

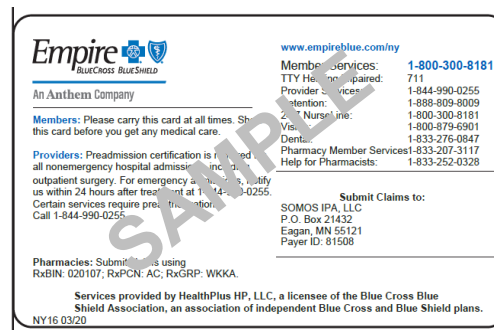
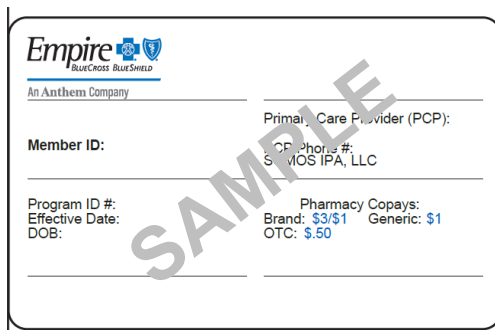
Utilization management and claims submission for SOMOS members

Effective October 1, 2020, SOMOS Community Care (SOMOS)* assumed administrative functions to deliver the highest possible quality care for Empire BlueCross BlueShield HealthPlus (Empire) members enrolled in Medicaid Managed Care (MMC), Health and Recovery Plan (HARP), Child Health Plus (CHPlus) and Essential Plan programs. This includes but is not limited to: credentialing, population health management/transitional care management, utilization management (UM) and claims processing. A provider might need to contact SOMOS directly for services for SOMOS assigned members.

How to determine if member is a SOMOS member

It is essential to follow the information on the member's ID card to obtain authorization or verify member eligibility, benefits and account information.

There are a few different ID card layouts. When a member is part of the SOMOS arrangement, the reference to SOMOS will be indicated on both the front and back of the member's ID card. Below is an example. Other member ID cards may vary slightly from the example below.



* SOMOS Community Care is an independent company providing healthcare services on behalf of Empire BlueCross BlueShield HealthPlus.

www.empireblue.com/nymedicaidoc

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.

To learn more about applying for health insurance, including Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans through NY State of Health, The Official Health Plan Marketplace, visit www.nystateofhealth.ny.gov or call 1-855-355-5777.

Prior authorization requests and claims submissions for SOMOS members

Once you confirm that your patient is a SOMOS member, please use the following for obtaining prior authorization requests, submitting claims and for claims questions.

	SOMOS providers	<i>Empire only participating providers</i> (Providers who do not participate in SOMOS)
Prior authorization requests¹	SOMOS: 1-844-990-0255	SOMOS: 1-844-990-0255
Claim submissions	<p>SOMOS encourages providers to submit all claims electronically:</p> <ul style="list-style-type: none"> • <i>If submitting claims electronically, use payer ID #: 81508.</i> • <i>If submitting claims via paper:</i> Attn: SOMOS IPA, LLC P.O. Box 21432 Eagan, MN 55121 	<p>Continue to submit claims directly to Empire according to your contract:</p> <ul style="list-style-type: none"> • <i>If submitting claims electronically, follow your current processes.</i> • <i>If submitting claims via paper:</i> Empire BlueCross BlueShield HealthPlus New York Claims P.O. Box 61010 Virginia Beach, VA 23466-101
Claim questions	SOMOS: 1-844-990-0255	Empire: 1-800-450-8753

¹ Prior authorization requests include but are not limited to: inpatient services, outpatient services, radiology services, medical injectable approvals, etc. Please refer to your contract for all services that require prior authorization.

Credentialing process:

- SOMOS IPA providers: SOMOS will handle all credentialing for its participating providers. This includes the submission of any demographic changes or terminations.
- Non-SOMOS IPA providers: Providers who are not contracted with the IPA must continue to follow the Empire processes.

FAQ

Q: I am not a SOMOS provider; why am I being told to call SOMOS for prior authorizations?

A: Effective October 1, 2020, SOMOS assumed administrative functions that include prior authorization for SOMOS assigned members. Please check the member’s ID card to find the number to call for prior authorizations.

Q: I am not a SOMOS provider, but I am a participating provider with Empire. Where do I submit my claims and claim appeals?

A: Please continue to submit claims and claim appeals directly to Empire so that we may process the claims per your Empire contract.

Q: I am a SOMOS provider; I do not see any membership in my Empire portal anymore. Where can I access a list of my members?

A: Please contact SOMOS to set up a SOMOS Provider Portal.