

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://vcm.guidingcare.com/AuthorizationPortal>.

Department	Contact Information	Hours of Operation	Information
Member Enrollment & Eligibility Verifications	EMEDNY toll-free: 1-800-997-1111 Member Services Fax: 212-337-5711* * Any member or provider communication other than authorization, grievance and appeals	24 hours / 7 days Mon-Fri, 9 am - 5 pm	Verify VCMAX Enrollment on EMEDNY: MLTC Plan Code: VL MA Plan Code: H2168 MAP Plan Code: VM To facilitate care management, VCM requests notification to UM of all hospital admissions in accordance with the following timeframes: -Elective: 5 days prior to admission -Urgent: any time prior to admission but no later than 1 business day after admission -Emergent: within 1 business day of emergent admission
Claims/ Provider Services	Tel: 855-769-2500	Mon – Fri 9 am to 5 pm	
Authorizations	Tel: 800-469-6292	7 days/week 8 am - 8 pm	All Fax Numbers should be used for requests related to authorizations including authorization changes, authorization corrections, authorization modifications, clinical & supporting documentation, and prior authorization forms.
» Inpatient Admissions	Fax: 212-402-4468		Inpatient admissions; UR requests, Clinical, Discharge Summaries.
» Outpatient Services	Fax: 978-367-1872		Outpatient Services (CHHA, In-Home & Outpatient OT, PT, ST, Nursing Services, Home Infusions) including New & Continuing Service Requests.
» LHCSA/CDPAS/Personal Care	Fax: 646-618-8997		PCA and CDPAS including Overtime Requests.
» Long Term Support Services	Fax: 646-362-2004		SADC, ADHC, PERS, Home-Delivered Meals, and Home Modifications.
» DME	Fax: 718-517-2709		Requests for all new & existing DME/ Medical Necessity, Prescriptions.
» Grievance and Appeals	Fax: 347-226-5180		All requests related to grievance and appeals.
» Part B	Fax: 917-243-9997		All requests related to authorizations for Part B Drugs, including New & Continuing Service Requests.
» Skilled Nursing Facility Admissions	Fax: 978-967-8030		All information regarding Skilled Nursing Facility Admissions, including: PRI and Short Term Rehab Requests, Clinicals, Discharge Summaries, Requests for Continuity of Care, etc.
Pharmacy Services » MedImpact Pharmacy Benefits Manager	Tel: 888-807-6806, TTY 711.	Mon - Fri, 8 am - 8 pm	-VCMAX MLTC members obtain prescription drugs through their Medicare Prescription Drug Plan (Part D) and/or NYS Medicaid. -VCMAX MA and MAP members obtain prescription drugs through the VCMAX plan. Pharmacy network and prescription drug benefits are administered by MedImpact. -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 .

Dental Services » LIBERTY Dental Benefits Manager	Tel: 833-276-0853	Mon - Fri, 8 am - 8 pm	
Transportation Services (non-emergency) Sentry Management Solutions	Tel: 844-573-6879	Mon – Sat, 7 am - 9 pm Sun, 8 am - 5 pm	
Optometry/Vision Services » Superior Vision (Versant)	Tel: 866-819-4298	Mon - Fri, 8 am - 8 pm	
Audiology/Hearing Services » HearUSA (audiology)	Tel: 855-898-1320	Mon - Fri 8 am - 8 pm	
Laboratory Services 1. Bio-Reference Laboratories 2. LabCorp 3. Accu Reference Medical Laboratory 4. Centers Laboratory 5. Lenco Lab	1. Tel: 800-229-5227 2. Tel: 800-222-7566 3. Tel: 877-733-4522 4. Tel: 718-837-5222 5. Tel: 866-98-LENCO (866-985-3626)	1. 24 hours / 7 days 2. Mon – Fri 8 am to 5 pm 3. Mon – Fri, 8am-5pm, Sat – Sun, 10 am to 4 pm 4. Mon- Sun, 9 am to 5 pm 5. Mon - Sat 8 am to 5 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 a complete list of DME codes that require prior authorization, 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 » <u>Rehabilitation Therapy (PT, OT, ST, Cardiac & Pulmonary)</u> <ul style="list-style-type: none"> » Auth required for all visits- change in 2022 » Home Health Care » Organ Transplant » Chiropractic services » Diagnostic Services (MRI/MRA, EMG, PET Scan, Nuclear Medicine, Discogram/Myelogram) » Mobile Radiology » Acupuncture visits for lower back pain » <u>Acupuncture “Supplemental Benefit”</u> – change in 2022 <ul style="list-style-type: none"> » MAP: limit 5 visits/month –max 50/year » DSNP: limit 4 visits/month –max 34/year

Claims

Mail paper claims (CMS-1500 or UB-04) and claims correspondence, including Claims Appeals to: ILS - VillageCareMAX P.O. Box 21516 • Eagan, MN 55121	Electronic claims submissions: Use VillageCareMAX Change HealthCare payer ID: 26545
<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 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. 	