

Healthfirst at a Glance

Child Health Plus Plan (CHPlus)

A New York State-sponsored health plan for individuals under the age of 19.

- CHPlus provides no- or low-cost healthcare coverage for the children of uninsured families who do not qualify for Medicaid.
- Depending on household income level, a parent/guardian may be responsible for contributing to a monthly premium.










Service Area

The CHPlus service area includes New York City's five boroughs (the Bronx, Brooklyn, Manhattan, Queens, and Staten Island), Long Island, and Orange, Rockland, Sullivan, and Westchester counties.

Access and Appointment Availability

- Healthfirst members must be able to locate a Healthfirst participating provider or his/her designated covering provider.
- It is not acceptable to have an outgoing answering machine message that directs members to the emergency room in lieu of appropriate contact with the provider or covering provider. If an answering machine message refers a member to a second phone number, a live voice must answer that phone line.

Service Standards

Type of Service	Standards
 Emergency Care	0–3+ hours upon initial presentation. All emergency admissions must be called in no later than one business day after admission.
 Urgent Care	0–30 minutes upon presentation.
 Non-Urgent "Sick" Visits	Visit must be scheduled within 48 to 72 hours of request as indicated by the nature of the clinical problem.
 Routine Care	Appointment must be scheduled within 4 weeks of request.
 Routine Physicals	Appointment must be scheduled within 12 weeks of enrollment.
 Newborn Visits: Initial Visit to the PCP	Appointment must be scheduled within 2 weeks of hospital discharge.
 Well-Child Visits	Appointment must be scheduled within 4 weeks of request.

Transportation

Emergency: Call 911 for emergency transportation. Medicaid Fee-for-Service (FFS) covers these services.

Notification Requirements

All Emergent Admissions: Called in no later than one business day after admission

Newborns: Next business day following birth

Dialysis Notification Preferred: Authorization not required for in- or out-of-network

Discharge Planning

For assistance in facilitating discharge planning for a Healthfirst member, call Provider Services at **1-888-801-1660**, Monday to Friday, 8:30am–5:30pm.

Ancillary Authorizations

Dental	DentaQuest®: 1-800-508-2047
Oncology management	eviCore: eviCore.com
Pain management/spinal surgery	OrthoNet: 1-844-504-8091
Pharmacy	CVS Caremark®: 1-877-433-7643
Radiology	eviCore: eviCore.com
Specialty pharmacy	CVS Caremark®: 1-866-814-5506
Vision	EyeMed: EyeMed.filebound.com/portal/2265

Prior Authorization Guidelines

For services not listed above, you will need to submit a prior authorization request to Healthfirst. The most efficient way to submit and view the status of an authorization is through our Online Authorization Tool, located in Healthfirst's Provider Portal (login required).

Don't have access to the provider portal? Check out our guide to setting up an account or reach out to your network account manager. Alternatively, you can also fax your authorization requests to **1-646-313-4603**.

Prior authorization is not a guarantee of payment. Payment by Healthfirst for services provided is contingent upon the patient's active membership in Healthfirst at the time the service or treatment was rendered and whether the particular service or procedure is a covered benefit under the patient's plan contract. Policies are subject to change.

Compliance

Anonymously report compliance concerns and/or suspected fraud, waste, and abuse that involves Healthfirst at **1-877-879-9137** or at [HFCompliance.EthicsPoint.com](https://www.HFCompliance.EthicsPoint.com).

Contacts

Provider Services Center	1-888-801-1660 Monday to Friday, 8:30am–5:30pm HFproviders.org
Medical Pharmacy (pharmacy medications for provider administration)	1-888-394-4327 (TTY 1-888-542-3821) Medical Pharmacy Fax: 1-212-801-3223 Monday to Friday, 8am–5:30pm
Member Services, including Care Management	Medicaid: 1-866-463-6743 (TTY 1-888-542-3821) (TTY Spanish 1-888-867-4132) Monday to Friday, 8am–6pm (English, Spanish, Mandarin, Cantonese, and Russian) MyHFNY.org
Member Enrollment	Medicaid Prospects: 1-888-974-9901 Medicaid Member Renewals: 1-844-500-9826

Visit healthfirst.org/child-health-plus-plan for plan details.