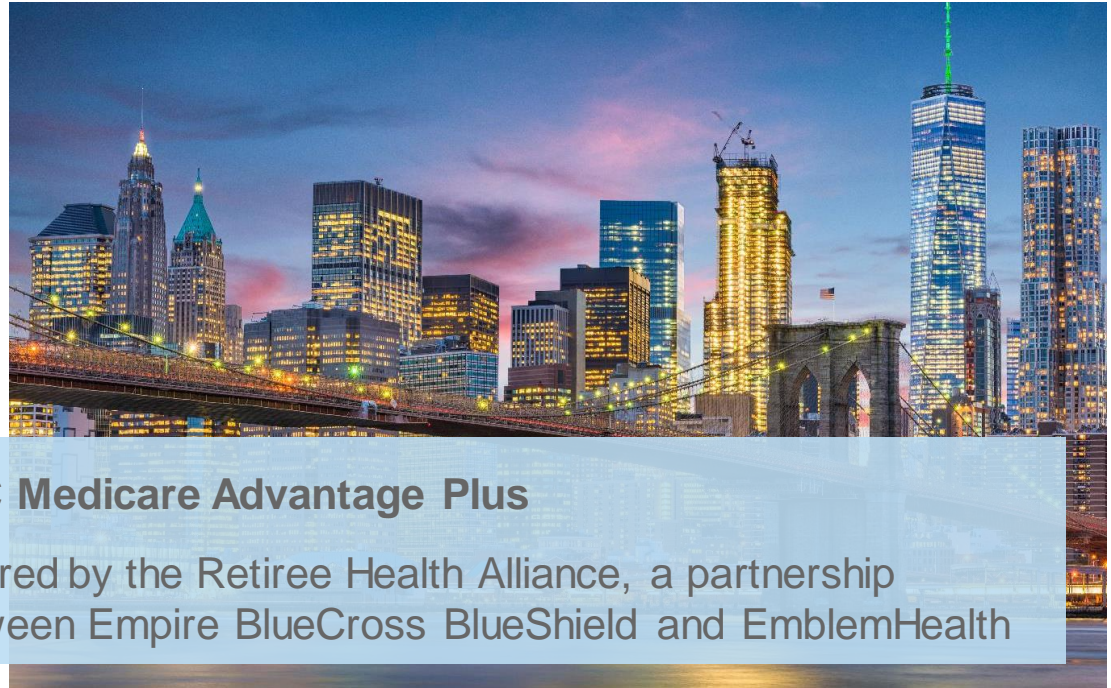


# City of New York Retirees

Medical Society of the  
State of New York



## NYC Medicare Advantage Plus

Offered by the Retiree Health Alliance, a partnership  
between Empire BlueCross BlueShield and EmblemHealth

# Welcome

**Welcome to the MSSNY orientation for the City of New York's retiree health plan. Over the next 60 minutes, we will cover what you need to know for the January 1<sup>st</sup> transition to NYC Medicare Advantage Plus.**

**There will be time for questions both throughout and at the end of our presentation.**

# Agenda



- About us
- Who we serve
- Network arrangement
- Claims submissions
- Prior authorizations and utilization management
- Out-of-network providers
- Q & A

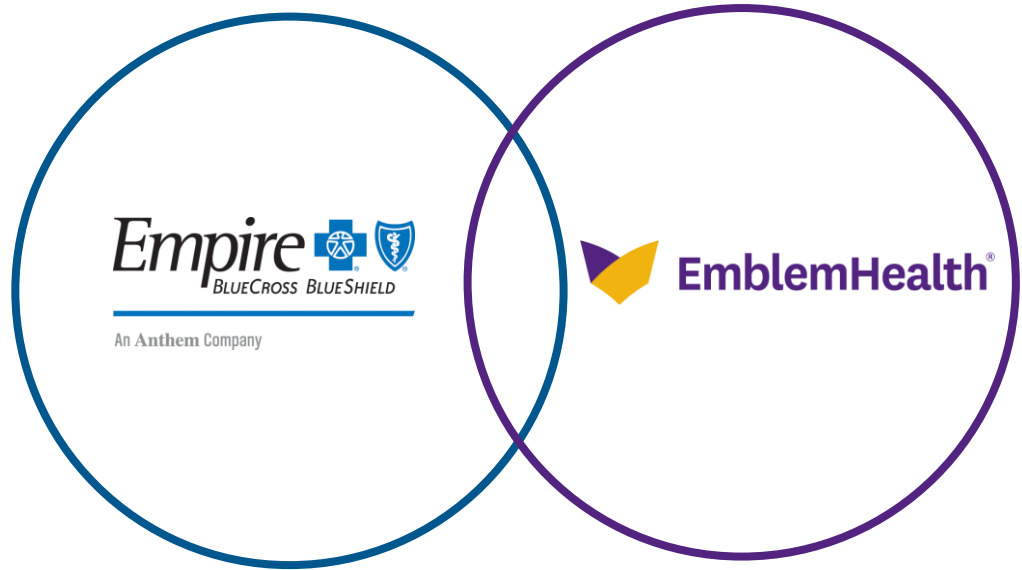
# About us



- The Retiree Health Alliance is an alliance between Empire BlueCross BlueShield and EmblemHealth.
- The Retiree Health Alliance brings together senior-focused care management, member services, account management, and other operational areas to offer integrated, seamless, specialized Medicare Advantage benefits and services.

