

Healthfirst at a Glance

The Essential Plan

Essential Plan 1 | Essential Plan 2 | Essential Plan 3 | Essential Plan 4

Federally subsidized plans for individuals who are ineligible for Medicaid due to income or immigration status.

- New enrollment is available throughout the year
- Member income limit is slightly higher than the Medicaid income limit
- Members are lawfully present in the U.S. but don't qualify for Medicaid due to immigration status

healthfirst		Essential Plan 1	
Member Name		Rx Bin:	004336
Member ID: 0000000000000		Rx PCN:	ADV
		Rx Group:	RX1108
Individual Deductible:	\$0	PCP Office Visit:	\$15
Individual MOOP:	\$2,000	Specialist Office Visit:	\$25
		Urgent Care:	\$25
		Emergency Room:	\$75
		Inpatient Hospital:	\$150
		Prescriptions:	\$6/\$15/\$30
<small>Visit MyHFNY.org to find a doctor, view your benefits, and more!</small>			








Service Area

The Essential Plan service area includes New York City's five boroughs (the Bronx, Brooklyn, Manhattan, Queens, and Staten Island), Long Island, and Westchester, Orange, Rockland, and Sullivan 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 Standards

Type of Service	Standards
 Emergency Care	0–3+ hours upon initial presentation. All emergency admissions must be called in no later than one business day after admission.
 Urgent Care	0–30 minutes 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.
 Newborn Visits: Initial Visit to the PCP	Appointment must be scheduled within 2 weeks of hospital discharge.
 Well-Child Visits	Appointment must be scheduled within 4 weeks of request.

Notification Requirements

All Emergent Admissions: Called in no later than one business day after admission

Newborns: Next business day following birth

Ancillary Authorizations

Chiropractic services	ASH: 1-800-678-9133
Oncology management	eviCore: eviCore.com
Pain management/spinal surgery	OrthoNet: 1-844-504-8091
Pharmacy prior authorization	CVS Caremark®: 1-855-582-2022
Radiology prior authorization	eviCore: eviCore.com
Routine dental care	DentaQuest®: 1-888-308-2508
Specialty pharmacy	CVS Caremark®: 1-866-814-5506
Vision	EyeMed®: EyeMed.filebound.com/portal/2265

Prior Authorization Guidelines

For services not listed above, you will need to submit a prior authorization request to Healthfirst. The most efficient way to submit and view the status of an authorization is through our Online Authorization Tool, located in Healthfirst's Provider Portal (login required).

Don't have access to the provider portal? Check out our guide to setting up an account or reach out to your network account manager. Alternatively, you can also fax your authorization requests to **1-646-313-4603**.

Prior authorization is not a guarantee of payment. Payment by Healthfirst for services provided is contingent upon the patient's active membership in Healthfirst at the time the service or treatment was rendered and whether the particular service or procedure is a covered benefit under the patient's plan contract. Policies are subject to change.

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](https://www.HFCompliance.EthicsPoint.com).

Contacts

Provider Services Center	1-888-801-1660 Monday to Friday, 8:30am–5:30pm HFproviders.org
Member Services, Including Care Management	1-888-250-2220 Monday to Friday, 8am–8pm (English, Spanish, Mandarin, Cantonese, Korean, and Russian) (TTY 1-888-542-3821) (TTY Spanish 1-888-867-4132) MyHFNY.org
Member Enrollment	1-888-974-9901 Help is available in English, Spanish, Mandarin, Cantonese, Korean, or Russian

Visit [healthfirst.org/essential-plans](https://www.healthfirst.org/essential-plans) for plan details.

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