

1. Introduction

1.1 Introduction to the Provider Manual

Healthfirst is committed to ensuring that its members receive easily accessible, high-quality, comprehensive healthcare services. The Healthfirst provider network is a key partner in achieving this goal. The Provider Manual has been developed to assist our participating providers in understanding the administrative policies and procedures that govern the management of Healthfirst. It is designed to provide you with easy access to information that will enable you and your office staff to care for Healthfirst members within administrative guidelines. All of the information in this manual applies to all Healthfirst members, unless specifically indicated.

Updates to the Manual

Healthfirst will update the Provider Manual and Appendices periodically and will make available electronic versions which can be downloaded from our web site at www.healthfirst.org. Information related to these updates may appear on the Healthfirst web site, in The Source, our provider newsletter, and in other mailings. These media provide the most current information on the Healthfirst programs and your responsibilities under these programs.

Keep Us Informed

Please take the time to read through the Provider Manual and let us know if there are any sections that are unclear or if there are other topics about which you would like more information. Our goal is to provide you with material that is timely, accurate and easy to understand. We welcome your comments.

1.2 About Healthfirst, Inc.

Healthfirst, Inc.

Healthfirst was founded in the early 1990's by a consortium of hospitals under the auspices of the Greater New York Hospital Association. An independent not-for-profit corporation since 1993, it has from its inception operated pursuant to a unique model that relies on population health management efforts on the part of its hospital sponsors and provider network supported by the infrastructure of an established and regulated health plan. Funds saved through higher quality and better care management are returned to the provider delivery system. Healthfirst has steadily expanded its product offerings from its start in Medicaid managed care to Medicare Advantage Prescription Drug (MAPD) plans, long term care, and commercial products offered on the New York State of Health (commonly known as the Exchange) branded at Healthfirst Leaf and Leaf Premier Plans. With more than a million members and top quality and member satisfaction rankings, Healthfirst's business model relies on empowering and partnering with the provider system and the community to achieve the superior outcomes and culturally competent healthcare for its customers.

Healthfirst PHSP, Inc.

Since 1994, Healthfirst has operated a Prepaid Health Services Plan (PHSP) serving Medicaid members in New York City under a certificate of authority granted by the State of New York. In 1995, the Healthfirst operating area was expanded to include Long Island. Healthfirst PHSP was developed to meet the objectives of New York State's Managed Care Act, which changed the way healthcare was delivered for Medicaid recipients. In 1999, Healthfirst implemented its Child Health Plus (CHPlus) program to expand its ability to provide healthcare services to eligible children through participation in the state's CHPlus Program. This offers reasonably priced healthcare coverage for the children of working parents who do not qualify for Medicaid and cannot afford unsubsidized health insurance.

Healthfirst Health Plan, Inc.

Healthfirst Health Plan, Inc. (HFHP) is the licensed HMO doing business as Healthfirst Medicare Plan and Healthfirst New York (commercial). Formerly known as Managed Health, Inc., HFHP was first managed by

Healthfirst in July 1997 and then became a subsidiary of Healthfirst in August 1998. The service areas for the Healthfirst Medicare Plan include the Bronx, Brooklyn, Manhattan, Queens, Staten Island, Nassau and Westchester counties (not all plans are available in all counties). The service areas for Healthfirst New York include the Bronx, Kings, Manhattan, Queens, Richmond, Nassau and Suffolk counties.

Provider Participation

Healthfirst hospitals and their affiliated providers may be contracted to participate in one Healthfirst program or in a combination of programs (see Section 2). Because contracting differs among the programs, it is important to note that a provider who is contracted to provide services for one program is considered to be out-of-network for all of the other programs. Additionally, participation is office-site specific. While a contract may cover multiple locations, if an application has not been submitted or approved for a particular office, services rendered there are considered out-of-network. To confirm the programs that you participate in, contact Provider Services.

Each of the Healthfirst companies, Healthfirst, Inc., Healthfirst PHSP, Inc. and Healthfirst Health Plan, Inc. do business under the “Healthfirst” name. Throughout this provider manual the term “Healthfirst” refers to all three companies collectively. When referring to a specific company or a specific line of business, the specific company name is used, i.e., “Healthfirst Health Plan, Inc.” or “Healthfirst PHSP, Inc.”, and the specific product name if a specific product is used, i.e., “Medicare” or “Medicaid.”

1.3 Network Management and Provider Services

Network Management

All participating hospitals, their affiliated providers and individual participating providers have a designated Healthfirst representative who serves as the liaison between the facility, its affiliated providers, participating providers, and Healthfirst. These representatives provide information, problem-solve, and respond as needed to provider concerns.

