



Quick Reference Guide—Child Health Plus/Medicaid/Family Health Plus

New York City
 11 W. 19th Street, 2nd Floor
 New York, NY 10011
 (212) 337-5195 fax

Mid Hudson Valley
 One Civic Center Plaza Ste. 107
 Poughkeepsie, NY 12601
 (845) 471-0539 fax

Capital District
 2 E-Comm
 324 Broadway
 Albany, NY 12207
 (518) 463-5070 fax

REFERRAL REQUIRED

- Office or other outpatient consultations, with or without treatment
- Diagnostic radiology services (e.g., X-Ray, MRI, MRA, PET, SPECT, CT Scan, and Ultrasound) at contracted free-standing or hospital network facilities
- Diagnostic laboratory services (e.g., chemistry, microbiology, disease oriented panels, and genetic testing) at free-standing or designated hospital network facilities
- Other diagnostic tests/services/procedures (e.g., ECG, EEG, EKG and EMG) at free-standing or other hospital network facilities
- Physical, Occupational, and Speech Therapy (initial 3 visits with referral form only; additional therapy subject to authorization)
- Radiation Therapy, Chemotherapy, Dialysis

AUTHORIZATION REQUIRED

- Hospital observation and admissions
- Hospital-based outpatient services
- Hospital-based diagnostic laboratory services (except designated hospitals)
- Ambulance transportation in non-emergent situations
- Domiciliary, rest home and custodial care admissions
- Rehabilitation facility admissions
- Skilled nursing facility admissions
- Surgical procedures (including but not limited to ambulatory surgery, cosmetic surgery, orthognatic surgery, bariatric surgery, plastic surgery, caesarean-section, organ and tissue transplants, penile implants, circumcision and elective surgery) performed at network hospital, free-standing or other non-hospital network facilities
- Inpatient Mental Health and Alcohol/Substance abuse
- Cardiac/pulmonary rehabilitation programs
- Durable Medical Equipment, orthotics, prosthetics

- Home Health Care Services
- Respite Care Services
- Hospice Care Services
- Health Education Programs
- Outpatient alcohol and substance abuse
- Court ordered services
- Physical therapy services-after initial 3 visits
- Occupational therapy services-after initial 3 visits
- Speech therapy services-after initial 3 visits
- Respiratory therapy services
- Sterilization procedures
- Termination of pregnancy
- Hearing services
- Dental services
- New technology and experimental procedures

NO REFERRAL OR AUTHORIZATION FORM REQUIRED

- Emergent transportation services
- Emergent care services
- Primary care provider office visits, including preventive medicine services
- Immunizations (as medically indicated), except those required for employment or travel
- Outpatient OB/GYN services
- Mammograms
- Family planning services (except sterilization and termination of pregnancy)
- Diagnosis and treatment of sexually transmitted and communicable diseases

IMPORTANT PHONE NUMBERS

Medical Management	Claims	Dental (Healthplex)
(800) 288-5441	(800) 288-5441	(800) 468-9868
Referral/Auth (800) 246-7983 Fax Inpatient Review (877) 431-8860 Fax DME (877) 431-8859 Fax	WellCare HMO Inc. P.O. Box 31373 Tampa, FL 33631-3373	Chiropractic (Access) (800) 789-2642
WellCare Customer Service (800) 288-5441	<u>EDI (800) 960-2530 x1447</u>	Optometry (Block Vision) (800) 879-6901
Provider Relations (212) 337-5197 Fax	Behavioral Health (Health Integrated) (800) 241-1103	Pharmacy (WHI) (800) 207-2568 Group 856257
Marketing/Enrollment (800) 288-5441	Laboratory (LabCorp) (800) 788-9091 NYC (800) 631-5250 Upstate	Risk Management (813) 290-6200 x1412
		Compliance and Fraud (866) 678-8355