



## SOMOS / EmblemHealth Innovator Partnership: What You Need to Know

**Effective date:** October 1<sup>st</sup>, 2020

**Products:** Medicaid, HARP, Child Health Plus, and Essential Plans

As of the effective date, SOMOS/Evolent will take over responsibility for key administrative functions including Claims Processing, Utilization Management, Care Management, Provider Service Center/Helpdesk, Network Management, and Patient Rosters.

### Referrals

- Referral forms and approvals are no longer required for patients to access specialty services within the SOMOS or Emblem provider network. Members are still required to have their designated PCP introduce specialist care.



### Prior Authorization

- Obtain authorizations by phone at **(844) 990-0255**, fax at **(877) 590-8003**, or electronically from Identify Practice (accessed via a Single Sign On link in the SOMOS Provider Portal at <https://smnyportal.valence.care>).

### Claims Administration

- Submit claims electronically using the SOMOS Payer ID: **81336** through Change Healthcare or another approved EDI vendor, or mail paper claims to: **SOMOS IPA, LLC, P.O. Box 211473, Eagan, MN 55121**

*Sample Emblem SOMOS member ID card. \*Product Name may be: Enhanced Care, Enhanced Care Plus, CHP, Essential Plan 1, Essential Plan 2, Essential Plan 3, Essential Plan 4*

 <b>EmblemHealth</b>	Product Name*
MEMBER: <b>JOHN G. SAMPLEPLACEHOLDER</b> ID NUMBER: <b>12345678</b>	
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Network: Product Name*	
PCP: <b>Dr. John Smith</b> Tel: <b>000-000-0000</b>	
Copay: <b>PCP \$0 SPEC \$0 ER \$0 Rx \$0/\$0 Dental \$0</b>	
BIN#: <b>000000</b>	
PCN#: <b>00000000</b>	
	

Go Paperless – Visit <a href="http://emblemhealth.com/members">emblemhealth.com/members</a>	
PROVIDERS: Network providers must provide or arrange non-emergency care. Call <b>844-990-0255</b> to request prior approval or claims questions.	
Providers – Confirm Eligibility: <b>800-447-8386</b>	
Customer Service: <b>855-283-2146 (TTY: 711)</b>	
EmblemHealth Behavioral Health Services: <b>888-447-2526</b>	
Dental (DentaQuest): <b>844-776-8748</b>	
Vision (EyeMed): <b>877-324-2791</b>	
EmblemHealth Customer Service: 55 Water St, New York, NY 10041	
Claims Submission: PO Box 211473, Eagan, MN 55121	
EmblemHealth Behavioral Health Services Claims: PO Box 1850, Hicksville, NY 11802	
Union Bug Underwritten by Health Insurance Plan of Greater New York.	

*Note:* Your participation in SOMOS IPA does **not** affect your relationship with EmblemHealth for patients with other lines of business, such as commercial insurance or Medicare Advantage, or dual-eligible Medicare/Medicaid patients. Your rates for these other lines of business will not be affected. In addition, this partnership with EmblemHealth does **not** affect your agreements with other plans. For these patients, continue to obtain authorizations and submit claims as you do now.

**If you have any questions, please contact SOMOS Provider Relations at [ProviderRelations@somosipa.com](mailto:ProviderRelations@somosipa.com) or (888) 316-2527.**