



# Hamaspik

MANAGED CARE



## Quick Reference Guide



# Hamaspik

MANAGED CARE

## Covered Benefits

We cover all Medicare services.

\*Services denoted with an asterisk (\*) require Prior Authorization.

### HAMASPIK MEDICARE SELECT DSNP

- ✓ Primary Care Providers
- ✓ Specialists
- ✓ Inpatient & Outpatient Hospital Care\*
- ✓ Emergency & Urgent Care
- ✓ Ambulance Services (\*Non-Emergency)
- ✓ Home Health Services\*
- ✓ Durable Medical Equipment (Medicare)\*
- ✓ Mental Health Services
- ✓ 24-Hour Nurse Hotline
- ✓ Diagnostic Testing\*
- ✓ Therapeutic Services\*
- ✓ Physical Therapy, Occupational Therapy, and Speech/language Pathology\*
- ✓ Over-the-Counter Health Items
- ✓ Healthy Foods Benefit
- ✓ Part D Prescription Drugs\*
- ✓ Skilled Nursing Facility care\*
- ✓ Vision & Eyeglass Benefit \$200 towards eyeglasses and contacts annually
- ✓ Fitness Benefits
- ✓ Acupuncture\*
- ✓ Worldwide Emergency Coverage

### HAMASPIK MEDICARE CHOICE DSNP - MAP

- ✓ Primary Care Physicians
- ✓ Specialists
- ✓ Inpatient & Outpatient Hospital Care\*
- ✓ Emergency & Urgent Care
- ✓ Ambulance Services (\*Non-Emergency)
- ✓ Home Health Services\*
- ✓ Durable Medical Equipment (Medicare & Medicaid) \*
- ✓ Mental Health Services
- ✓ 24-Hour Nurse Hotline
- ✓ Diagnostic Testing\*
- ✓ Therapeutic Services\*
- ✓ Physical Therapy, Occupational Therapy, and Speech/language Pathology\*
- ✓ Over-the-Counter Health Items
- ✓ Healthy Foods Benefit
- ✓ Part D Prescription Drugs\*
- ✓ Skilled Nursing Facility care\*
- ✓ Vision & Eyeglass Benefits (some services require Prior Authorization)
- ✓ Dental Benefits\* (some services require Prior Authorization)
- ✓ Fitness Benefits
- ✓ Acupuncture\*
- ✓ Worldwide Emergency Coverage
- ✓ Long-term Care Benefits\*
  - Skilled Nursing Visits
  - Social & Adult Day Care
  - Home Delivered Meals
  - Personal Emergency Response System
  - Consumer Directed Personal Care Assistance Services (CDPAS)
  - Personal Care Assistance Services (PCA)
  - Hearing Aids

SERVICE	HOURS OF OPERATION	CONTACT INFO
<b>Member Services</b> <b>Member Eligibility Verification</b>	8 AM – 8 PM October 1st – March 31st, 7 days per week April 1st – September 30th, Monday – Friday	<b>Phone: 1 (888) 426-2774</b> <b>Select Option 3</b> <b>-TTY users should call 711 Providers should choose Option 5, then Option 1</b>
<b>Behavioral Health Services</b> <b>Carelon Behavioral Health</b> (Includes Pre-Authorizations for Mental Health and Substance Abuse Services)	24 hours/ 7 days per week	<b>Phone: 1 (866) 201-1401</b>
<b>Care Management</b> <b>Care Coordination</b> (Member Services triages inquiries)	9 AM – 5 PM Monday- Friday	<b>Phone: 1 (888) 426-2774</b> <b>Select Option 3</b>
<b>Pharmacy Services</b> <b>MagellanRX</b>	24 hours/ 7 days per week	<b>Phone: 1 (800) 424-4437</b> <b>Choose Option 1</b>
<b>Claims</b>  <b>Hamaspik Electronic Payer ID #47738</b>	9 AM – 5 PM Monday- Friday  Mail Paper Claims to: Hamaspik Managed Care P. O. Box 20408 Tampa, FL 33622	<b>For Claims Inquiries:</b> <b>Phone: 1 (888) 426-2774</b> <b>Select Provider Option 5, then Option 2</b>  <b>For Electronic Submissions:</b> <b>AVAILITY (Clearinghouse) Phone: 1 (800) 282-4548</b>
<b>Provider Relations</b>	9 AM – 5 PM Monday- Friday	<b>Phone: 1 (888) 426-2774</b> <b>Select Provider Option 5, then Option 4</b> <b>Email: Providerrelations@hamaspikchoice.org</b>
<b>Utilization Management</b> <ul style="list-style-type: none"> <li>• Service Requests</li> <li>• Admissions</li> <li>• Durable Medical Equipment (DME)</li> </ul>	9 AM – 5 PM Monday- Friday Requests may be submitted 24 hours / 7 days per week	<b>Phone: 1 (888) 426-2774 ext. 608</b> <b>Email: MedicareRequests@hamaspikchoice.org</b> <b>Fax: (845) 503-1911</b>  Please refer to the <b>Authorization Request Form</b> on the Providers Page at: <b><a href="http://www.hamaspik.com">www.hamaspik.com</a></b>  <b>Durable Medical Equipment Requests</b> <b>Phone: 1 (888) 426-2774 ext. 612</b>
<b>Laboratory Services</b>	Any laboratory services that are not performed in the provider office must be referred to a participating laboratory or labs in participating hospitals. Participating labs include: BioReference Labs, Centers Lab, Empire City, LabCorp, Lenco, Northwell Health Labs, Ritter, Scarlet (home draws), Sherman Abrams, and Sunrise. Check our provider directory at <b><a href="http://www.hamaspik.com">www.hamaspik.com</a></b> for updates to our lab network.	