

eviCore / Emblem Health Insurance Plan (HIP) Transportation Notification Announcement

We are pleased to announce effective July 1, 2018, the authorization process for all Emblem Health members that are managed by eviCore has been simplified for Hospital providers that request patient transportation services to a Post-Acute Care Facility.

For **Emblem Health Insurance Plan (HIP) Medicaid members**, all non-emergency transportation services will be coordinated based on the member location. Transportation is available in all nine lower New York counties including (Kings, Richmond, Queens, Nassau, Suffolk, Bronx, New York, Rockland and Westchester):

- **Nassau/Suffolk County members: Logisticare at 1-844-678-1103**
- **Westchester county members: Medical Answering Services (MAS) at 1-866-883-7865**
- **New York City members: Medical Answering Services (MAS) at 844-666-6270**

For Medicaid, Medicare, and Commercial members:

Hospital providers will now be able to request **BLS** services for patient transfer to a Post-Acute Care Facility through a simplified notification process described below:

For each transportation request, the following information should be included:

- ✓ **Member name/ID**
- ✓ **eviCore authorization number for Post-Acute Care facility (*required*)**
- ✓ **Date of Transfer**
- ✓ **Name of Transport Company**

Providers should call or fax the transportation request information to Emblem Health at:

- **Call: 888.447.0294**
- **Fax: Suffolk/Queens/Nassau: 877.483.7076**
Manhattan/Bronx/Upstate: 877.829.3250
Brooklyn/Staten Island: 877.797.6917

This notification for BLS transport to Emblem Health is required for claims payment. Notifications will not be accepted without the eviCore Post-Acute Care Facility authorization number.

Hospital providers will not be required to submit clinical information for BLS transfer requests if the transfer is occurring within the lower nine New York Counties listed above.

Please note, for ACLS or higher level of transport or if transport is outside of the service area defined above, Hospital providers must supply clinical information and receive prior authorization from Emblem as per the current process. If you have specific questions about this announcement or the process please reach out to eviCore Client Services: clientservices@evicore.com.