

APPENDIX D

MEDICAL CLAIMS ADMINISTRATOR

PPO NETWORKS

MEDICAL REVIEW AND PRE-CERTIFICATION

PHARMACY BENEFIT MANAGER

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Claims Administration, Eligibility and COBRA Services:

INDECS Corporation

1099 Wall Street, PO Box 668, Lyndhurst, New Jersey, 07071

- Contact INDECS Corporation at 888-4-INDECS (446-3327) or
- E-mail an inquiry to:
Claims Services: claims@indecscorp.com
Administration/Eligibility Services: admin@indecscorp.com
Access the "INDECS Connection" at: www.indecscorp.com

Medical Utilization Review and Hospital Pre-Certification:

HealthCare Strategies

9841 Broken Land Parkway, Columbia, Maryland, 21046

- Contact HealthCare Strategies at: 800-764-3433
- HealthCare Strategies: www.hcare.net

HealthCare Strategies pre-certifies and manages benefits for Hospital, Skilled Nursing, Rehabilitation, Hospice and Home Health Care. Contact them prior to receiving any of these services.

Hospital and Medical/Surgical PPO Networks:

New York State

Empire Blue Cross and Blue Shield

One Liberty Plaza, 165 Broadway, New York, New York 10006

- Contact Empire BC/BS at 800-810-BLUE (2583)
- Empire BC/BS directory of providers: www.empireblue.com (for NYS)

All Other States

The BlueCard® PPO Program

c/o Empire Blue Cross & Blue Shield One Liberty Plaza, 165 Broadway
New York, New York 10006

- Contact BC/BS at 800-810-BLUE (2583)
- National BC/BS directory of providers: www.bcbs.com

Pharmacy Benefit Manager of the Prescription Drug Program:

Navitus Health Solutions
2601 West Beltline Highway, Suite 600
Madison, WI 53713

- Contact Navitus Health Solutions:

Active Customer Care: 855-673-6504 www.navitus.com

Medicare Customer Care: 866-270-3877 www.medicarerx.navitus.com

24 hours a day, 7 days a week (Closed Thanksgiving and Christmas Day), TTY user call 711

- Navitus Health Solutions drug formulary for “Preferred Brand Drugs” can be accessed at: www.Navitus.com
- Mail Order: NoviXus (888) 240-2211 Monday – Thursday 8 a.m. – 8 p.m. Saturday 8 a.m. - 5 p.m. Forms can be obtained through www.Navitus.com
- Specialty Drugs: Lumicera Health Services, Patients: (855) 847-3553, Providers: (855) 847-3554, Fax: (855) 847-3558, Email: contact@lumicera.com

Hours: Monday – Thursday 8 a.m. – 7 p.m. CT Friday: 8 a.m. – 6 p.m. CT Closed Saturdays, Sundays and most major holidays.
- For drugs that require prior authorization, **have your physician call** Navitus Health Solutions (866) 333-2757, or Fax (855) 668-8551