

# 1 Reference Guides

Empire is committed to helping you with hassle-free healthcare administration and we are committed to providing you with the information you need, when you need it. The Quick Reference Guide on the following page provides you with important phone numbers and addresses that may help with your need in your day-to-day interactions with Empire.

Also of note: To perform any of the Online Services listed in the Quick Reference Guide, you just follow the four easy steps listed below:

1. Log in to Physician Online Services at [www.empireblue.com](http://www.empireblue.com).
2. Input the member's ID in the member search box and click SEARCH.
3. Add the member to the "Waiting Room" by clicking ADD next to the member's name.
4. Click on the member's name in the Waiting Room.

# Quick Reference Guide

Purpose	Direct HMO <sup>1</sup> HMO	Child Health Plus <sup>SMT</sup>	Senior Plan Direct <sup>1</sup> (Downstate Region Only)	POS <sup>1</sup> DirectShare POS	EPO PPO <sup>1</sup>	BlueCard PPO <sup>3</sup> (For Out-of-Area Members Only)	Traditional Indemnity <sup>1</sup>	GO Online
Precertification Case Management Out-of-Network Referrals	Empire Medical Management Phone: 1-800-441-2411 Fax: 1-800-241-5308	Empire Medical Management Phone: 1-800-241-5308 Fax: 1-800-845-4741	Empire Medical Management Phone: 1-800-845-4741 Fax: 1-800-241-5308	Empire Medical Management Phone: 1-800-845-4741 Fax: 1-800-241-5308	Empire Medical Management 1-800-982-8089	Not Applicable	Refer to Member's ID Card	*To Precertify Online: Click AUTHORIZATIONS Enter the applicable information Click REVIEW FOR SUBMISSION
Claim Status/Review Patient Eligibility Order Referral Forms	Managed Care Physician Services 1-800-552-6630					Claim Status/Review: 1-800-713-4173 Eligibility: 1-800-676-BLUE (2583)	Empire Physician Services 1-800-343-7283	*To check the status of a claim: Go to TRANSACTION HISTORY Find the appropriate claim and click on it Click VIEW PAYMENT DETAILS
Claims Submission	Empire PO Box 1407, Church Street Station New York, NY 10008-1407 Include YLN, YLP or unique prefix				Empire PO Box 1407, Church Street Station New York, NY 10008-1407 Include YLB, YLD, YLE, YLK or unique prefix	Non-Empire member claims to: Empire BlueCard PPO Program PO Box 3877, Church Street Station New York, NY 10008-3877	Empire PO Box 1407, Church Street Station New York, NY 10008-1407 Include YLA or unique prefix	*To submit a claim: Go to CLAIMS Click CREATE CLAIM Enter the applicable information Click SUBMIT
Referral to Network Providers	PCPs, fax referral to: 1-800-522-5793 or mail referral to: Empire PO Box 1407, Church Street Station New York, NY 10008-1407 NO REFERRALS REQUIRED FOR DIRECT HMO AND SENIOR PLAN DIRECT				Not Applicable			Not Applicable
Electronic Claim Submission	Electronic Commerce Services 1-866-889-7322							Not Applicable
Behavioral Health/ Substance Abuse	Behavioral Healthcare Management Program 1-800-626-3643	Behavioral Healthcare Management Program 1-800-635-6626	Behavioral Healthcare Management Program 1-800-395-7792	Behavioral Healthcare Management Program 1-800-395-7792	Behavioral Healthcare Management Program 1-800-626-3643		Refer to Member's ID Card	Not Applicable
Change Your Directory Listing/Other Provider File Information	Empire Practitioner Registry PO Box, 3519, Church Street Station New York, NY 10008-3519 Include your Empire Provider Number							Log in to Physician Online Services Go to MAINTENANCE Select EDIT PERSONAL PROFILE
Empire Maternity Care (For PCPs and OB/GYNs)	Empire Medical Management Phone: 1-800-845-4742					Not Applicable		Not Applicable
Member Questions	Refer to Member's ID Card							Not Applicable

<sup>1</sup> Claims must be submitted within 180 days from date of service. <sup>2</sup> For members served by a Dedicated Service Center, please refer to the back of the member's ID card.

<sup>3</sup> Empireblue.com is not available for out-of-area members covered under the BlueCard Program.