

ATLANTIS HEALTH PLAN

PROVIDER NEWSLETTER



By Doctors. For New Yorkers.

Provider Alert: St. Vincent's Hospital Manhattan

As of April 30th, 2010, inpatient services are no longer available at St. Vincent's Hospital Manhattan, an affiliate of St. Vincent's Catholic Medical Centers (SVMC). However, some outpatient services may still be offered at the Manhattan hospital, as well as other SVMC locations. To find out which outpatient services are available, please contact our Member Services Department at 866-747-8422 or SVMC at 212-604-7000.

Alternative hospitals that continue to participate with Atlantis can be found on our provider search:

<http://www.atlantishp.com/search/index.asp>

Remember, if a member needs emergency care, they can go to any hospital.

If you have an Atlantis member who is currently utilizing St. Vincent's Hospital Manhattan for an ongoing course of treatment, has been scheduled for a procedure/admission at this facility, or has entered the second trimester of pregnancy, please call Atlantis Member Services toll-free at 866-747-8422 for assistance in making alternative arrangements.

New York State Tobacco Control Programs

Atlantis Health Plan is pleased to announce its partnership with the New York State Tobacco Control Program's Cessation Centers. We are collaborating on the mutual goal of ensuring that Atlantis members have access to research proven methods to help them become smoke-free.

On February 12th, 2010, Atlantis started this collaboration with The Bronx Cessation Program. We are now pleased to announce another partnership with the Manhattan Tobacco Cessation Program.

The Tobacco Cessation Program can assist you and your office staff by providing free-of-cost services, such as:

- Free in-service training at your office
- Diagnostic and billing codes for smoking cessation interventions
- Bi-lingual (English and Spanish) smoking cessation literature

By working together to implement best practices for tobacco assessment and cessation, we can ensure the best possible care for Atlantis members, as well as increase the likelihood of their success.

If you have any questions, please contact us. We look forward to working with you.

Bronx

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Manhattan

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Atlantis Health Plan

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HealthWarehouse

Atlantis and CatalystRx announce partnership with HealthWarehouse

Atlantis Health Plan and CatalystRx are excited to announce we've partnered with **HealthWarehouse.com, Inc.** as our exclusive generic mail order pharmacy. Through HealthWarehouse, our members can now order generic prescriptions and diabetic supplies, mailed straight to their home **FREE OF CHARGE!**

We chose HealthWarehouse.com because of the company's outstanding record of reliability and customer service. HealthWarehouse is a fully-licensed pharmacy headquartered in Cincinnati, Ohio. The company specializes in mail-order delivery and is known for its high level of customer service satisfaction.

To take advantage of this valuable service, you and your Atlantis patient must follow the generic and diabetic supply mail order guidelines. The ordering process is fast, easy and convenient! There are two ways a prescription order can be placed:

Mail:

Patient must obtain a prescription from you, fill out the HealthWarehouse Generic Mail Order Form, then place both items (prescription and information sheet) in an envelope and mail to:

HealthWarehouse, Inc.
100 Commerce Boulevard
Cincinnati, Ohio 45140

Fax:

Patient or doctor may fax the prescription and Generic Mail Order Form to **866-821-1284**. Once the prescription is reviewed and processed, the order will be shipped to the patient within 2-5 business days.

If you have further questions, please call HealthWarehouse customer service at 866-885-0508 or CatalystRx customer service at 888-341-8570. We're confident you and your patient will be satisfied with HealthWarehouse and the services they provide.

To print copies of the HealthWarehouse Generic Mail Order Form, please visit the following link:

http://www.atlantishp.com/pdf/English/RXRidersWeb_eng/HealthwarehouseIntro_Web.pdf

IMPORTANT PHONE NUMBERS

Administrative/General Phone Number	212-747-0877
Administrative/General Phone Number (toll free)	866-747-8422
24/7 Medical Hotline	347-537-8789
Preauthorizations	800-270-9072
Behavioral Health Preauthorization	866-477-9740
Member/Provider Services	866-747-8422
Prescription Drug Plan (Retail)	888-341-8570
Prescription Drug Plan (Mail Order)	800-233-3872
Vision Care Services	866-747-8422

WEBSITE www.atlantishp.com

Important Changes to New York State Public Health and Insurance Laws

A number of changes to the New York State Public Health and Insurance Laws were passed this year that impact healthcare providers who participate in managed care networks. These changes are required by law and modify Atlantis Health Plan's current Provider Manual, policies and procedures. Some of these laws impact time frames for filing, claims reconsideration, coordination of benefits and credentialing.

We have created a notice that summarizes each of the important changes and have posted it on our website. To view the notice, visit us on the web at <http://www.atlantishp.com/providers/index.asp> and click on the PDF link to the notice. If you do have access to the internet and would prefer to have this notice mailed or faxed to you, please fax your request to our Provider Relations Department at 646-929-9258.

Website Forms Updated

Atlantis is happy to announce that we've upgraded all forms on our website's Provider landing page. These revised forms provide a wealth of updated information and improvements. Many of the forms are now interactive, with convenient "fillable" fields, making them easier to process online. We're encouraging all providers to make sure your information is current to facilitate quicker payment of your claims. To update your information on file, please call 866-747-8422.

If you'd like to receive this newsletter by email only, please send a request to marketing@atlantishp.com, and we'll discontinue the mailer version.

New Quick and Easy Eligibility Verification Service

In our ongoing drive to simplify the process for our participating healthcare providers and members, Atlantis Health Plan has implemented a new interactive voice response system. This new system allows providers and members to verify member benefits and eligibility at any time, 7 days a week. Easy to use from any touch-tone keypad, the interface now allows multiple verifications in a single call. After entering the fax number, Tax ID and Member ID, the caller will hear a verbal confirmation of the status of coverage. Providers and members may also request a fax of the member's benefit summary, which is sent within minutes.

Advantages of our new interactive voice response system include:

- 24/7 access
- No waiting to be connected to a representative
- Printed documentation of co-pays, deductibles and coinsurance



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