

Provider Quick Reference Guide



About Senior Whole Health of New York

Senior Whole Health of New York (SWH of NY) provides healthcare benefits and services, and help with daily activities, to Medicaid-eligible adults aged 21 years or older who are also eligible for long-term care.

Important numbers:

SWH Member Services
(877) 353-0185 (TTY 711)

SWH Provider Relations
(877) 353-9819
Monday-Friday, 9 a.m. – 5 p.m.

SWH Clinical Services
(877) 635-3101
Fax: (877) 818-4871
SWHNY-ClinicalCoord@MolinaHealthCare.Com

SWH Claims
(877) 233-4773
MCC-ClaimsDocs@molinahealthcare.com

SWH Pharmacy
(617) 252-6366 or (888) 794-7268
Fax: (888) 251-7823
SWHPharmacy@magellanhealth.com

SWH vendors:

For prior authorizations related to dental care or vision services, please contact our vendors directly.

Dental Care
DentaQuest: (855) 343-4272
dentaquest.com

Vision Services
VSP Vision Providers: (800) 877-7195
VSP.com

Transportation
Logisticare: (855) 558-1638

Obtaining prior authorizations:

To obtain prior authorization, complete all sections of the Standard Prior Authorization Request Form and fax it to (855) 818-4871.

After the referral or authorization is approved, SWH of NY will send written confirmation to the specialist or facility in writing via mail or fax. Nonparticipating specialists or facilities can check the status of a referral or authorization by calling (877) 635-3101.

Submitting claims:

You can submit a medical claim one of three ways:

Type	Format	Submit To
EDI – Professional claims	HIPAA-compliant 837-p format	EDI Payer ID: SWHNY
Paper	CMS-1500 or UB-04	SWH of NY PO Box 1346 Elk Grove Village, IL 60009-1346
Paper – Claims requiring additional documentation	CMS-1500 or UB-04 and any additional documentation	SWH of NY PO Box 1346 Elk Grove Village, IL 60009-1346

EDI Support: If you're currently submitting via Emdeon, you should have a login for ON 24/7 website. If not, ON 24/7 is a web-based system that allows customers to submit service requests and check on the status of those requests 24 hours a day, 7 days a week. Please contact Emdeon directly at (888) 363-3361 or visit the ON 24/7 site at <https://clientsupport.emdeon.com/Login.aspx>

Online resources:

The following resources are available online for providers at swhnyproviders.com:

- Information on how to join the SWH of NY network
- Provider update form
- Prior authorization form
- Provider manual
- Important SWH of NY provider notices including alerts and coverage updates

Questions?

We're here to help you, so you can focus on your patients. Call our Provider Representatives at (877) 353-9819.