**CAREALLIES**  
Medical Management for **HOSPITAL** Services  
Quick Reference Contact Sheet

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<tr>
<th>DEPARTMENT</th>
<th>PHONE</th>
<th>FAX</th>
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| MEDICAL AND BEHAVIORAL HEALTH UTILIZATION MANAGEMENT | (800) 227-9360 | (866) 535-8972  
(Refer to attached Initial Pre-certification Request Form) |
| 8:30AM – 6:00PM, Monday to Friday | | (866) 535-8972  
(Medical) |
| Notification/Certification of ALL admissions | | (855) 816-3497  
(Behavioral Health) |
| Continued Stay Review | | |
| Acute Physical Rehabilitation | | |
| Hospice (Inpatient) | | |
| Expedited Appeals | | |
| Outpatient/Ambulatory Surgical Procedure Certification | | |
| Evaluation for consideration of potential Transplant | | |

**Prompts:**
- **Press 1 – for English**
  - Press 1 – if you know your parties extension
  - Press 2 – for any questions on claims, eligibility or benefits
  - Press 3 – for Mental Health or Chemical Dependency
  - Press 4 – for Hospital Admission or Outpatient Services.
- **Press 2 – for Spanish**

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<th>HOSPITAL DISCHARGE NOTIFICATIONS</th>
<th>PHONE</th>
<th>FAX</th>
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| 8:00AM – 9:00PM, Monday to Friday | (800) 378-7456  
Automated system to enter the patient’s actual discharge date | N/A |

*(To operate the system, the CareAllies case number and admission date will be needed)*

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**Pre-service coverage determination is valid for 90 days from certification.** If the admission date changes, the level of care changes or additional days are required, you must contact CareAllies.

These services apply to the 1199SEIU National Benefit Fund, the 1199SEIU Greater New York Fund, and the Home Care Benefit Fund.
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| **MEDICAL OPERATIONS**  
*8:30AM – 7:00PM, Monday to Friday*  
- Initial denials  
- Peer to Peer Physician calls | (800) 253-6647 | (877) 243-9520 |
| **MEDICAL APPEALS (standard+ expedited)**  
*8:00 AM – 7:00PM EST Monday to Friday*  
- 1st and 2nd Level Appeals* | (800) 232-7497 | (877) 830-8833 |
| **BEHAVIORAL HEALTH APPEALS (standard)**  
*9:00 – 4:00PM CST, Monday to Friday*  
- 1st and 2nd Level Appeals* | (800) 241-4057 ext. 7962009 | (855) 816-3497 |

CareAllies Mailing Addresses:

- **Medical Management**
  CareAllies
  PO Box 188056
  Chattanooga, TN 37422-8056

- **Medical Appeals Correspondence**
  CareAllies Appeals
  PO Box 188056
  Chattanooga, TN 37422-8056

For Behavioral Health Appeals Correspondence Only:

- Central Appeals Department
  P.O. Box 188064
  Chattanooga, TN 37422

Behavioral Health (for General Correspondence):

- CareAllies
  11095 Viking Drive, Suite 350
  Eden Prairie, MN 55344

*Second level appeals for pre-service ambulatory surgery procedures/outpatient services that require pre-authorization by CareAllies or scheduled non-emergent hospital admissions must be directed to the Fund. Mailing address: 1199SEIU Benefit and Pension Funds, Claim Appeals, P.O. Box 646, New York, NY 10108-0646.

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