

# INTRODUCTION

Greater New York Hospital Association (GNYHA) is pleased to provide member organizations with *A Comprehensive Guide to Medicaid, Child Health Plus, and Family Health Plus Managed Care Plans in the Greater New York Region*, which assembles important reference material for staff responsible for patient access, billing, and claims administration. This guide was developed at the request of GNYHA members to facilitate communication between hospitals and managed care plans.

The materials in this guide are intended to help staff in various departments within your institution, including:

- Managed Care
- Finance / Patient Accounting
- Patient Registration / Patient Access
- Appeals Management
- Case Management / Utilization Review

*A Comprehensive Guide to Medicaid, Child Health Plus, and Family Health Plus Managed Care Plans in the Greater New York Region* is divided into four tabbed sections:

- General Plan and Program Information
- Medicaid Managed Care
- Child Health Plus
- Family Health Plus

These sections are described in more detail below.

## **Tab 1: General Plan and Program Information**

In this section, introductory information regarding managed care plans in New York City, as well as Nassau, Suffolk, and Westchester counties, has been included as a reference for those using the handbook.

- *Medicaid Eligibility Verification System (MEVS) Plan Codes (also known as eMedNY)*  
The first guide is a list of plan codes from the electronic Medicaid system of New York (eMedNY), formerly known as Electronic Medicaid Eligibility Verification System (EMEVS). The New York State Department of Health (DOH) supplies these plan codes to help providers with the billing process. This list is presented in order by plan code, as well as alphabetically by plan name.
- *Correct Names of HMOs and MCOs in the NYC Area*  
The second part of this section is a list of the plan names alongside alternative names that the plans may currently also be known as, may be doing business as, or by which they were formerly known.
- *Plans by Region: Medicaid Managed Care, Child Health Plus, Family Health Plus, Medicare Advantage / Medicaid Advantage Dual Eligible Program*  
The third part of this section highlights where managed care plans operate within New York City, as well as Nassau, Suffolk, and Westchester counties for Medicaid Managed Care, Child Health Plus, Family Health Plus, and Medicaid Advantage Dual Eligible program.
- *Web Site Directory*  
The final reference included in this section is a listing of the managed care plans' Internet Web site addresses and capabilities available on the Web for provider use regarding the provision of patient care services.

## **Tab 2: Medicaid Managed Care**

GNYHA worked with Medicaid Managed Care health plans to obtain plan contact telephone numbers and information about their electronic claims submission capabilities. The plans also provided this information for their subcontractors in the following service areas: mental health, dental care, vision care, and pharmacy.

The information submitted has been compiled into seven separate reports in this section:

- *Medicaid Managed Care Contact Numbers by Plan*  
Contact telephone numbers for general information and services, mental health subcontractor, dental care subcontractor, vision care subcontractor, and pharmacy subcontractor.
- *Medicaid Managed Care Plan General Telephone Numbers*  
List of plans' contact telephone numbers for general information and services only.
- *Medicaid Managed Care Contact Numbers by Plan – MENTAL HEALTH*  
List of plans' contact telephone numbers for mental health services only.
- *Medicaid Managed Care Contact Numbers by Plan – DENTAL*  
List of plans' contact telephone numbers for dental care services only.
- *Medicaid Managed Care Contact Numbers by Plan – VISION*  
List of plans' contact telephone numbers for vision care services only.
- *Medicaid Managed Care Contact Numbers by Plan – PHARMACY*  
List of plans' contact telephone numbers for pharmacy services only.
- *Medicaid Managed Care Claims Submission Information by Plan*  
Plan and subcontractor addresses to submit claims, contact person, contact person's telephone number, and e-commerce abilities and information for electronic submission of claims for general services, mental health services, dental care services, vision care services, and pharmacy services.

## **Tab 3: Child Health Plus**

Plans similarly provided information on their Child Health Plus product line. This information has been compiled into seven separate reports included in this section:

- *Child Health Plus Contact Numbers by Plan*  
Contact telephone numbers for general information and services, mental health subcontractor, dental care subcontractor, vision care subcontractor, and pharmacy subcontractor.
- *Child Health Plus General Telephone Numbers*  
List of plans' contact telephone numbers for general information and services only.
- *Child Health Plus Contact Numbers by Plan – MENTAL HEALTH*  
List of plans' contact telephone numbers for mental health services only.
- *Child Health Plus Contact Numbers by Plan – DENTAL*  
List of plans' contact telephone numbers for dental care services only.
- *Child Health Plus Contact Numbers by Plan – VISION*  
List of plans' contact telephone numbers for vision care services only.
- *Child Health Plus Contact Numbers by Plan – PHARMACY*

List of plans' contact telephone numbers for pharmacy services only.

- *Child Health Plus Claims Submission Information by Plan*  
Plan and subcontractor addresses to submit claims, contact person, contact person's telephone number, and e-commerce abilities and information for electronic submission of claims for general services, mental health services, dental care services, vision care services, and pharmacy services.

#### **Tab 4: Family Health Plus**

Finally, plans provided information on their Family Health Plus product line. This information has been compiled into seven separate reports included in this section:

- *Family Health Plus Contact Numbers by Plan*  
Contact telephone numbers for general information and services, mental health subcontractor, dental care subcontractor, vision care subcontractor, and pharmacy subcontractor.
- *Family Health Plus General Telephone Numbers*  
List of plans' contact telephone numbers for general information and services only.
- *Family Health Plus Contact Numbers by Plan – MENTAL HEALTH*  
List of plans' contact telephone numbers for mental health services only.
- *Family Health Plus Contact Numbers by Plan – DENTAL*  
List of plans' contact telephone numbers for dental care services only.
- *Family Health Plus Contact Numbers by Plan – VISION*  
List of plans' contact telephone numbers for vision care services only.
- *Family Health Plus Contact Numbers by Plan – PHARMACY*  
List of plans' contact telephone numbers for pharmacy services only.
- *Family Health Plus Claims Submission Information by Plan*  
Plan and subcontractor addresses to submit claims, contact person, contact person's telephone number, and e-commerce abilities and information for electronic submission of claims for general services, mental health services, dental care services, vision care services, and pharmacy services.

Member institutions that have any questions regarding this handbook or communications with the plans, may contact the following GNYHA staff member for assistance:

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