# Introducing the Alliance

The Alliance will serve up to 240,000 members, with 175,000 residing throughout NYS; members will hold a single, co-branded ID card with the Medicare Advantage Plus logo



# History

Empire BCBS and EmblemHealth have served City of New York active employees, retired members, and labor unions for 80 years.

Empire BCBS and EmblemHealth previously served City of New York retirees through two separate Medicare supplemental plans.

- **Empire BCBS administered Part A benefits**
- **EmblemHealth administered Part B benefits**

The City of New York awarded the group retiree business to the Retiree Health Alliance, effective January 1, 2022.



**Who we serve**

# About City of New York retirees



## Which City of New York retirees are eligible to enroll in NYC Medicare Advantage Plus?

- Retirees must be eligible for Medicare Parts A and B.



## Which City of New York retirees will be transitioning to NYC Medicare Advantage Plus?

- All Medicare-eligible retirees will transition to the NYC Medicare Advantage Plus effective January 1, 2022.
- City of New York retirees are provided an opt out period and may elect to keep their current coverage.



## What is the service area?

- NYC Medicare Advantage Plus is a Medicare Advantage PPO with a national service area.
- Approximately 180,000 live within the New York City metropolitan area.



# What is changing?

Effective January 1, 2022, City of New York retirees will transition to NYC Medicare Advantage Plus, a Medicare Advantage PPO.

**One ID card** for members

**Prior authorization** (PA) may be required for some services

- Contracted providers are responsible for obtaining PA





**All claims** (facility and professional) **will be submitted to Empire** beginning January 1, 2022

- Providers will no longer file claims to traditional Medicare



# NYC Medicare Advantage Plus member ID card

- Prefix N6Y
- Members will have one ID card
- Branded with Empire, EmblemHealth, and City of New York
- MA PPO Suitcase – Network Sharing

			
Member ID:		<b>NYC Medicare Advantage Plus (PPO)</b>	
Group: <b>NY037GRS</b>		<b>The City of New York Health Benefits Program</b>	
Issuer ID (80840):		Office Visit Copay:	<b>\$0</b>
Part B RxBIN:		Specialist Visit Copay:	<b>\$15</b>
Part B RxPCN:		Emergency Room Copay:	<b>\$50</b>
Part B RxGroup:		Preventive Copay:	<b>\$0</b>
RxID:		CMS H4036-816	
			

# Member eligibility verification

As of January 1, 2022, eligibility and benefits associated with a member can be determined by:



## Online

Eligibility, benefits, claims, commonly used forms, and remit information are all available through the Availity portal at **availity.com**. If you do not have an Availity account, we encourage you to register now. (Preferred)



