

## Key Contact Information & References

<p><b>Provider Service Center/Help Desk</b> (Evolent Health)</p> <ul style="list-style-type: none"> <li>• Claims Processing</li> <li>• Complaints &amp; Grievances</li> <li>• Utilization Management</li> <li>• Care Management</li> <li>• Credentialing <i>(for non-primary care, non-Corinthian/Excelsior practices, and specialists/hospitals/ancillary providers not par with MCO)</i></li> </ul>	<p>Toll-Free Number: (844) 990-0255 (TTY 711)</p> <p>Hours of Operation: M-F, 8am-5pm EST <i>Holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day</i></p>
<p><b>Provider Relations</b> (Local SOMOS Network Team)</p> <ul style="list-style-type: none"> <li>• Network Participation</li> <li>• Performance Reporting</li> <li>• Provider Data Management</li> <li>• Credentialing <i>(for primary care and Corinthian/Excelsior practices only)</i></li> </ul>	<p><a href="mailto:ProviderRelations@somosipa.com">ProviderRelations@somosipa.com</a> Toll-Free Number: (888) 316-2527</p> <p>Hours of Operation: M-F, 9am-5pm EST <i>Holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Lunar New Year, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Christmas Day</i></p>
<p><b>SOMOS Compliance and Ethics Hotline</b></p>	<p>(855) 233-3135</p>
<p><b>HealthPlus Fraud, Waste, Abuse</b></p>	<p>(877) 725-2702 <a href="mailto:ethicsandcompliance@HealthPlus.com">ethicsandcompliance@HealthPlus.com</a></p>
<p><b>HealthPlus Member Services</b></p>	<p>(800) 300-8181 (TTY 711)</p>
<p><b>HealthPlus Provider Manuals</b></p>	<p>New York Medicaid Provider Manual: <a href="https://mediproviders.empireblue.com/Documents/NYNY_CAID_ProviderManual.pdf">https://mediproviders.empireblue.com/Documents/NYNY_CAID_ProviderManual.pdf</a></p> <p>Essential Plan Provider Manual: <a href="https://mediproviders.empireblue.com/Documents/NYNY_EP_ProviderManual.pdf">https://mediproviders.empireblue.com/Documents/NYNY_EP_ProviderManual.pdf</a></p>
<p><b>Emblem Fraud, Waste, Abuse</b></p>	<p>(888) 456-3728 <a href="mailto:kofraud@emblemhealth.com">kofraud@emblemhealth.com</a></p>
<p><b>Emblem Member Services</b></p>	<p>Medicaid/CHP/HARP: (855) 283-2146 (TTY/TDD 711)</p> <p>Essential: (888) 447-7703 (TTY 711)</p>
<p><b>Emblem Provider Manual</b></p>	<p><a href="https://emblemhealth.com/providers/manual">https://emblemhealth.com/providers/manual</a></p>