

Quick Reference Guide



Hamaspik

MANAGED CARE



Beyond standard care.

From primary care, specialist, and therapist visits to preventive care, outpatient services, and telehealth, our plans cover it all:

HAMASPIK MEDICARE SELECT

Primary Care Physicians
Specialists
Inpatient & Outpatient Hospitals
Emergency & Urgent Care
Ambulance Services
Home Health Services
Durable Medical Equipment
Mental Health Services
24-Hour Nurse Hotline
Diagnostic Testing
Therapeutic Services
PT, OT & SLP
OTC Health Items
Part D Prescription Drugs
Skilled Nursing Facilities
Vision & Eyeglass Providers
Fitness Benefits
Acupuncture
Worldwide Emergency Coverage

HAMASPIK CHOICE

Adult Day Health Care
Audiologists
CDPAP Providers
Dentists, Podiatrists & Optometrists
Home Health Aides
Medical Social Services
Medical Supplies
Non-Emergent Transportation
Nursing Homes
Nutrition & Wellness Counselors
PT, OT, SLP & RT
Personal Care Aides
Personal Emergency Response Systems
Private Duty Nurses
Skilled Nursing
Social Day Care



SERVICE	HOURS OF OPERATION	CONTACT INFO
Member Eligibility Verification	October 1 thru March 31: 8:00 am to 8:00 pm 7 days per week April 1 thru September 30: 8:00 am to 8:00 pm Monday thru Friday	Tel: 1-833-HAMASPIK or 1-833-426-2774, select "Provider" then option 1 Tel: 1-833-HAMASPIK or 1-833-426-2774 select "Provider" then option 1 TTY users should call 711
Member Services	October 1 thru March 31: 8:00 am to 8:00 pm 7 days per week April 1 thru September 30: 8:00 am to 8:00 pm Monday thru Friday	Tel: 1-833-HAMASPIK or 1-833-426-2774 select "Provider" then option 1 TTY users should call 711
Care Management triage thru Member Services Referrals, Authorizations (Please see notes on reverse side)	Mon. – Fri. 9 a.m. – 5 p.m.	Tel: 1-833-HAMASPIK or 1-833-426-2774 select "Provider" then option 1 Fax: 1-845-503-1911
Behavioral Health Services Beacon Health Options (Includes Pre-Authorizations for Mental Health and Substance Abuse Services)	24 hours/7 days a week	Tel: 1-866-201-1401
Pharmacy Services MagellanRx	24 hours/7 days a week	Tel: 1-800-424-4437
Claims	Mon. – Fri. 9 a.m. – 5 p.m. Mail Paper Claims to: Hamaspik Medicare Select Attn: Claims 58 Route 59, Suite 1 Monsey, NY 10952	Tel: 1-833-HAMASPIK or 1-833-426-2774 select "Provider" then option 2 Electronic Submissions: Change Healthcare (Clearinghouse) Tel: 1-866-371-9066 Hamaspik payer ID #47738
Provider Relations	Mon. – Fri. 9 a.m. – 5 p.m.	Tel: 1-833-HAMASPIK or 1-833-426-2774 select "Provider" then option 4 Email: providerrelations@hamaspikchoice.org

Services Requiring Prior Authorization

When calling for prior authorization, please specify ICD-10 Diagnosis Codes and proposed HCPCS/CPT service codes.

The following timeframe standards apply to all services requiring prior authorization:

- **Elective Services** – 14 days prior to the scheduled elective service. If contact cannot be made 14 days prior to the scheduled service, it should be made as soon as medically possible prior to the scheduled service.
- **Urgent Services** – Anytime prior to urgent services being rendered. If contact cannot be made prior to an urgent service, then contact must occur within one business day of the service.
- **Emergent Services** – Notification within one business day of emergent services.

Contact Member Services to obtain prior authorization for the following service categories: (for a more detailed list of services that require prior authorization please see the Provider Manual.)

- Diagnostic Tests Procedures -- Authorization is required for certain diagnostic procedures, non-lab tests and genetic testing procedures. Routine lab tests do not require prior authorization.
- All Inpatient Admissions, including inpatient Mental Health Services
- Skilled Nursing Facility
- Physical, Occupational or Speech Therapy
- Hearing Exam to diagnosis and treat hearing and balance issues
- Dental Services
- Cardiac, Rehabilitation, Pulmonary Rehabilitation and Supervised Exercise Therapy (SET) for Symptomatic Peripheral Artery Disease (PAD) Services
- Ambulance for non-emergencies

- Medicare Part B drugs
- Observation Stay
- Organ Transplants and Transplant Evaluations
- Reconstructive procedures that may be considered cosmetic
- Selected DME
- Oxygen
- Wheelchairs/Power Wheelchairs
- MRA & PET scans
- Sleep Disorders
- All Home Health Care
- All Out of Network Referrals
- Experimental/Investigational Services
- Medical Nutritional Therapy
- Radiation Therapy
- Nuclear Medicine

Admissions

To obtain pre-authorization for all admissions, contact Member Services within the following timeframes:

- **Elective Admission** – 14 days prior to a scheduled elective admission. If contact cannot be made 14 days prior to the admission, it should be made as soon as medically possible prior to the scheduled service.
- **Urgent Admission** – Any time prior to the urgent admission. If contact cannot be made prior to an urgent admission, then contact must occur within one business day of the admission.
- **Emergent Admission** – Notification within one business day of the emergent admission.

Care Coordination

Call Hamaspik Care Management for assistance with:

- Locating /contacting a member
- Referrals to Care Management Programs or assistance with supportive/social services.

Laboratory Services

Any laboratory services that are not performed in the provider office must be referred to a participating laboratory or labs in participating hospitals.

Participating labs include:
LabCorp, BioReference Laboratories, Sunrise Medical Laboratories, Empire City Laboratories, Lenco Diagnostic Lab

If you have questions...

Please call or email the Provider Relations Department (contact info on the front of this card).