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

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>PHONE</th>
<th>FAX</th>
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<tr>
<td><strong>MEDICAL OPERATIONS</strong></td>
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<tr>
<td>8:30AM – 7:00PM, Monday to Friday</td>
<td>(800) 253-6647</td>
<td>(877) 243-9520</td>
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<tr>
<td>▪ Initial denials</td>
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<td>▪ Peer to Peer Physician calls</td>
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<td><strong>MEDICAL APPEALS (standard plus expedited)</strong></td>
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<tr>
<td>8:00 AM – 7:00PM EST Monday to Friday</td>
<td>(800) 232-7497</td>
<td>(877) 830-8833</td>
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<tr>
<td>▪ 1st and 2nd Level Appeals*</td>
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<td><strong>BEHAVIORAL HEALTH APPEALS (standard)</strong></td>
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<tr>
<td>9:00 AM – 4:00PM CST, Monday to Friday</td>
<td>(800) 241-4057 ext. 7962009</td>
<td>(855) 816-3497</td>
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<tr>
<td>▪ 1st and 2nd Level Appeals*</td>
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**Medical Management**  
CareAllies  
150 S Warner Rd. 3rd Floor  
King of Prussia, Pennsylvania 19406

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

**For Behavioral Health Appeals Correspondence Only:**  
Central Appeals Department  
Central Appeals Unit  
PO Box 188064  
Chattanooga, TN 37422

**Behavioral Health (for General Correspondence):**  
CareAllies  
11095 Viking Drive, Suite 350  
Eden Prairie, MN 55344

**1199SEIU Benefit and Pension Funds**  
Claim Appeals  
P.O. Box 646  
New York, NY 10108-0646

(Applicable to 2nd level appeals only 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).

These services apply to the 1199SEIU National Benefit Fund, the 1199SEIU Greater New York Benefit Fund, and the Home Care Benefit Fund.

4/1/2019