



1199SEIU PROVIDER QUICK REFERENCE GUIDE



1199SEIU Benefit Funds
Provider Relations Department
330 West 42nd Street
New York, NY 10036-6977
(646) 473-7160
www.1199SEIUFunds.org



NOVEMBER 2013

QUICK REFERENCE GUIDE

For all provider inquiries (including Provider Participation Status):

1199SEIU Benefit Funds
Provider Relations Department
330 West 42nd Street
New York, NY 10036-6977
(646) 473-7160 | www.1199SEIUFunds.org/Providers

Our Interactive Voice Response (IVR) System is available to you 24 hours a day to check claim status and member eligibility. Just call (888) 819-1199. Claim status and eligibility information is also available through Navinet at www.navinet.net.

To Request a Provider Application Package

Complete the Provider Recruitment form on our website: www.1199SEIUFunds.org and fax to: (646) 473-7213 or call (646) 473-7160.

To Submit Provider Information Changes

Complete the Provider Information Change form on our website: www.1199SEIUFunds.org, and fax it to (646) 473-7229. Be sure to include your W-9 form.

Please notify us within 60 days of the effective date for all changes.

Claims Submission

- Electronic using Payer ID #13162:

Emdeon www.emdeon.com (800) 845-6592	MD On-Line www.1199mdol.com (888) 499-5465	Capario (formerly MedAvant) www.capario.com (800) 792-5256	Relay Health www.relayhealth.com (866) 735-2963
--	--	--	--

- Paper claims:

Medical Claims: 1199SEIU Benefit Funds Medical Claims Times Square Station PO Box 1007 New York, NY 10108-1007	Hospital Inpatient Admissions; ER and Ambulatory Surgery Claims: 1199SEIU Benefit Funds Times Square Station PO Box 933 New York, NY 10108-0933	Dental Claims: (not accepted electronically): 1199SEIU Benefit Funds Dental Claims Times Square Station PO Box 1149 New York, NY 10108-1149
--	--	---

- For reconsideration of a medical claim, complete the Claim Reconsideration Request form on our website, www.1199SEIUFunds.org, and email it to medicalrecon@1199Funds.org, fax it to (646) 473-7088 or mail it to: Medical Claims Reconsideration, PO Box 717, New York, NY 10108-0717

Prescriptions, Laboratory Services and Radiology

Prescriptions

- General Information: Express Scripts (800) 818-6720
- Prior Authorization: (800) 753-2851
- Specialty drugs delivered on an outpatient basis and billed through the medical benefit require prior authorization. Call Care Continuum at (877) 273-2122, fax (877) 814-4047 or visit www.express-path.com.

Laboratory Services

1199SEIU Benefit Funds participating labs:

- Quest Diagnostics (800) 877-7530
- Laboratory Corporation of America (LabCorp) (800) 788-9091
- For a list of lab services that can be done in-office, visit www.1199SEIUFunds.org/Providers

Radiology Services

Prior approval is required for certain radiology procedures: MRIs, MRAs, CAT scans, PET scans and Nuclear Cardiology services. Call the 1199SEIU Radiology Review program, which is managed by Care to Care, at (888) 910-1199. For a directory of participating radiology facilities, call MedFocus at (800) 398-8999 or visit www.1199SEIUFunds.org.

Prior Authorization

The following services require prior authorization by calling (646) 473-7446:

- Home health care
- Non-emergency ambulance service
- Home IV therapy
- Orthotics & Prosthetics (over \$250)
- Durable medical equipment (over \$250)
- Outpatient hyperbaric oxygen therapy (HBOT) and negative pressure wound therapy (NPWT)
- Certain outpatient testing and procedures

Hospital Care and Other Services: 1199SEIU CareReview (800) 227-9360

Call for prior authorization of:

- Certain ambulatory surgery/outpatient surgical procedures
- Chiropractic services beyond 12 visits
- All evaluations for consideration of potential transplant
- Hospital Care: call before a hospital admission or within two days of an emergency admission
- Behavioral Health: Mental Health and Alcohol/Substance Abuse Treatment (Inpatient or Outpatient)
 - Inpatient treatment:** 1199SEIU CareReview (800) 227-9360
 - Outpatient treatment:** call the Member Assistance Program (646) 473-6900

Other Benefit Fund Member Programs

- | | | |
|--------------------------|--------------------------|--------------------------|
| Call (646) 473-7160 for: | Call (646) 473-6900 for: | Call (646) 473-8962 for: |
| • Care Management | • Wellness/MAP Program | • Prenatal Services |

- Call (866) 935-1199 for:
- 24-Hour Nurse Helpline

Remember: Using in-network providers, labs and facilities will ensure your patient does not incur a balance.