: 800.540.2406 For chiropractic contact Landmark: 800.638.4557 For neonatal contact Progeny: 888.832.2006 For DME contact Integra Partners: 888.729.8818 or administration@accessintegra.com 	<ul style="list-style-type: none"> For all other authorization requests fax the prior authorization request form to 718.794.7822. Visit https://www.affinityplan.org/Providers/Portal/Portal-Landing/ <p>If you wish to speak to a representative call 888.543.9074. For details visit https://affinityplan.org/Providers/Resources/Authorizations/Authorizations/</p> <ul style="list-style-type: none"> Authorization form: https://www.affinityplan.org/Providers/Resources/Forms/Provider-Forms/

List of physician administered medications requiring authorizations is:
https://www.affinityplan.org/uploadedFiles/Affinityv3/Providers/Support/Files/Pharmacy/2020_CurrentAuthorizationStatusforMedicalBenefit%20Drugs.pdf

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.

Affinity Health Plan Claim Payer IDs	Mailing Address for Paper Claims	Claims Administrative Reconsiderations
Medical Claims: Medicaid, CHP, Essential Plan and HARP	13334	<p>Claims inquiries can be submitted at https://www.affinityplan.org/Providers/Portal/Portal-Landing/</p> <p>Mail denials not related to authorization or medical necessity denial:</p> <p>Attention: Claims Department PO Box 812 NY, NY 10028-0081</p> <p>Note: Appeals related to Medical Necessity Denials should not be sent to this post office box.</p> <p>Claims Resolution: Providerrelations@affinityplan.org</p>
Behavioral Health Claims	43324 Plan ID (SBR03) is 0009	

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**