



An Anthem Company

No problem! you can see NYC Medicare Advantage Plus members even if you're not in our network.  
No contract required!

## With NYC Medicare Advantage Plus:

- You can continue seeing our members as long as you are eligible to receive payments from Medicare.
- If you're not currently part of our NYC Medicare Advantage Plus network, no contract is required.
- Our Medicare Advantage PPO plan covers everything Original Medicare covers and more.
- Our members are not required to obtain a referral before they see a provider.

# How we pay

- **Billing and reimbursement is easy** — submit one bill and you'll receive one payment.
- **Medicare allowable rates are paid to providers for covered services**, less the member's copayment, coinsurance and/or deductible. The copayment will be listed on the member's Medicare Advantage ID card.

# Benefits and eligibility

Here's a sample of the ID card the Empire/EmblemHealth member will have:



- **Online:** Eligibility, benefits, claims, links to secure messaging, commonly used forms and remit information all are available through the Availity portal at [www.availity.com](http://www.availity.com). For questions on access and registration, call Availity Client Services at **1-800-Availity (1-800-282-4548)**. Availity Client Services is available Monday through Friday, 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.
- **Phone:** To verify a member's eligibility, call the number on the back of the member's ID card or call the BlueCard Eligibility Line at **1-800-676-BLUE (2583)** and provide the member's three-digit alpha prefix located on the ID card.

**If you have any questions, please call the provider services number on the back of the member's ID card.** You'll be directed to a representative who can give you information right away.

# Submitting claims is easy

You should submit claims to the local blue plan in your state, not Medicare or EmblemHealth.

There are two ways you can do this:

- 1. By Mail:** Submit paper claims to your local Blue Cross/Blue Shield plan. Include the 3-digit alpha prefix that precedes the member ID number listed on the front of their card.
- 2. By Electronic Submission:** Submit electronically using the electronic payer ID, or by submitting a UB-04 or CMS-1500 form, to the Blue Cross/Blue Shield plan in your state. You can also submit claims online at [www.availity.com](http://www.availity.com).

**Please include the amount the member paid when you submit a claim.** The member's copayment amount will be noted on their ID card.

## Prior authorization

Prior authorization is required for contracted providers and highly recommended for non-contracted providers. In order to request prior authorization, you will need to provide the following data elements:

- Member ID
- Legible name of referring provider
- Legible name of individual referred to provider
- National provider identifier and/or tax ID number
- Number of visits/services
- Date(s) of service
- Diagnosis
- CPT/HCPCS codes

**Need more details on prior authorizations? Here are three easy ways to learn more:**

**Online:** [www.availity.com](http://www.availity.com)

**Phone:** Please call the number on the back of the member's ID card.

**Fax:** 1-866-959-1537

If you are interested in joining our network, please contact your Network Representative or email [grsmanetworksupport@anthem.com](mailto:grsmanetworksupport@anthem.com). Additional information is available at [www.empireblue.com/provider](http://www.empireblue.com/provider).

The NYC Medicare Advantage Plus plan is offered through an alliance between Empire BlueCross BlueShield Retiree Solutions and EmblemHealth. Empire and EmblemHealth have come together to create a new, customized, fully insured Group Medicare Advantage program for the City of New York.

Empire BlueCross BlueShield Retiree Solutions is an LPPO plan with a Medicare contract. Enrollment in Empire BlueCross BlueShield Retiree Solutions depends on contract renewal. Empire BlueCross BlueShield Retiree Solutions is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Blue Shield Association.

EmblemHealth insurance plans are underwritten by EmblemHealth Plan, Inc., EmblemHealth Insurance Company, and Health Insurance Plan of Greater New York (HIP). EmblemHealth Services Company, LLC provides administrative services to EmblemHealth companies. The EmblemHealth companies are separate companies from Empire BlueCross BlueShield.