



1199SEIU PROVIDER QUICK REFERENCE GUIDE



1199SEIU
Benefit and Pension Funds

1199SEIU Benefit Funds
Provider Relations Department
330 West 42nd Street
New York, NY 10036-6977
(646) 473-7160
www.1199SEIUFunds.org



JULY 2009



QUICK REFERENCE GUIDE

For all provider inquiries (including Provider Participation Status):

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Provider Relations Department
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New York, NY 10036-6977
(646) 473-7160
www.1199SEIUFunds.org

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 Request a Provider Application Package

Complete the Provider Recruitment form on our website: www.1199SEIUFunds.org and fax to: (646) 473-7229 or call (646) 473-7160.

To Submit Provider Information Changes

Complete the Provider Information Change form on our website: www.1199SEIUFunds.org, and fax it to (646) 473-7229. Be sure to include your W-9 form.

Claims Submission

- Electronic using Payer ID #13162:

Emdeon
www.emdeon.com
(800) 845-6592

MD On-Line
www.1199mdol.com
(888) 499-5465

Capario (formerly MedAvant)
www.capario.com
(800) 792-5256

- Paper claims, including request for claim review:

Medical Claims:
1199SEIU Benefit Funds
Medical Claims
Times Square Station
PO Box 1007
New York, NY 10108-1007

Hospital Inpatient Admissions; ER and Ambulatory Surgery Claims:
1199SEIU Benefit Funds
Times Square Station
PO Box 933
New York, NY 10108-0933

Dental Claims: (not accepted electronically):
1199SEIU Benefit Funds
Dental Claims
Times Square Station
PO Box 1149
New York, NY 10108-1149

Prescriptions, Laboratory Services and Radiology

Prescriptions

General Information: Medco (800) 818-6720 Prior Authorization: (800) 753-2851

Laboratory Services

1199SEIU Benefit Funds participating labs:

- Quest Diagnostics (800) 877-7530
- Laboratory Corporation of America (LabCorp) (800) 788-9091
- Bendiner and Schlesinger (877) 240-0349
- Centralized Lab (718) 786-2300

Radiology Services

Prior approval is required for certain radiology procedures: MRIs, MRAs, CAT scans and PET scans. Call MedFocus at (888) 910-1199 for a list of participating radiology facilities and to request prior approval.

Prior Authorization

The following services require prior authorization by calling (646) 473-7160:

- Home health care
- Non-emergency ambulance service
- Home hospice care
- Home IV therapy
- Durable medical equipment (over \$250)
- Outpatient HBOT
- Certain outpatient testing and procedures

Hospital Care and Other Services: 1199SEIU CareReview (800) 227-9360

Call for prior authorization of:

- 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 Abuse Treatment (Inpatient or Outpatient)
 - **Inpatient treatment:** 1199SEIU CareReview (800) 227-9360
 - **Outpatient treatment:** call the Member Assistance Program (646) 473-9200

Other Benefit Fund Member Programs

Call (646) 473-7160 for:

- Care Management
- Wellness Program
- Prenatal

Call (866) 935-1199 for:

- 24-Hour Nurse Helpline and Health Coaching Service

Remember: Using in-network providers, labs and facilities will ensure your patient does not incur a balance.