



An Anthem Company

## NEW YORK Provider Communications

### SOMOS to manage delegated functions effective October 1, 2020

Published: Oct 1, 2020 - **State & Federal** / Medicaid

We are pleased to announce that Empire BlueCross BlueShield HealthPlus (Empire) has expanded its collaborative partnership with SOMOS IPA, LLC and its affiliates (SOMOS). This new agreement aligns incentives between the plan and SOMOS to deliver the highest possible quality care to our Medicaid Managed Care (MMC), Health and Recovery Plan (HARP), Child Health Plus (CHPlus) and Essential Plan members in New York.

Effective October 1, 2020, for MMC, HARP, CHPlus and Essential Plan members in New York assigned to a SOMOS PCP, SOMOS will assume administrative functions including but not limited to: credentialing, population health management/transitional care management, utilization management and claims processing.

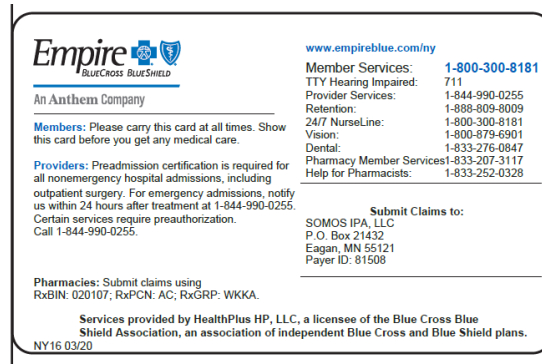
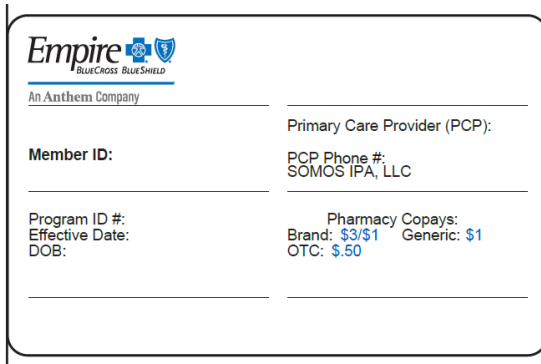
#### **Prior authorization requests**

Providers should contact SOMOS for prior authorizations at **1-844-990-0255**.

#### **Medical management**

To obtain authorization or to verify member eligibility, benefits and account information, please call the telephone numbers listed on the back of the member's ID card.

There are few different ID card layouts. Below is an example of one the ID cards. Other member's ID cards may vary slightly from example below.



## Claims processing

|  |       |
|--|-------|
| SOMOS encourages all claims to be submitted electronically using the below payer ID #s   |       |
| SOMOS  | 81508 |
| Paper claims submitted should be submitted to the following:   |       |
| Attn: SOMOS IPA, LLC<br>PO Box 21432<br>Eagan, MN 55121  |       |
| <b>Please note:</b>  |       |
| <ul style="list-style-type: none"> <li>• <b>SOMOS participating network</b> providers must follow the claims protocols established by SOMOS as referenced in the provider’s participating provider agreement with SOMOS IPA.</li> <li>• <b>Non-SOMOS participating network</b> providers must continue to submit claims directly to Empire so that we may process the claims in accordance with your Empire contract.</li> </ul> |       |

## Credentialing process

**IPA providers:** SOMOS will handle all credentialing for its participating providers. This includes submission of any demographic changes or terminations.

**Non-IPA providers:** Providers who are not contracted with the IPA must continue to follow the Empire processes.

If you have any questions, please contact Empire’s Provider Services department at **1-844-990-0255**.

NYE-NU-0205-20 September 2020

**URL:** <https://providernews.empireblue.com/article/somos-to-manage-delegated-functions-effective-october-1-2020>

**Featured In:**

October 2020 Empire Provider News

Services provided by Empire HealthChoice HMO, Inc. and/or Empire HealthChoice Assurance, Inc. licensees of the Blue Cross and Blue Shield Association, an association of independent Blue Cross and Blue Shield Plans, serving residents and businesses in the 28 eastern and southeastern counties of New York State. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. All external sites will open in a new browser window. Please view our Website Privacy Policy for more information.

---