

Chapter 1: Overview

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Overview

EmblemHealth’s mission is to provide members with access to affordable, quality health coverage in ways that respect and respond to people’s fundamental needs. Our network physicians, practitioners, facilities, ancillary providers, and delegated partners play an important part in helping us achieve this goal. We look to you to be familiar with our policies and procedures and be available to our members.

This manual is an extension of your Provider Agreement and applies to all EmblemHealth plans. It details your administrative responsibilities and contractual and regulatory obligations. It shares best practices to help you guide our members as they navigate their health care while working with us and our delegated partners.

This manual changes regularly as policies are reviewed and updated, new programs are introduced, and contractual and regulatory obligations change. We promote these updates, as well as other important information, through traditional and digital channels including:

- Targeted mailings to providers impacted by specific changes
- [New Policy & Alerts](#), [Claims Corner](#) and [Clinical Corner](#) postings to the provider pages on our website emblemhealth.com/providers
- Copies of our monthly provider newsletters, *In the Know*, are available via email and on our [Provider Resources](#) webpage

Please consult the online version of this manual at emblemhealth.com/providers/manual. The web version contains the most current and accurate content. Downloaded PDF chapters can quickly become outdated. Some content, such as code lists for services requiring preauthorization, may be directly accessed through [Clinical Corner](#).

Important Reminders

- The web version contains the most current and accurate content. Downloaded PDF chapters can quickly become outdated. Some content, such as code lists for services requiring preauthorization, may be directly accessed through our [secure website](#) and select "Provider Profile" or "Practice Profile" from the left navigation panel.
- Our [“How Do I...?”](#) list of frequently asked questions will provide you with important information for navigating our plan.
- Follow our [Access & Availability & After-Hours Standards](#).
- Some content, such as Preauthorization Check Tool, may be directly accessed directly through the Preauthorization tab
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on our secure [provider portal](#) .

- Know how to make and receive [referrals and preauthorizations](#) using our secure provider portal.

Disclaimer

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This provider manual links to websites as a convenience as well as an educational and informational service to our providers. These links are not intended to provide medical or professional advice. All medical information, whether from these links or from any other source, needs to be reviewed carefully by the practitioner. The opinions and information expressed therein are not necessarily EmblemHealth's. EmblemHealth does not guarantee or warrant that the links referenced in this manual, or any information therein contained, are complete, accurate, or up to date since the date of this manual's publication or last update.