



New York Provider Quick Reference Guide Medicare Advantage from Empire BlueCross BlueShield (Empire)	
Topic	Resource
<b>Provider Education Webinars</b>  <b>General Provider Training Inquiries</b>	<a href="https://www.carelonbehavioralhealth.com/providers/resources/trainings">https://www.carelonbehavioralhealth.com/providers/resources/trainings</a> *  <a href="mailto:Provider.training@carelon.com">Provider.training@carelon.com</a>
<b>Customer Service</b>	Please call the phone number on the back of the Member ID card.
<b>Carelon Behavioral Health National Provider Service Line</b>	1-800-397-1630, 8 a.m. to 8 p.m. EST, Monday through Friday
<b>Claim Submission</b>	Please utilize Availity at <a href="http://www.availity.com">www.availity.com</a>  Payer Name: <b>Empire BC New York</b> Professional billing Payer ID: <b>00803</b> Hospital/facility billing Payer ID: <b>00303</b>  Please send paper claims to: Empire BlueCross BlueShield P.O. Box 1407 Church Street Station New York, NY 10008-1407
<b>Claims Status Inquiry</b>	Please utilize Availity at <a href="http://www.availity.com">www.availity.com</a> .  You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt
<b>Claim Issue Resolution</b>	Several options when filing a claim payment reconsideration, appeal and dispute. <ul style="list-style-type: none"> <li>• Verbal (Reconsideration only): Verbal submissions may be submitted by calling the phone number on the back of the Member ID card.</li> <li>• Web Portal (Reconsideration and Claim Payment Appeal): Submit online via the secure Availity Portal at <a href="http://www.availity.com">www.availity.com</a>. Supporting documentation can be uploaded on the Portal.</li> <li>• Written (Reconsideration and Claim Payment Appeal): Written reconsiderations and claim payment appeals should be mailed, along with the Claim Payment Appeal Form or the Reconsideration Form to:                 Provider Payment Disputes                P.O. Box 61599                Virginia Beach, VA 23466-1599             </li> </ul>

NY QRG Empire Medicare 1.13.23

\* Carelon Behavioral Health. is an independent company providing behavioral health services on behalf of Empire BlueCross BlueShield.

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	<p><b>Nonparticipating Provider Appeals Rights</b></p> <p>When submitting the reconsideration of the denial of payment on a claim, a signed Waiver of Liability Statement must be included. To obtain this form, visit <a href="https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Downloads/Model-Waiver-ofLiability_Feb2019v508.zip">https://www.cms.gov/Medicare/Appeals-and-Grievances/MMCAG/Downloads/Model-Waiver-ofLiability_Feb2019v508.zip</a>. The purpose of the Waiver of Liability Statement is to hold the enrollee harmless regardless of the outcome of the appeal. With the appeal, the nonparticipating provider should include documentation such as a copy of the original claim, remittance notification showing the denial, and any clinical records and other documentation that supports the provider's argument for reimbursement. The appeal must be in writing. Please mail the appeal to this address:</p> <p style="text-align: center;">Medicare Complaints, Appeals &amp; Grievances Attention: Non-Contracted Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Rd Mason, Ohio 45040</p> <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.</p>
<b>Notification/Precertification</b>	Please use the Interactive Care Reviewer via the Availity portal at <a href="http://www.availity.com">www.availity.com</a> or call the phone number on the back of the Member ID card.
<b>Eligibility &amp; Benefits</b>	Please utilize the Availity portal at <a href="http://www.Availity.com">www.Availity.com</a> . From the Availity homepage, select Patient Registration from the top navigation, then select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.
<b>Credentialing/Recredentialing</b>	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday
<b>Provider Demographic Changes</b>	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's <a href="#">CAQH profile</a> . When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
<b>Behavioral Health Resources</b>	<a href="https://www.empireblue.com/provider/behavioral-health/?cnslocale=en_US_ny">https://www.empireblue.com/provider/behavioral-health/?cnslocale=en_US_ny</a>
<b>Provider Forms, Guides &amp; Manuals</b>	<a href="https://www.empireblue.com/provider/medicare-advantage/">https://www.empireblue.com/provider/medicare-advantage/</a>
<b>Claims Submission</b>	<a href="https://www.empireblue.com/provider/claims-submission/?cnslocale=en_US_ny">https://www.empireblue.com/provider/claims-submission/?cnslocale=en_US_ny</a>
<b>Provider Experience Associate</b>	<a href="mailto:BH_NetworkIntegration.NY@carelon.com">BH_NetworkIntegration.NY@carelon.com</a>