

**FIDELIS CARE™**

TIP SHEET

Medicaid & Child Health Plus

As the New York State Catholic Health Plan, Inc., Fidelis Care was founded in 1993 on the belief that all New Yorkers should have access to affordable, quality health insurance. With a mission to serve the poor and medically underserved, Fidelis Care is one of the largest government programs-based health insurance companies in the State and is committed to working with providers to ensure members always receive the highest quality care and service.

Contact Information	
Provider Call Center	1-888-FIDELIS (1-888-343-3547) - option 2, then option 4
Member Services	1-888-FIDELIS (1-888-343-3547) - option 1
Case Management	1-888-FIDELIS (1-888-343-3547) - option 2 then option 5
DentaQuest	1-800-341-8478
Davis Vision	1-800-773-2847
Caremark Pharmacy	1-800-345-5413

VERIFYING MEMBER ELIGIBILITY

These suggestions are not a guarantee of coverage

- Check the member's ID card and logon to our provider portal, Provider Access Online, to verify current eligibility and coverage details: <https://providers.fideliscare.org>
- Contact the Fidelis Care Provider Call Center and use the automated eligibility tool at 1-888-FIDELIS (1-888-343-3547), option 2, then option 1.

AUTHORIZATIONS

Prior authorization is required for certain services. To determine which services require authorization, please refer to the **Authorization Grids** which can be found at <http://www.fideliscare.org/en-us/providers/authorizationgrid.aspx>, as well as within the Fidelis Care Provider Manual (Appendix I).

Pre-authorization requests are processed by the Fidelis Care Quality Health Care Management (QHCM) Department. We recommend that requests be sent at least five (5) calendar days before the anticipated date of service. Standard requests are responded to within three (3) business days, as long as additional information is not necessary.

Authorization Request Contact Information		
Authorization Type	Phone	Fax
Medical	1-888-FIDELIS (1-888-343-3547) option 2 then option 2	1- 800-860-8720
Behavioral Health	1-888-FIDELIS (1-888-343-3547) option 2 then option 3	1-718-896-1784

CLAIMS

- All claims must be submitted within ninety (90) days from the date of service.
- Claim are processed within thirty (30) days after receipt of a clean claim submitted electronically and forty-five (45) days after receipt of a clean paper claim (Note: A "Clean Claim" is a claim for health care services that contains all required data elements).
- Participating providers may not, under any circumstance, bill a Fidelis Care member for any covered services except for applicable copayments, deductibles or coinsurances.
- To obtain the status of a claim, please visit Provider Access Online at <https://providers.fideliscare.org> or contact the Provider Call Center anytime Monday through Friday, 8:30 AM to 5:00 PM at the number above.

Claim Submission Options		
Electronic Claims	Fidelis Care Payer ID # 11315 - For more information visit fideliscare.org	
Paper Claims	Professional - CMS1500	Fidelis Care Corporate Claims Department P.O. Box 898 Amherst, NY 14226-0898
	Facility – UB04	Fidelis Care Corporate Claims Department P.O. Box 806 Amherst, NY 14226-0806

REMITTANCES

Claims Remittances are available through Fidelis Care's Provider Access Online at <https://providers.fideliscare.org>. If you do not have a logon and password to access this resource, please contact your Provider Relations Representative. Remittances are also available through a HIPAA-mandated 835 Electronic Remittance Advice.

APPEALS AND REQUESTS FOR ADMINISTRATIVE REVIEWS

Standard Appeals

Appeals must be received within sixty (60) business days of the adverse determination and should be mailed to: **Attn: Chief Medical Officer, Fidelis Care, 95-25 Queens Blvd., 7th Floor, Rego Park, NY 11374**

Requests for Administrative Review of Previously Processed Claim

Requests for claims reconsiderations must be submitted within sixty (60) calendar days of the date of the remittance advice. Requests for administrative review must be sent to the following address: **Attn: Claims Reconsideration, Fidelis Care, 480 CrossPoint Parkway, Getzville, NY 14068.**

DEMOGRAPHIC CHANGES

Please fax or mail data maintenance changes to the Provider Relations Department in your area (i.e. tax identification number, office hours, address, telephone number, and panel status). Requests for demographic changes must be submitted at least thirty (30) days in advance. Failure to submit changes in a timely manner may result in claim denials.

PHARMACY SERVICE

Fidelis Care works with a team of health care providers to choose drugs that are clinically appropriate and cost-effective. Please visit <http://www.fideliscare.org/en-us/providers/pharmacyservices.aspx> for the Fidelis Care Formulary, pharmacy authorization forms and general pharmacy updates. Please note, members must use participating network pharmacies to obtain their prescription drugs.

FAMILY PLANNING SERVICES

Fidelis Care will offer natural family planning services and certain other reproductive health care services. However, Fidelis Care has elected not to offer all reproductive and family planning services, including abortion, sterilization, and artificial contraception, as a standard benefit nor to receive premium dollars from the State of New York for such services. Fidelis Care Medicaid and Family Health Plus members may use their Medicaid card to get these services from any Medicaid Fee for Service clinic, doctor or pharmacy that accepts Medicaid. Fidelis Care Child Health Plus members can receive these non-covered services and obtain information regarding these services by calling:

New York City: Healthfirst at 1-800-905-5445 (English), 1-800-761-5445 (Spanish), 1-800-422-5608 (Russian)

Nassau, Suffolk, Westchester, Rockland and Orange: Affinity Health Plan at 1-866-247-5678

All Other Counties: GHI Emblem Health at 1-800-624-2414

Please visit Fidelis Care's website, [fideliscare.org](https://providers.fideliscare.org), for a complete Fidelis Care Provider Manual, Authorization Grids, educational resources, announcements, participating provider search engine, and other helpful tools.

Albany Regional Office
31 British American Blvd
Latham, NY 12110
(518) 427-0481

New York City Regional Office
95-25 Queens Blvd
Rego Park, NY 11374
(718) 896-6500

Syracuse Regional Office
5010 Campuswood Dr
E. Syracuse, NY 13057
(315) 437-1835

Buffalo Regional Office
480 CrossPoint Pkwy
Getzville, NY 14068
(716) 564-3630