

TheSource

Special Edition

Healthfirst Total
EPO Plans

Healthfirst
Pro EPO Plans

Healthfirst
Pro Plus
EPO Plans



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Healthfirst's Newest Products: Answers to Your Questions About Our Healthfirst Commercial EPO Plans

Healthfirst offers commercial, off-exchange health coverage to individuals and small businesses throughout our service area of Bronx, Kings, Nassau, New York, Queens, and Richmond counties.

What plans are available?

The plans offered are the Total plans for individuals, and the Pro plans and Pro Plus plans for small businesses.

Healthfirst Total plans sold off the NY State of Health marketplace to individuals and families include vision and dental benefits for all ages. There are four different options available for the Total plan:

- Platinum Total
- Gold Total
- Silver Total
- Bronze Total



Healthfirst Pro plans include comprehensive health coverage for small business owners, their employees, and their families and cover dental and vision services for individuals below the age of 19. Healthfirst Pro Plus plans include the same benefits as Pro plans, with the addition of vision and dental benefits for adults.

There are four different options available for the Pro and Pro Plus plans:

- Platinum Pro
- Gold Pro
- Silver Pro
- Bronze Pro
- Platinum Pro Plus
- Gold Pro Plus
- Silver Pro Plus
- Bronze Pro Plus

What are the key features and benefits of the Pro, Pro Plus, and Total plans?

- No-cost annual checkups
- \$0 copay for telemedicine appointments through Teladoc¹
- Coverage for acupuncture visits
- Options for comprehensive vision and dental coverage
- Up to \$600 in exercise rewards for individuals and covered spouses



¹Excludes Bronze Pro and Bronze Pro Plus EPO plans.

Who is eligible to enroll in Total plans?

Anyone can purchase a Total plan, as long as they live or reside within Healthfirst's service area, which includes Bronx, Kings, Nassau, New York, Queens, and Richmond counties.

Who is eligible to enroll in Pro plans and Pro Plus plans?

To be eligible for small-group coverage with a Pro or Pro Plus plan, the group (defined as having 1–100 eligible employees) must be in New York state and have employees who live, work, or reside in Healthfirst's service area of Bronx, Kings, Nassau, New York, Queens, and Richmond counties.

When can someone enroll in one of the Total plans?

Individuals can enroll in a Total plan during the Open Enrollment Period, beginning November 1, 2017, and ending January 31, 2018. Coverage for these plans can begin as early as January 1, 2018.

When does enrollment start for Pro and Pro Plus plans?

Small group enrollment in Pro and Pro Plus plans is year round.

Is enrollment in Pro, Pro Plus, and Total plans available on the NY State of Health (NYSOH) marketplace?

No. Healthfirst Pro, Pro Plus, and Total plans are only available off the NYSOH exchange.

How can someone enroll in a Pro, Pro Plus, or Total plan?

Employers interested in purchasing a Pro or Pro Plus plan for their business should contact their broker for information regarding enrollment; call us at **1-844-785-1652**, Monday to Friday, 9am–5pm; or visit **www.JoinHFPro.org** to learn more about the plans.

Individuals interested in enrolling in a Total plan can call Healthfirst at **1-844-785-1650**, Monday to Friday, 8am–6pm, or visit **www.JoinHFTotal.org** to learn more about the plans.



How to Confirm Participation in Our Plans

Only providers who signed a contract of participation in a Pro, Pro Plus, or Total plan are participating in that plan's provider network.

If you would like to confirm your participation in one of these plans, please call Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm, or contact your Healthfirst Network Account Manager.


You can also verify participation in a Pro, Pro Plus, or Total plan network by reviewing your record in our online provider directory at **www.HFDocFinder.org**.

If you are not contracted for participation in a Pro, Pro Plus, or Total plan and would like to be considered for participation in our network, please do one of the following:

- Go to **www.HFProviders.org** and complete the inquiry form; a Healthfirst Representative will contact you within 72 hours
- Call Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm 📞



Verifying Member Eligibility


Member eligibility can be verified online in the secure Healthfirst Provider Portal at www.healthfirst.org by clicking "Provider Log In" then searching by the current member ID number or the member name and date of birth. Providers may also verify member eligibility by calling Healthfirst Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm, with the member name and date of birth or the member ID number. 