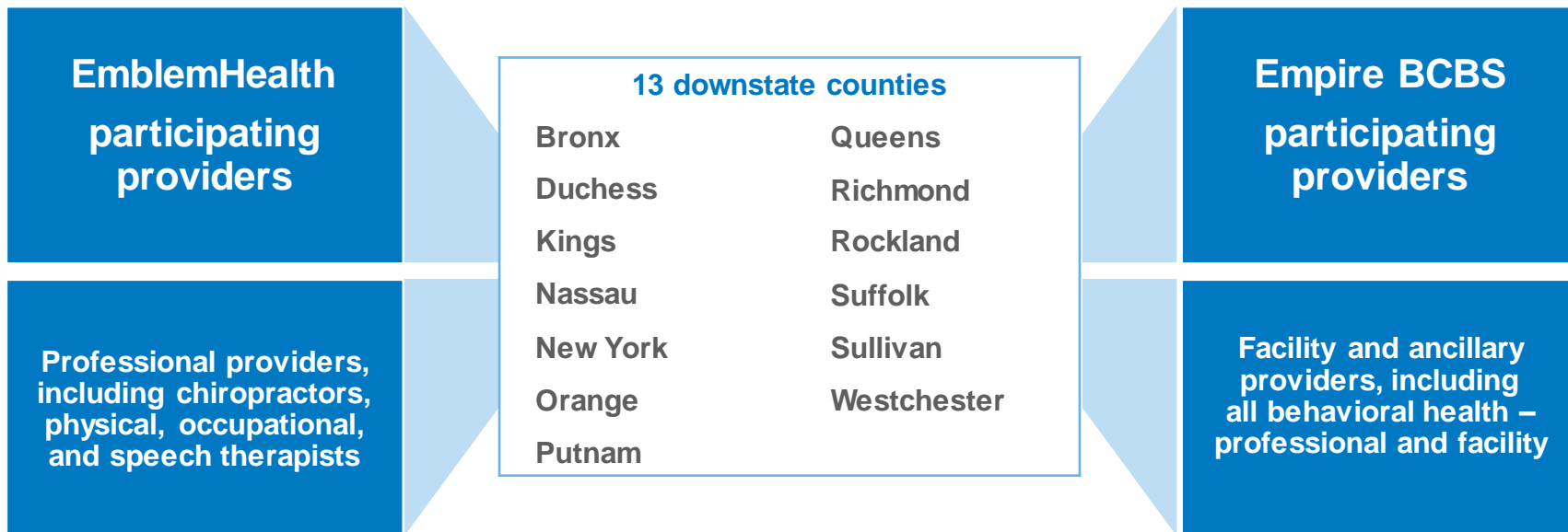
## Phone

Call the Provider Service number on the back of the member's ID card.

- **New** for NYC Medicare Advantage Plus
- **Prefix:** N6Y
- **New Payer Space** in Availity – NYC Medicare Advantage Plus
- **Payer ID:** CONY1

# **Network arrangement**

# Retiree Health Alliance Network Arrangement Downstate New York



# **Claims and prior authorizations**

# Claims submission



Empire and EmblemHealth encourage the submission of claims electronically through the electronic data interchange (EDI), either by using a clearinghouse, billing company, or sending directly. Availity serves as our gateway for all EDI transactions.



Providers can also register with Availity at [availity.com](https://www.availity.com) to become a direct submitter.



To initiate the electronic claims submission process or to obtain additional information, contact Availity Client Services at 800-AVAILITY (800-282-4548). If you have a relationship with a clearinghouse, please work with them to ensure connectivity with Availity.

# Claims submission

## Empire provider website:

[empireblue.com/provider/claims-submission](https://empireblue.com/provider/claims-submission)

## EDI submissions:

Payer ID number — **CONY1**

If your vendor or clearinghouse needs additional time to add this new payer ID, please use the below existing Empire payer ID's:

**00803** – Professional claims

**00303** – Institutional claims

## Paper:

Empire Claims  
P.O. Box 1407, Church Street Station  
New York, NY 10008-1407

## Key information:

- NYC Medicare Advantage Plus Prefix: **N6Y**
- New Payer ID: **CONY1**





# Prior authorizations

## Important things to remember:

- Certain medical procedures require the submission and approval of prior authorization.
- All providers will follow Empire BCBS authorization guidelines for NYC Medicare Advantage Plus members.
- Contracted providers must request prior authorization.
- All inpatient admissions require prior authorization.

## How to Request Authorization



### Online: [availity.com](https://www.availity.com)

A **Precertification Lookup Tool** is located under *Payer Spaces* on the Availity portal:

- From the Availity portal homepage, select **Payer Spaces** from the top navigation bar.
- Select the **NYC Medicare Advantage Plus** Payer Space
- From the *Payer Spaces* homepage, select the **Applications** tab.
- Select **Precertification Lookup Tool**



**Phone:** Call the Provider Services number on the member ID card

# Accessing Payer Spaces from the Availity portal

Select  
Payer Spaces

The screenshot displays the Availity portal interface. The top navigation bar includes the Availity logo, a '20' badge, and links for Home, Notifications (2), My Favorites, New York, Help & Training, Account, and Logout. Below this is a secondary navigation bar with tabs for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. A search bar labeled 'Keyword Search' is on the right. The 'Payer Spaces' dropdown menu is open, showing the Empire Blue Cross and EmblemHealth logos, with 'NYC Medicare Advantage Plus' selected. A blue arrow points from the 'Select Payer Spaces' callout to the 'Payer Spaces' dropdown. Another blue arrow points from the 'Select Emblem NYC Medicare Advantage Plus' callout to the 'NYC Medicare Advantage Plus' option in the dropdown. Below the dropdown, the 'Notification Center' is visible, showing a notification from 9/27/2021 3:54 pm. At the bottom, the 'My Top Applications' section features three tiles: 'EB Eligibility and Benefits Inquiry', 'A&R Authorizations & Referrals', and 'CS Claim Status'.

