



CareAllies Medical Management for Hospital Services Quick Reference Contact Sheet

Department	Phone	Fax
<p>Medical And Behavioral Health Utilization Management</p> <p>8:30AM - 6:00PM, Monday to Friday</p> <p>Notification/Certification of ALL admissions</p> <p>Continued Stay Review</p> <p>Acute Physical Rehabilitation</p> <p>Hospice (Inpatient)</p> <p>Expedited Appeals</p> <p>Outpatient/Ambulatory Surgical Procedure Certification</p> <p>Evaluation for consideration of potential Transplant</p>	<p>(800) 227-9360</p> <p>Prompts: Press 2 - for Mental Health or Chemical Dependency Enter member's SS#</p> <p>Press 3 - for a Hospital Admission or Outpatient Services</p> <p>Press 1 - to use automated system to verify that a pre-certification has been initiated Enter member's SS# Enter patient's DOB Enter patient's Admission Date</p> <p>Press 2 - to pre-certify a maternity admission Enter member's SS#</p> <p>Press 3 - to pre-certify an outpatient/ ambulatory procedure or service Enter member's SS#</p> <p>Press 4 - to pre-certify all other admissions, procedures and services Enter member's SS#</p>	<p>(860) 847-5100 (Medical)</p> <p>(952) 996-2022 (Behavioral Health)</p>
<p>Hospital Discharge Notifications</p> <p>8:00AM – 9:00PM, Monday to Friday</p>	<p>(800) 378-7456</p> <p>Automated system to enter the patient's actual discharge date</p> <p>[To operate the system, the Intracorp/CareAllies case number or member's SS# and admission date will be needed.]</p>	<p>N/A</p>

Medical Operations 8:30AM – 7:00PM, Monday to Friday Initial denials Peer to Peer Physician calls	(800) 253-6647	(860) 847-5104
Medical Appeals (standard) 8:30AM - 7:00PM, Monday to Friday 1st and 2nd Level Appeals	(800) 232-7497	(860) 847-5105
Behavioral Health Appeals (standard) 9:30AM - 6:00PM, Monday to Friday 1st and 2nd Level Appeals	(800) 291-7558	(952) 996-2831

Mailing Addresses:

Medical Management and Appeals
Correspondence:
CareAllies
1777 Sentry Park West
Dublin Hall 4th Floor
Blue Bell, PA 19422

Behavioral Health (for General Correspondence):

CareAllies
11095 Viking Drive, Suite 350
Eden Prairie, MN 55344

For Behavioral Health Appeals Correspondence Only:
Central Appeals Department
PO Box 46090
Eden Prairie, MN 55344

- Pre-service coverage determination is valid for 90 days from certification. If the admission date changes, the level of care changes or additional days are required, you must contact CareAllies.
- These services apply to the 1199SEIU National Benefit Fund, 1199SEIU National Benefit Fund for Home Care Employees and the 1199SEIU Greater New York Benefit Fund.
- Effective immediately, the programs and services administered through the medical management enterprise of Intracorp are now branded under the name CareAllies.