

Member Benefits/Eligibility/Mental Health/Claim Status **866-557-7300**

Complex Case Management **866-557-7300**

Electronic Media Claims **866-557-7300**

PAYER ID NUMBER 13551

Claims Submission **GHI MEDICARE CHOICE PPO**
P.O. BOX 4295
KINGSTON, NY 12402-4295

Provider Relations **866-557-7300**

Provider Correspondence **GHI MEDICARE CHOICE PPO**
P.O. BOX 4296
KINGSTON, NY 12402-4296

- PHYSICIAN
- HOSPITAL
- PROVIDER COMPLAINTS
- APPEALS AND GRIEVANCES ON BEHALF OF MEMBERS

PRE-CERTIFICATION **866-557-7300**

(ADMISSION, SECOND SURGICAL OPINION, RADIOLOGY, ETC. . .)

The following services must be pre-certified.

- All inpatient admissions
- Home health care
- All surgeries (Inpatient, outpatient/ambulatory)
- Home infusion therapy
- Dialysis treatment
- Skilled nursing facility
- Physical Therapy (after visit 20)
- Sleep studies
- Occupational Therapy (after visit 20)
- Biofeedback
- Speech Therapy (after visit 20)
- Infertility services
- Chiropractic services (after visit 8)
- Cosmetic, Plastic, Reconstructive Procedures (e.g. Botox, Blepharoplasty, Varicosities, Mammoplasty, Gynecomastia, Rhinoplasty, Septoplasty)
- Durable medical equipment or prosthetics (items equal to or in excess of \$500 or which require a Medicare Certificate of Medical Necessity)
- Care provided in a Medicare-certified Religious Non-medical Health Care Institution (RNHCI)
- Medicare Approved Clinical Trials
- Experimental and Investigational Treatments
- High Tech Imaging Services including:
 - Computerized Axial Tomography
 - Magnetic Resonance Angiography (MRA)
 - Magnetic Resonance Imaging (MRI)
 - PET Scan
 - Nuclear Medicine
- Inpatient Chemical Abuse or Dependency Rehabilitation
- Inpatient Mental Health Care
- Outpatient Mental Health Care (before initial visit and after visit 5)
- Outpatient Chemical Abuse or Dependency Rehabilitation (before initial visit and after visit 5)
- Podiatric services including:
 - Hallux Valgus Correction
 - Hammertoe Repair
 - Resection of Haglunds Deformity.
 - Excision of Interdigital (Morton) Neuroma
 - Resection of Calcaneal Spur/Plantar
 - Fasciotomy/Plantar Fascioectomy