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.1199SEIU Funds.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.1199SEIU Funds.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.1199SEIU Funds.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.md1199.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
  (866) 735-2963
  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
  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.1199SEIU Funds.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.1199SEIU Funds.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.1199SEIU Funds.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:
• Care Management
• Wellness/MAP Program
• Prenatal Services
Call (646) 473-6900 for:
• 24-Hour Nurse Helpline

Other Benefit Fund Member Programs
Call (646) 473-6900 for:
• Wellness/MAP Program
• Prenatal Services
Call (646) 473-8962 for:
• 24-Hour Nurse Helpline

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