

Medicare Advantage Group Retiree Quick Reference Guide and FAQ

How do I check eligibility and benefits for these members?

- **Online:** Eligibility, benefits, claims, links to secure messaging, commonly used forms and remit information are all available through the Availity Portal* at <https://www.availity.com>. If you have questions on access and registration, call Availity Client Services at **1-800-AVAILITY (1-800-282-4548)**. Availity Client Services is available Monday through Friday, 8 a.m. to 7 p.m. ET (excluding holidays) to answer your registration questions.
- **Phone:** Call the Provider Services number on the back of the member's ID card. You may also verify a member's eligibility by calling the BlueCard Eligibility Line at **1-800-676-BLUE (2583)** and provide the member's three-digit alpha prefix located on the ID card.

As new members enroll in Group Retiree Medicare Advantage plans under Empire BlueCross (Empire), they will receive new ID cards. Additionally, existing members may receive new ID cards as a result of benefit changes. Please continue to check member ID cards to ensure you have the most up-to-date eligibility and benefit information.

What are the alpha prefixes for Group Retiree Medicare Advantage PPO members?

Group Retiree Medicare Advantage PPO member alpha prefixes							
AFJ	CBH	MBL	MEW	VAY	VGD	WSP	WZV
XLU	XNS	YGZ	YVK	ZDX	ZMX	ZVR	ZVZ

How do I file claims for Medicare Advantage PPO members with or without the National Access Plus benefit?

Providers may submit claims electronically using the electronic payer ID for the Empire plan in their state or submit a *UB-04* or *CMS-1500* form to the Empire plan in their state. Claims should not be filed with original Medicare. You can file a claim:

- Online at <https://www.availity.com>.
- Via mail by sending it to the medical claims and inquiries filing address on the back of the member's ID card.

Are referrals required?

No, members are not required to obtain a referral before they see a provider.

Is prior authorization required?

Contracted providers must request prior authorization (PA). Non-contracted providers are not required to request PA, but we recommend that you do so to ensure we can assist you with any questions or issues.

* Availity, LLC is an independent company providing administrative support services on behalf of Empire BlueCross.

How do I request PA?

- Online: <https://www.availity.com>
 - You may also use the Availity Portal to check the status of your PA request. Additional information is available at <https://tinyurl.com/yxegn273>.
- Phone: **1-833-848-8730** — Follow the prompts to identify yourself as a provider and then follow the prompts to connect to the correct PA team.
- Fax: **1-866-959-1537**

How do I request a post-acute admission?

Post-acute admissions (inpatient [IP] rehab, long-term acute care [LTAC] hospital or skilled nursing facility [SNF]) can be requested:

- Online at <https://www.availity.com>.
- Via email at GRSDischargePlanning@anthem.com.
- Via fax at **1-844-494-8350**.

How do I join the Medicare Advantage network under Empire?

If you are not a participating provider and would like to learn how to join our network, contact your network representative or visit <https://www.empireblue.com/provider/getting-started>.

Topic	Contact information
Benefits and eligibility	Online: https://www.availity.com Phone: Please call the number on the back of the member's ID card or 1-800-676-BLUE (2583)
Claims filing	Online: https://www.availity.com For these plans, submit paper and electronic claims to your local Empire plan.
Prior authorization	Online: https://www.availity.com Phone: Please call the number on the back of member's ID card Fax: 1-866-959-1537
Emergent or acute inpatient and outpatient notification <i>Note: This is not SNF, LTAC or rehab.</i>	Phone: Please call the number on the back of member's ID card Fax: 1-866-959-1537
Clinical inpatient stay concurrent review	Secure email — post acute: GRSDischargePlanning@anthem.com Secure email — acute: GRSAcute@anthem.com Fax: 1-844-494-8350 Voicemail: 1-833-607-6514 Phone: Please call the number on the back of member's ID card
SNF, LTAC and rehab	Secure email: GRSDischargePlanning@anthem.com Fax: 1-844-494-8350 Voicemail: 1-833-607-6514 Phone: Please call the number on the back of member's ID card
Secure email for peer-to-peer review request	Secure email: GRSP2P@anthem.com
<i>Medicare Advantage HMO and PPO Provider Guidebook</i>	https://www.empireblue.com/medicareprovider

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