

### The VillageCareMAX Provider Portal

As a reminder, the VillageCareMAX Provider Portal is a quick, convenient and secure way to verify member eligibility, review claim status, verify authorization status and much more. The portal is available 24 hours a day, 7 days a week and can be accessed by visiting <https://secure.healthx.com/villagecareprovider>.

Department	Contact Information	Hours of Operation
<b>Member Enrollment &amp; Eligibility Verifications</b>	Verify VillageCareMAX Enrollment on EMEDNY: <b>MLTC Plan Code: VL</b> <b>MA Plan Code: H2168</b> <b>MAP Plan Code: VM</b>	24 hours / 7 days
<b>Utilization Management Medical and Behavioral</b>	<b>Tel: 800-469-6292</b> <b>Fax: 718-517-2709</b>	7 days a week 8 am to 8 pm
<b>Claims/ Provider Services</b>	<b>Tel: 855-769-2500</b>	Mon – Fri 9 am to 5 pm
<b>Care Management</b>	<b>Tel: 800-469-6292</b> <b>Fax: 212-337-5711</b>	Mon – Fri 9 am to 5 pm *Call Member Services during other hours for assistance
<b>Pharmacy Services</b> • MedImpact Pharmacy Benefits Manager	<b>Tel: 888-807-6806</b>	Mon – Fri 8 am to 8 pm
<b>Member Services</b>	<b>Tel: 800-469-6292</b> <b>Fax Numbers:</b> <b>Provider/member communication: 212-337-5711</b> <b>Hospitalization notifications/DC summaries 212-402-4468</b> <b>Any other service requests: 718-517-2709</b>	7 days a week 8 am to 8 pm
<b>Dental Services</b> • LIBERTY Dental Benefits Manager	<b>Tel: 833-276-0853</b>	Mon – Fri 8 am to 8 pm
<b>Transportation Services (non-emergency)</b> • ModivCare (formerly Logisticare) Network Benefit Manager • Sentry Management Solutions	<b>Tel: 877-916-7999</b> <b>Tel: 844-573-6879</b>	Mon - Fri 8 am to 8 pm Mon - Sat 7 am – 9 pm Sun 8 am – 5 pm
<b>Optometry/Vision Services</b> • Superior Vision (Versant)	<b>Tel: 866-819-4298</b>	Mon – Fri 8 am to 8 pm
<b>Audiology/Hearing Services</b> • HearUSA (audiology)	<b>Tel: 855-898-1320</b>	Mon - Fri 8 am to 8 pm
<b>Laboratory Services</b> • Bio-Reference Laboratories • LabCorp • Accu Reference Medical Laboratory • Centers Laboratory • Lenco Lab	<b>Tel: 800-229-5227</b> <b>Tel: 800-222-7566</b> <b>Tel: 877-733-4522</b> <b>Tel: 718-837-5222</b> <b>Tel: 866-98-LENCO (866-985-3626)</b>	24 hours / 7 days Mon – Fri 8 am to 5 pm Mon – Fri, 8am-5pm, Sat – Sun, 10 am to 4 pm Mon- Sun, 9 am to 5 pm Mon - Sat 8 am to 5 pm

## Prior Authorization List

The following services require prior authorization (contact Utilization Management). For a complete list of services with additional details, please see the VillageCareMAX Provider Manual, Section 10. For a complete list of DME codes that require prior authorization, please see Appendix 10 in the Provider Manual.

Frequently utilized MLTC Services	Frequently utilized MA & MAP Services
<ul style="list-style-type: none"> <li>• DME</li> <li>• Nursing Home Care</li> <li>• Home Health Care</li> <li>• Adult Day Health Care &amp; Social Day Care</li> <li>• Non-emergency Transportation</li> <li>• Rehabilitation Therapy (PT, OT, ST)</li> <li>• Respiratory Therapy</li> <li>• Nutrition</li> <li>• Social and Environmental Supports</li> <li>• Home Delivered &amp; Congregate Meals</li> <li>• Private Duty Nursing</li> <li>• Community-based Long-Term Services and Supports (LTSS)</li> <li>• Respite services</li> <li>• Tele-Monitoring</li> <li>• Home Infusion</li> </ul>	<ul style="list-style-type: none"> <li>• DME</li> <li>• Hospital admissions</li> <li>• Skilled Nursing Facility admissions</li> <li>• Surgeries</li> <li>• Outpatient Behavioral Health services <ul style="list-style-type: none"> <li>• Auth required after 20 visits for non-physician services</li> </ul> </li> <li>• Alcohol and Substance Abuse services</li> <li>• Rehabilitation Therapy (PT, OT, ST) <ul style="list-style-type: none"> <li>• Auth required after 20 visits</li> </ul> </li> <li>• Cardiac &amp; Pulmonary Rehabilitation <ul style="list-style-type: none"> <li>• Auth required after 20 visits</li> </ul> </li> <li>• Home Health Care</li> <li>• Organ Transplant</li> <li>• Chiropractic services</li> <li>• Diagnostic Services (MRI/MRA, EMG, PET Scan, Nuclear Medicine)</li> <li>• Mobile Radiology</li> <li>• Acupuncture visits for lower back pain</li> </ul>

To facilitate care management, VillageCareMAX requests notification to Utilization Management of all hospital admissions in accordance with the following timeframes:

- Elective Admissions: 5 days prior to the admission
- Urgent Admissions: any time prior to the admission but not later than 1 business day after admission
- Emergent Admission: within 1 business day of the emergent admission

## Pharmacy Services

- VillageCareMAX MLTC members obtain prescription drugs through their Medicare Prescription Drug Plan (Part D) and/or New York State Medicaid.
- VillageCareMAX MA and MAP members obtain prescription drugs through the VCMAX plan. Pharmacy network and prescription drug benefits are administered by MedImpact. (888) 807-6806 TTY 711.
- The formulary (including prior authorization and other requirements) as well as a listing of participating providers and pharmacies can be found via [www.villagecaremax.org](http://www.villagecaremax.org).

## Claims

Mail paper claims (CMS-1500 or UB-04)  
and claims correspondence to:  
**ILS - VillageCareMAX**  
**P.O. Box 21516 • Eagan, MN 55121**

Electronic claims submissions:  
Use VillageCareMAX  
**Change HealthCare payer ID: 26545**

- For MLTC claims, if VillageCareMAX is not primary, submit the claim within 90 days of the date on the Explanation of Payment (EOP)/Remittance Notice and include EOP with your claim.
- For MAP claims, VillageCareMAX is the payer for all covered services.
- For MA claims, VillageCareMAX is the primary payer.
- NPI and Tax ID must be included on all claims.