

3.2 a Sample Service Plan Letter (Page 2)

This authorization does not guarantee payment. Payment is based on the member's active enrollment in Senior Health Partners at the time services are received. Coordination of benefits guidelines also apply.

Providers may confirm eligibility by contacting Senior Health Partners at 1-877-737-2693, our automated phone system is available 24 hours a day 7 days a week, live representatives are available Monday-Friday 9:00am-5:00pm or you can visit our website at www.healthfirst.org.

Senior Health Partners staff is here to assist with all our member's healthcare needs. Should you have any questions, please call:

Member Services Department 8:30am - 5:00pm (Monday - Friday)

1-800-633-9717

TTY 1-888-542-3821

Sincerely,

Clinical Services Department

Healthfirst will reimburse providers at the applicable i) statutory rate (see NYS PHL 2807-c(a-2), 42 USCS § 1396u-2 and 1395w-22(k); ii) the Multiplan rate or iii) the Healthfirst fee schedule. If you do not agree to this reimbursement, you may call 1-855-709-3083 prior to services being rendered so that we may arrange for care with another provider

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