Provider Services

Healthfirst also has a dedicated phone unit available to assist providers with questions regarding Healthfirst policies and procedures, member care, reimbursement, claim information or general information about Healthfirst and its products. If you have any questions or need more information about Healthfirst and its products, please contact Provider Services at **1-888-801-1660, Monday–Friday, 9am–5:00pm.**

Healthfirst Secure Provider Portal

Hospitals, providers, and their office staff can access information 24 hours a day, 7 days a week on the Healthfirst secure Provider Portal at www.healthfirst.org/providers. Quick and easy online registration to the Provider Portal provides access to tools that enable you to:

- Verify member eligibility
- Submit appeals, corrected claims and view claim status
- View the status of authorizations
- Submit questions to Healthfirst
- Request access to online reports and member enrollment rosters
- Submit files/documents to Healthfirst
- Request demographic information update
- Access Healthfirst policies and procedures
- Review the latest clinical guidelines, newsletters, reference materials, and more

For more information about our web site, send an e-mail to webmaster@healthfirst.org, and to register for access visit www.healthfirst.org/providers and click [New Users – Sign Up Here](#).

Other Healthfirst Departments

In addition to Provider Services, there are other departments at Healthfirst that you may contact or work with on a regular basis. The following table highlights these areas and outlines their key functions. Healthfirst staff members from these departments are available to assist you in providing care to Healthfirst members.

Department	Key Functions and Responsibilities
<p>Provider Services P.O. Box 5168 New York, NY 10274-5168 1-888-801-1660 Monday-Friday, 9:00 a.m. – 5:00 p.m. hprovsvs@healthfirst.org</p>	<ul style="list-style-type: none"> ■ Provider Services Inquiries
<p>Provider Claim Appeals P.O. Box 958438 Lake Mary, FL 32795-8438 1-888-801-1660 Monday - Friday from 9:00 a.m. – 5:00 p.m.</p>	<ul style="list-style-type: none"> ■ Member Appeals and Grievances ■ Claims Appeals and Grievances
<p>Claims P.O. Box 958438 Lake Mary, FL 32795-8438 1-888-801-1660 Monday - Friday from 9:00 a.m. – 5:00 p.m. eclaims@healthfirst.org</p>	<ul style="list-style-type: none"> ■ Claims Payment and Status Inquiries ■ Claim Review and Reconsideration
<p>Medical Management & Behavioral Health Unit P.O. Box 5166 New York, NY 10274-5166 Phone: 1-888-394-4327 Fax: 1-646-313-4603 Monday - Friday from 8:30 a.m. - 5:30 p.m.</p>	<ul style="list-style-type: none"> ■ Transitional Care ■ Care Management and Disease Management ■ Assistance in Finding Appropriate Specialists ■ Utilization Review ■ Authorizations for Initial and Continuing Care
<p>Member Services P.O. Box 5165 New York, NY 10274 Medicaid / CHP / FHP 1-866-463-6743 Monday-Friday, 8:00 a.m. – 6:00 p.m. (English, Spanish, Mandarin, Cantonese, Russian) Medicare/Commercial: 1-888-260-1010 (TTY 1-888-542-3821 for the hearing/speech impaired) Monday - Friday from 8:00 a.m. – 8:00 p.m. Healthfirst Leaf Plans: 1-888-250-2220 (Option 1) English TTY: 1-888-542-3821 Spanish TTY: 1-888-867-4132 Monday - Friday from 8:00 a.m. – 8:00 p.m. Small Group and Healthy NY: 1-888-260-1010 (Option 4)</p>	<ul style="list-style-type: none"> ■ Eligibility Verification ■ Member Benefits ■ Distribution of Member Handbooks ■ Distribution of Provider Directories to Members ■ New Member Orientations ■ PCP Selection

<p>Monday - Friday from 8:00 a.m. – 8:00 p.m. (English, Spanish, Mandarin, Cantonese)</p>	
<p>Clinical Performance Management Department P.O. Box 5163 New York, NY 10274-5163</p>	<ul style="list-style-type: none">■ Quality of Care Investigations■ HEDIS and QARR■ Quality Incentive Programs■ Quality Improvement Committees■ Quality Improvement Studies■ Member Satisfaction Surveys■ Public Health Reporting■ Preventive Health and Clinical Practice Guidelines■ Medical Record Documentation Audits■ Risk Adjustment and Payment System■ Credentialing
<p style="text-align: center;">Confidential Compliance Contact To report compliance concerns in addition to suspected fraud, waste and abuse, anonymously call 1-877-879-9137 or go to www.hfcompliance.ethicpoint.com</p>	