

The VillageCareMAX Provider Portal

As a reminder, the VillageCareMAX Provider Portal is a quick, convenient and secure way to verify member eligibility, review claim status, verify authorization status and much more. The portal is available 24 hours a day, 7 days a week and can be accessed by visiting <https://secure.healthx.com/villagecareprovider>.

Department	Contact Information	Hours of Operation
Member Enrollment & Eligibility Verifications	Verify VillageCareMAX Enrollment on EMEDNY: MLTC Plan Code: VL FIDA Plan Code: FV MA Plan Code: H2168 MAP Plan Code: VM	24 hours/7 days
Utilization Management Medical and Behavioral <ul style="list-style-type: none"> • Prior Authorization • Care Management 	Tel: 800-469-6292 Fax: 212-337-5711	7 days a week 8 am to 8 pm
Claims/ Provider Services	Tel: 855-769-2500	Mon – Fri 9 am to 5 pm
Member Services	Tel: 800-469-6292 Fax: 212-337-5711	7 days a week 8 am to 8 pm
Dental Services <ul style="list-style-type: none"> • Healthplex Dental Benefits Manager 	Tel: 888-468-2183	Mon – Fri 8 am to 6 pm
Laboratory Services <ul style="list-style-type: none"> • Bio-Reference Laboratories 	Tel: 800-229-5227	24 hours/7 days
Optometry/Vision Services <ul style="list-style-type: none"> • EyeQuest Vision Benefits Manager 	Tel: 888-260-5152	Mon – Fri 8 am to 8 pm
Transportation Services (non-emergency) <ul style="list-style-type: none"> • National MedTrans Network Benefit Manager 	Tel: 877-916-7999	Mon – Fri 8 am to 8 pm
Pharmacy Services <ul style="list-style-type: none"> • MedImpact Pharmacy Benefits Manager 	Tel: 888-807-6806	Mon – Fri 8 am to 8 pm

Prior Authorization List

The following services require prior authorization (contact Utilization Management). For a complete list of services with additional details, please see the VillageCareMAX Provider Manual, Section 10. For FIDA services, please see Appendix 10 in the Provider Manual.

Frequently utilized MLTC Services	Frequently utilized MA & MAP Services
<ul style="list-style-type: none"> • DME • Nursing Home Care • Home Health Care • Adult Day Health Care & Social Day Care • Non-emergency Transportation • Rehabilitation Therapy (PT, OT, ST) • Respiratory Therapy • Nutrition • Social and Environmental Supports • Home Delivered & Congregate Meals • Private Duty Nursing • Community-based Long-Term Services and Supports (LTSS) • Respite services • Tele-Monitoring • Home Infusion 	<ul style="list-style-type: none"> • DME • Hospital admissions • Skilled Nursing Facility admissions • Surgeries • Outpatient Behavioral Health services <ul style="list-style-type: none"> • Auth required after 20 visits for non-physician services • Alcohol and Substance Abuse services • Rehabilitation Therapy (PT, OT, ST) <ul style="list-style-type: none"> • Auth required after 20 visits • Cardiac & Pulmonary Rehabilitation <ul style="list-style-type: none"> • Auth required after 20 visits • Home Health Care • Organ Transplant • Chiropractic services • Diagnostic Services (MRI/MRA, EMG, PET Scan, Nuclear Medicine) • Mobile Radiology

To facilitate care management, VillageCareMAX requests notification to Utilization Management of all hospital admissions in accordance with the following timeframes:

- Elective Admissions: 5 days prior to the admission
- Urgent Admissions: any time prior to the admission but not later than 1 business day after admission
- Emergent Admission: within 1 business day of the emergent admission

Pharmacy Services

- VillageCareMAX MLTC members obtain prescription drugs through their Medicare Prescription Drug Plan (Part D) and/or New York State Medicaid.
- VillageCareMAX FIDA, MA, and MAP members obtain prescription drugs through the VCMAX plan. Pharmacy network and prescription drug benefits are administered by MedImpact. (888) 807-6806 TTY 711.
- The formulary (including prior authorization and other requirements) as well as a listing of participating providers and pharmacies can be found via www.villagecaremax.org.

Claims

<p>Mail paper claims (CMS-1500 or UB-04) to: ILS - VillageCareMAX P.O. Box 21516 • Eagan, MN 55121 Mail Claims correspondence to: P.O. Box 5426 • Hauppauge, NY 11788-5426</p>	<p>Electronic claims submissions: Use VillageCareMAX Change HealthCare payer ID: 26545</p>
<ul style="list-style-type: none"> • For MLTC claims, if VillageCareMAX is not primary, submit the claim within 90 days of the date on the Explanation of Payment (EOP)/Remittance Notice and include EOP with your claim. • For FIDA and MAP claims, VillageCareMAX is the payer for all covered services. • For MA claims, VillageCareMAX is the primary payer. • NPI and Tax ID must be included on all claims. 	