



# 1199SEIU

## PROVIDER QUICK REFERENCE GUIDE



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## FOR ALL PROVIDER INQUIRIES (INCLUDING PROVIDER PARTICIPATION STATUS):

1199SEIU Benefit Funds  
Provider Relations Department  
498 Seventh Avenue  
New York, NY 10018-0009  
(646) 473-7160 | [www.1199SEIUBenefits.org/providers](http://www.1199SEIUBenefits.org/providers)

Visit the NaviNet provider portal at [www.NaviNet.net](http://www.NaviNet.net) to access the Funds' eligibility and benefits information, including services with visit maximums and confirmation of visits remaining, claim status, claim adjudication details and print copies of Explanation of Payments (EOP) where available.

Our Interactive Voice Response (IVR) system is available to you 24 hours a day to check claim status and member eligibility. Just call (888) 819-1199.

## TO SUBMIT A REQUEST TO JOIN THE NETWORK

Download the Provider Recruitment Form from our website at [www.1199SEIUBenefits.org/providers/forms-for-providers](http://www.1199SEIUBenefits.org/providers/forms-for-providers). Submit the completed form by fax to (646) 473-7213 or by email to [Providers@1199Funds.org](mailto:Providers@1199Funds.org).

For more information, call our Provider Relations Call Center at (646) 473-7160.

## ELECTRONIC FUNDS TRANSFER (EFT) ENROLLMENT

- For information on EFT enrollment, call Change Healthcare at (866) 506-2830, Option 2.
- To enroll online, visit [www.ChangeHealthcare.com/eft](http://www.ChangeHealthcare.com/eft).
- To enroll by fax or email, request the enrollment form at [www.ChangeHealthcare.com/eft](http://www.ChangeHealthcare.com/eft). Submit the completed form by fax to (615) 238-9615 or by email to [EFTEnrollment@ChangeHealthcare.com](mailto:EFTEnrollment@ChangeHealthcare.com).

## TO SUBMIT PROVIDER PRACTICE CHANGES

Download the Provider Demographic Information Change Request Form from our website at [www.1199SEIUBenefits.org/providers/forms-for-providers](http://www.1199SEIUBenefits.org/providers/forms-for-providers). Submit the completed form by fax to (646) 473-7229 or by email to [Providers@1199Funds.org](mailto:Providers@1199Funds.org). Be sure to include your Form W-9 as well.

Please notify us at least 60 days before the effective date for all demographic and billing changes.

## CLAIMS SUBMISSION

- To submit electronic claims, use Payer ID #13162:  
Change Healthcare  
[www.ChangeHealthcare.com](http://www.ChangeHealthcare.com)  
(866) 742-4355
- For reconsideration of a medical claim, download the Medical Claim Reconsideration Request Form from our website at **[www.1199SEIUBenefits.org/providers/forms-for-providers](http://www.1199SEIUBenefits.org/providers/forms-for-providers)**. Submit the completed form by fax to (646) 473-7088, by email to [MedicalRecon@1199Funds.org](mailto:MedicalRecon@1199Funds.org) or by mail to 1199SEIU Benefit Funds, Medical Claims Reconsideration, PO Box 717, New York, NY 10108-0717.
- Reconsideration requests of denied claims must be submitted within 180 days of the date of denial.
- Funds Reconsideration Requests: Outpatient Services/Procedures, Durable Medical Equipment, Home Care Services, Intensive Outpatient Program (IOP)/Partial Hospitalization Program (PHP) appeals must be filed with the Benefit Funds.
- Vendor Reconsideration Requests: CareContinuum, Specialty Drugs (clinical and claim reviews), eviCore (Radiology, Radiation Therapy, Laboratory & Molecular Pathology) and Medical Oncology (clinical and claim reviews) must be filed with the appropriate vendor.

## PRESCRIPTIONS, LABORATORY SERVICES, RADIOLOGY, RADIATION THERAPY, MEDICAL ONCOLOGY AND THE 1199SEIU MEDICAL REVIEW PROGRAM

### Prescriptions

- For general information, call:  
Express Scripts Coverage Review  
Department: (800) 753-2851
- For prior authorization, call Express Scripts at (800) 753-2851, or submit electronically at [www.Express-Path.com](http://www.Express-Path.com).
- Specialty drugs delivered on an outpatient basis and billed through the medical benefit require prior authorization. Call Care Continuum at (877) 273-2122, fax to (877) 814-4047 or submit electronically at [www.Express-Path.com](http://www.Express-Path.com).
- Accredo Specialty Pharmacy:  
(800) 803-2523
- Physician Call in Rx/EasyRx:  
(888) 327-9791
- Physician Fax in Rx: (800) 837-0959

### Laboratory Services

1199SEIU Benefit Funds participating labs:

- Quest Diagnostics  
(866) 697-8378
- LabCorp  
(800) 788-9091

For a list of lab services that can be done in-office, visit **[www.1199SEIUBenefits.org/providers](http://www.1199SEIUBenefits.org/providers)**.

## 1199SEIU Medical Review Program & 1199SEIU Radiology Review Program

Prior authorization is required for high-tech radiology and nuclear cardiology scans, radiation therapy, medical oncology treatments and certain outpatient molecular and genomic laboratory services.

- To request prior authorization, call the 1199SEIU Medical Review Program, which is managed by eviCore Healthcare, at (888) 910-1199.
- For a directory of participating radiology facilities, call One Call Care Management at (800) 398-8999, or visit our website at [www.1199SEIUBenefits.org/providers](http://www.1199SEIUBenefits.org/providers).

## OTHER OUTPATIENT SERVICES

Call (646) 473-7446 to request prior authorization for the following outpatient services:

- Home health care
- Non-emergency ambulance service
- BiPAP/Ventilators
- Oxygen services
- Prosthetics
- Hyperbaric oxygen therapy (HBOT) and negative pressure wound therapy (NPWT)
- Certain outpatient testing and procedures, including sleep studies and pulmonary and cardiac rehabilitation
- Certain durable medical equipment (DME)

## Hospital Care Services

Call 1199SEIU CareReview at (800) 227-9360 for prior authorization for:

- Certain ambulatory surgery/outpatient surgical procedures
- Chiropractic services beyond 12 visits
- All evaluations for consideration of potential transplant
- Hospital care: Call before a hospital admission or within two days of an emergency admission
- Behavioral health: Mental health and alcohol/substance use disorder treatment
  - » **Inpatient treatment:** Call 1199SEIU CareReview at (800) 227-9360
  - » **Outpatient treatment (including PHP and IOP):** Call the Wellness Member Assistance Program at (646) 473-6900
- For a comprehensive list of services requiring prior authorization, visit [www.1199SEIUBenefits.org/providers/prior-authorization](http://www.1199SEIUBenefits.org/providers/prior-authorization).

## OTHER BENEFIT FUND MEMBER PROGRAMS

- For Care Management, call (646) 473-7160, Option 2.
- For the Wellness Member Assistance Program, call (646) 473-6900.
- For the Prenatal Program, call (646) 473-8962.
- For Vital Decisions (healthcare counseling), call (800) 301-3984.



## **1199SEIU BENEFIT FUNDS**

Provider Relations Department

498 Seventh Avenue

New York, NY 10018-0009

(646) 473-7160

[www.1199SEIUBenefits.org](http://www.1199SEIUBenefits.org)

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