

Healthfirst at a Glance

Connection Plan (HMO D-SNP)

A Dual-Eligible Special Needs Plan (D-SNP) that coordinates coverage for those who are newly Medicare-eligible and enrolled in our Medicaid Managed Care plan pursuant to the CMS default enrollment process.

- Members that don't opt out of default enrollment receive their Medicare coverage from the D-SNP and their Medicaid coverage from Healthfirst Medicaid Managed Care
- Plan includes Medicare Prescription Drug coverage






Service Area

Within New York City's five boroughs (the Bronx, Brooklyn, Manhattan, Queens, and Staten Island), and in Nassau, Orange, Rockland, Sullivan, and Westchester counties

Access and Appointment Availability

- Healthfirst members must be able to locate a Healthfirst participating provider or his/her designated covering provider.
- It is not acceptable to have an outgoing answering machine message that directs members to the emergency room in lieu of appropriate contact with the provider or covering provider. If an answering machine message refers a member to a second phone number, a live voice must answer that phone line.

SERVICE STANDARD(S)

TYPE OF SERVICE	STANDARD(S)
 Emergency Care	0–3 hours upon presentation. All emergency admissions must be called in no later than one business day after admission.
 Urgent Care	0–30 mins upon presentation.
 Non-Urgent "Sick" Visits	Visit must be scheduled within 48 to 72 hours of request as indicated by the nature of the clinical problem.
 Routine Care	Appointment must be scheduled within 4 weeks of request.
 Adult Baseline and Routine Physicals	Appointment must be scheduled within 12 weeks of enrollment.

Transportation

Medicaid Fee-for-Service covers supplemental transportation benefit.

Emergency: Call 911 for emergency transportation

Non-Emergency Medical Transportation (NEMT):

- For routine and standing order NEMT services from healthcare facilities, call ModivCare at **1-866-428-2351**, Monday to Friday, 8am–8pm. Two business days' advance notice is required.
- Requests for Ride Assist and urgent NEMT services (non-life-threatening) are accepted 24/7/365.
- Ambulette transportation is not a covered benefit while members reside in a nursing home, assisted living community, or other skilled nursing facility.
- Members with a medical condition who require NEMT should contact Member Services at **1-888-260-1010** and follow the prompts to request transportation.

Discharge Planning

For assistance in facilitating discharge planning for a Healthfirst member, call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

Ancillary Authorizations

Cataract/cosmetic eye surgery	Superior Vision: 1-888-273-2121
Chiropractic services	ASH: 1-800-972-4226
Dental	DentaQuest: 1-888-308-2508
Oncology management	eviCore: 1-877-773-6964
Pain management/spinal surgery/foot surgery	OrthoNet: 1-844-504-8091
Pharmacy	CVS Caremark: 1-855-344-0930
PT, OT, ST services	OrthoNet: 1-844-641-5629
Radiology	eviCore: 1-877-773-6964
Routine hearing/hearing aids	NationsHearing: 1-877-438-7251
Routine vision care/eyewear	Davis Vision: 1-800-773-2847

Preauthorization Guidelines

For preauthorization, log in to HFproviderportal.org and navigate to the **Online Authorization Tool**.

For **hysterectomy and sterilization** claims to be considered for reimbursement, these forms must be completed and submitted:

- New York State requires forms DSS-3133 and 3134 for hysterectomy services
- Form 7473 M ED is required for sterilization
- Consent form FD-189

Preauthorization is not a guarantee of payment. Payment by Healthfirst for services provided is contingent upon the member's active membership in Healthfirst at the time the service or treatment was rendered. Member is responsible for any applicable cost-sharing such as copayments, coinsurance, or deductible amounts. Policies are subject to change.

Claims

For details on claims, submissions, and what to submit as acceptable support documentation, refer to the Healthfirst Provider Manual, [section 17, at HFproviders.org](#).

Compliance

Anonymously report compliance concerns and/or suspected fraud, waste, and abuse that involves Healthfirst at **1-877-879-9137** or at HFCompliance.EthicsPoint.com.

Contacts

Provider Services Center	1-888-801-1660 Monday to Friday, 8:30am–5:30pm HFproviders.org
Medical Pharmacy (pharmacy medications for provider administration)	1-888-394-4327 (TTY 1-888-542-3821) Medical Pharmacy Fax: 1-212-801-3223 Monday to Friday, 8am–5:30pm
Care Management	1-888-260-1010 7 days a week
Member Services	1-888-260-1010 7 days a week, 8am–8pm (October through March), and Monday to Friday, 8am–8pm (April through September) (TTY 1-888-542-3821) (TTY Spanish 1-888-867-4132) MyHFNY.org
Member Enrollment	1-877-237-1303 Monday to Friday, 8:30am–6pm; Annual Enrollment Period Extended Hours: 7 days a week, 8:30am–8pm

Visit healthfirst.org/medicare-long-term-care-plans for plan details.

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