



Service	Contact Information	Hours of Operation	Description
Medical Management	P: 800-695-1035 F: 718-944-1529	Monday – Friday 9:00 AM to 5:00 PM	Prior authorization requests and hospital admission notifications
Member Services	P: 877-226-8500	7 days a week 8:00 AM to 8:00 PM	Benefits, referrals
Provider Services	P: 800-761-5602 F: 718-944-1250	Monday – Friday 9:00 AM to 5:00PM	Eligibility, claim status
Beacon Health Strategies	P: 866-664-7142	24 hours, 7 days a week	Beacon Health Strategies manages the substance abuse and mental health benefits for PACE and FIDA members only
Navitus Pharmacy Member Services	DIRECT,FIDA, PACE Dual: 866-270-3877 PACE Medicaid: 855-673-6504	24 hours, 7 days a week	All Pharmacy related issues
Healthplex - Dental Services	P: 800-468-9868	7 days a week 8:00 AM to 6:00 PM	Healthplex administers all primary and medically necessary specialty dental care
Vision Service Plan (VSP) Wellness Eye Exams / Primary Eye Care	P: 800-877-7195	7 days a week 8:00 AM to 8:00 PM	VSP is primary for providing routine eye exams, dispensing materials such as lenses and frames
Eligibility	To check eligibility for a CenterLight Healthcare member, please call Provider Services at 800-761-5602.		
Claims	Please submit claims within 90 days of the date of service to remain compliant with CenterLight Healthcare’s timely filing process. The current CMS/HCFA 1500 form or UB04 in effect for the date of service should be utilized for claim submissions. <u>ELECTRONIC CLAIM SUBMISSIONS:</u> Register online through our on-line registration sites at: 1. Emdeon: www.emdeon.com/efi - Payer ID 13360 2. Claimsnet: www.claimsnet.com/ccm - Payer ID CCMC1 3. MD On-Line: www.mdol.com/centerlight - Payer ID 13360		
	<u>Paper Claim Submissions:</u> CenterLight Healthcare P.O. Box 5845 Hauppauge, NY 11788		
Prior Authorization	Referrals are not required for CenterLight Healthcare members to in-network specialists. Please see Prior Authorization list on our website for services requiring Prior Authorization.		
	To notify us of planned or unplanned hospital admissions, Hospital must contact Medical Management via phone or fax to the numbers listed above within 48 hours of admission or service.		
	AUTHORIZATIONS: Please allow 3 business days (and no more than 14 days of receipt of all required info) for approval of a standard authorization request. For expedited requests, allow 1 business day for approval (and no more than 3 business days). Email requests to: medicalmanagement@centerlight.org or fax to 718-944-1529.		
	TRANSPORTATION: Contact NationalMedTrans for all transportation needs. To arrange transportation for PACE members call: 844-503-7847 and for Select/FIDA members call: 844-503-7846. Requests can be sent to: centerlightrequests@natmedtrans.com.		
CenterLight Healthcare Contracted Vendors			
Laboratory	Location	Phone / Fax	Counties Served
Laboratory Corporation of America (LabCorp)	69 First Avenue Raritan, NJ 08869	P: 888-522-2677 F: 908-526-5188	Bronx, New York, Kings, Queens, Richmond, Westchester, Rockland, Nassau, Suffolk
DME Vendor	Location	Phone / Fax	Counties Served
Apria Healthcare	26220 Enterprise Ct. Lake Forest, CA 92630	P: 800-2774288	Bronx, New York, Kings, Queens, Richmond, Westchester, Rockland, Nassau, Suffolk