Member ID Cards

Healthfirst Pro, Pro Plus, and Total plan members have specific member ID cards for the plan that they are enrolled in. Some copayments are identified on a member's ID card and are also reflected in the member eligibility screen on the secure Healthfirst Provider Portal.

Here are sample images of the member ID cards for these plans:

		Platinum Pro Plus EPO	
Member Name	Rx Bin:	004336	
Member ID: 000000000000	Rx PCN:	ADV	
Group Number: XXXXXX	Rx Group:	RX1663	
Individual/Family Deductible:	\$0/\$0	Copay	
PCP Office Visit:		\$20	
Specialist Office Visit:		\$35	
Urgent Care:		\$50	
Emergency Room:		\$250	
Inpatient Hospital:		\$500	
Prescriptions:		\$10/\$50/50%*	
Visit MyHFNY.org to find a doctor, view your benefits and more!		*up to \$500	

For Members		For Providers / Medical	
Website	healthfirst.org	Eligibility	1-888-801-1660
Member Services	1-855-789-3668	Prior Authorization	1-888-394-4327
TTY	1-855-779-1033	Electronic Claims Payer ID	80141
To avoid penalties and ensure timely care management, your provider must call Healthfirst at least 24 hours in advance for any services requiring prior authorization and within 48 hours of emergency admissions . Failure to call may reduce your benefits. Services requiring prior authorization are described in your benefit materials.			
This card does not guarantee coverage. You must comply with all terms and conditions of the plan.			
HFHFIC17		Medical Claims Address Healthfirst Claims Department P.O. Box 958438 Lake Mary, FL 32795-8438 Pharmacy Help Desk: 1-800-364-6331 Claims: CVS Caremark P.O. Box 52136 Phoenix, AZ 85072-2136	

		Platinum Total EPO	
Member Name	Rx Bin:	004336	
Member ID: 000000000000	Rx PCN:	ADV	
	Rx Group:	RX1663	
Individual Deductible:	\$0	Copay	
PCP Office Visit:		\$20	
Specialist Office Visit:		\$35	
Urgent Care:		\$50	
Emergency Room:		\$250	
Inpatient Hospital:		\$500	
Prescriptions:		\$10/\$50/50%*	
Visit MyHFNY.org to find a doctor, view your benefits, pay your monthly premium and more!		*up to \$500	

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Important Resources

Website	New Providers	www.HFNewProviders.org
	Provider Alerts	www.healthfirst.org/alerts
	Claims and Billing	www.healthfirst.org/providers/claims-billing
	Quick Reference Guides	www.healthfirst.org/QRGs
	Provider Forms	www.healthfirst.org/providerforms
	Provider Newsmagazine, The Source	www.HFNYSources.org
Secure Provider Portal	<ul style="list-style-type: none"> ■ Verify Member Eligibility ■ Verify Member Cost Sharing ■ Look Up Authorization ■ View Claims Status and Detail 	www.healthfirst.org/providers
Provider Services	<ul style="list-style-type: none"> ■ All Provider Inquiries ■ Eligibility Inquiries ■ Claims Inquiries 	1-888-801-1660
Utilization Management	Authorizations	1-888-394-4327

Ancillary Authorizations

CVS Caremark	Formulary Medications	1-855-582-2022
	Specialty Pharmacy	1-866-814-5506
Davis Vision	Routine Vision Care/Eyewear	1-800-773-2847
Superior Vision	Surgical Procedures of the Eye	1-888-273-2121
DentaQuest	Routine Dental Care	1-855-343-4267
eviCore	Radiology	1-877-773-6964
OrthoNet	PT, OT, ST	1-844-641-5629
	Pain Management, Spinal Surgery, Podiatry	1-844-504-8091

Download our Frequently Asked Questions (FAQs) about our Healthfirst Total EPO plans for individuals and Healthfirst Pro EPO and Healthfirst Pro Plus EPO plans for small groups at www.healthfirst.org/alerts.





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