



### A word about Hamaspik Choice (a Managed Long Term Care plan)...

Hamaspik Choice Managed Long Term Care (MLTC) benefits do not include medical coverage for physician and hospital services. Members of Hamaspik Choice MLTC all have Medicaid and may have other primary coverage such as Traditional Medicare or a Medicare Advantage plan such as Hamaspik Medicare Select. A small number of MLTC members have only fee-for-service Medicaid as their health insurance. This information is pertinent to Hamaspik CHOICE (Managed Long Term Care) Plan only.

## SERVICE NOTES CONTACT INFO

<b>Member Eligibility Verification</b>	Hours of Operation: Monday 8 am- 6 pm Tuesday- Friday 9 am-5 pm	<b>Tel (855) 552-4642, select option 4 then option 3</b>  After Hours: (855) 552-4643
<b>Member Services</b>		
<b>Care Management</b>	Speak to the member's care manager	<b>Tel. (855) 552-4642, select option 1</b> then option 1 request to speak with member's care manager.

### AUTHORIZATIONS: Please Note: All claims must include the applicable Authorization Number

<b>Home Care</b>	LHCSA, CDPAP	LHCSA and CDPAP service inquiries Tel (855) 552-4642 Dial extension 606 Homecare@hamaspikchoice.org
<b>DME &amp; Medical Supply</b>		<b>Tel. (855) 552-4642,</b> select option 1 then option 2 Fax @ 845-503-1511 DME@hamaspikchoice.org
<b>Authorizations Dept.</b>	Inquiries regarding existing authorizations or requests for resumption of services.	<b>Tel. (855) 552-4642</b> Dial extension 610 authorizations@hamaspikchoice.org
<b>Transportation</b>	MLTC members residing in NYC, Nassau or Suffolk Counties	<b>Contact ModivCare</b> Tel. (866) 913-4340 Transp. Provs. Tel. (866) 428-2351 Med. Facilities Tel. (866) 417-0294 Members
	MLTC members residing in Dutchess, Orange, Putnam, Rockland, Sullivan or Ulster Counties	<b>Contact Hamaspik Transportation Dept.</b> Tel. (855) 552-4642, select option 1 then option 3 (855) 552-4643 After-hours transportation@hamaspikchoice.org
<b>Nursing Home/SNF</b>	Inquiries regarding existing authorizations or requests for new authorizations.	<b>Tel. (855) 552-4642,</b> Dial extension 610 authorizations@hamaspikchoice.org

<b>Outpatient Rehab</b>	PT/OT/ST (if MLTC is primary payer)	<b>Tel. (855) 552-4642</b> , select option 1 then option 1 request to speak with member's care manager.
<b>Dental</b>	Benefit managed by DentaQuest	<b>(855) 343-4277 Providers</b> <b>(855) 343-4277 Members</b>
<b>Vision/Optomtry</b>	Benefit managed by EyeQuest	<b>(844) 824-2014 Providers</b> <b>(855) 343-4277 Members</b>
<b>All Other Services</b>	Audiology, Home Delivered Meals, Podiatry, Social Day Care, Adult Day Health Care, and more....	<b>(855) 552-4642</b> , select option 1 then option 1 request to speak with member's care manager.

INQUIRIES	NOTES	CONTACT INFO
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<b>Claims</b>	<p><b>Mail Paper Claims (CMS 1500 or UB 04 only) to:</b>  <b>Hamaspik Managed Care</b>  775 North Main St.,  Spring Valley, NY 10977-8968</p> <p><b>Electronic Submissions:</b>  <b>AVAILITY</b> (Clearinghouse)  Hamaspik payer ID #47738</p>	<p><b>Hamaspik Claims Dept.</b>  Tel. (855) 552-4642,  select option 4 then option 2</p> <p>Email:  ClaimsProcessing@hamaspikchoice.org</p>
<b>Explanations of Payment (EOP) Copies</b>	Remittance Advice	<p><b>Hamaspik Finance Dept.</b>  Email:  Remittances@hamaspikchoice.org</p>
<b>Electronic Payments</b> (required for MLTC providers)	ACH form available online www.hamaspik.com/providers	<p>Email:  Remittances@hamaspikchoice.org</p>
<b>Referring Prospective Members for Enrollment</b>	Intake Contacts	<p><b>Tel. (855) 552-4642</b>, select option 2</p> <p>Email:  MLTC: Intake@hamaspikchoice.org  MAP: enroll@hamaspikchoice.org</p>
<b>Provider Relations</b>	Provider Manual and notices posted at www.hamaspik.com/providers	<p><b>Tel. (855) 552-4642</b>,  select option 4 then option 4  Email:  ProviderRelations@hamaspikchoice.org</p>
<b>Hamaspik Office Info</b>	Business Hours for most departments are Mon. – Fri. 9 a.m. to 5 p.m.	<p>Corporate mailing address:  58 Route 59, Suite 1  Monsey, NY 10952</p> <p>Business office address:  775 North Main St.  Spring Valley, NY 10977  Website: www.Hamaspik.com</p>