Select  
Emblem  
NYC Medicare  
Advantage  
Plus

# Availability Payer Spaces applications screen



Job aids describing the applications and illustrating navigation of the applications are posted on the **Custom Learning Center**

Home > NYC Medicare Advantage Plus

Empire Blue Cross of New York  
EmblemHealth

[www.empireblue.com/provider/medicare-advantage/](http://www.empireblue.com/provider/medicare-advantage/)

**Welcome New York City Medicare Advantage Plus providers.**  
Your One-Stop Shop!  
Explore important proprietary information available in the Applications and Resources tabs.

Start typing to search this payer space...

Applications **2** Resources News and Announcements Sort By

THESE LINKS MAY RE-DIRECT TO THIRD PARTY SITES AND ARE PROVIDED FOR YOUR CONVENIENCE ONLY. AVAILITY IS NOT RESPONSIBLE FOR THE CONTENT OR SECURITY OF ANY THIRD PARTY SITES AND DOES NOT ENDORSE ANY PRODUCTS OR SERVICES PROVIDED BY THIRD PARTIES!

♥ Custom Learning Center  
Find payer-centric training and resources in the learning center.

♥ Clear Claim Connection  
Research procedure code edits and receive edit rationale.

♥ Claims Status Listing  
Retrieve a list and status of the claims you've submitted.

# AIM Specialty Health

AIM Specialty Health® manages precertification for: radiology, cardiology, sleep, musculoskeletal (MSK), genetic testing, medical oncology, and radiation oncology.

For services that are scheduled to begin on or after January 1, 2022, all providers must contact AIM beginning December 20, 2021 to obtain PA review.

How to place a review request:

**Online:**

Via the [AIM provider portal](#):

The provider portal is available 24/7 and processes requests in real-time using clinical criteria.

Go to [providerportal.com](https://providerportal.com) to register.

**By phone:**

Call AIM Specialty Health toll free at 866-745-1784, Monday to Friday, 7 a.m. to 7 p.m. Eastern time.

Please take advantage of training webinars to learn how to place a review request online using the AIM provider portal.

# myNexus – Home Health

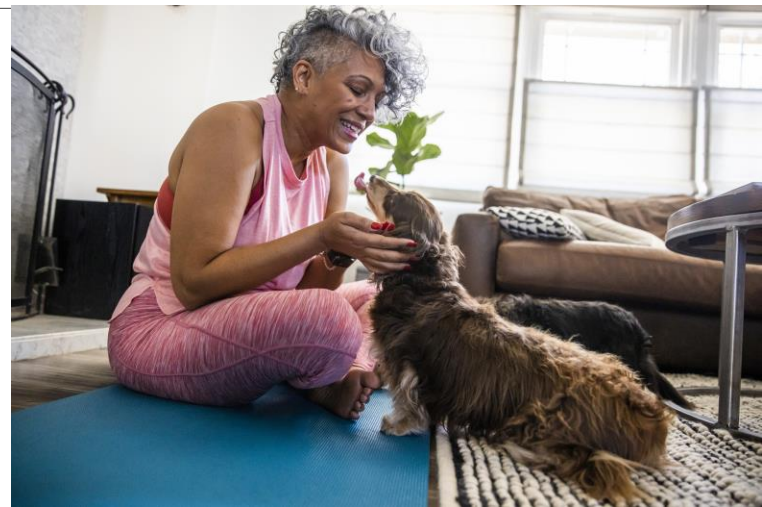
Home Health claims processing, network, and utilization management is delegated to **myNexus**.

**Prior authorization** must be requested through myNexus.

**Home Health claims** must be filed to myNexus.

**Phone:** 844-411-9622

[portal.mynexuscare.com/](https://portal.mynexuscare.com/)



**Noncontracted  
providers**

# Noncontracted providers

- If you are not contracted with Empire or EmblemHealth, you can continue to see City of New York retirees.
- City of New York retirees have no cost differential when seeing in-or out-of-network providers – the cost share is always the same.
- Out-of-network providers will be reimbursed 100% of the current CMS fee schedule less the member cost share.



# Noncontracted claims submission

- Prior authorization is not required but recommended for noncontracted providers.
- Prior authorization can be obtained from Availity, phone, or fax.



**Empire provider website:**

[empireblue.com/provider](https://empireblue.com/provider)

**EDI submissions:**

Prefix – **N6Y**

Payer ID number — **CONY1**



**Paper:**

Empire Claims

P.O. Box 1407, Church Street Station

New York, NY 10008-1407



# Important reminders

- **Balance billing** of Medicare Advantage members is prohibited by CMS.
- **Member cost share** can be collected at the time of service.
- **Contracted providers** must obtain prior authorization and follow Empire's prior authorization guidelines.
- **Any Medicare healthcare professional** can provide care to NYC Medicare Advantage Plus members – no contract is needed.
- **Keep an eye out for important Medicare Advantage updates** in our Newsletter via the public provider website: [empireblue.com/provider](https://empireblue.com/provider).

**Questions?**