



Finding a New York provider or facility



MEMBER QUICK GUIDE

How to find a New York provider or facility

With your AmeriHealth health plan, you can access in-network care for most services in New York through EmblemHealth (GHI/Emblem).

Online

To find a New York provider or facility online:

1. Go to amerihealth.com and select *Find a doctor*.
2. Choose *Through my job* and then look under your plan and select *NY GHI/Emblem provider search*.
3. The New York Provider/Facility search tool will display. Select either *Primary and Specialty Care, Primary Care Provider, or Hospital, Facility or Other Service*, depending on your needs.*
4. The address of the Provider/Facility that displays is the in-network location. Unlisted locations are out of network.

By Phone

To find a New York provider or facility by phone:

Call the GHI/Emblem Provider Phone Line at **1-212-501-5597**.

Note: This is an automated voice prompted provider search tool. It is not a customer service line.

Scheduling an appointment

When scheduling an appointment by phone, tell the provider you have GHI/Emblem network access. Don't state that you have AmeriHealth coverage. Ask the office to confirm their participation with this network.

Tell the provider's office that your member ID card has the GHI Network Access logo.

AmeriHealth		Value Plus	
ROBERT	LAB	LABCORP	
TESTCARDTEST	PLAN	SEH EPO	
Q1S000000000000	SELECTED PCP		\$5
	NON-SELECTED PCP		\$15
	SPEC		\$30
	URGENT		\$75
	ER		\$100
	HOSPITAL		
	IND DED		
	FAM DED		
	IND OOP		
	FAM OOP		
Rx BIN 015814			
Rx PCN 06430000			
FULLY INSURED GROUP			
	GHI network access		

Visit www.amerihhealth.com for benefit information

Customer Service and Provider Service	1-888-968-7241
Eligibility/Recert	1-888-968-7241
Sick/Urg Care OOA	1-888-968-7241
Mental Health	1-800-809-9954
Substance Abuse	1-855-211-3814
Pharmacy Benefits	1-800-859-5288
Carelon	1-800-859-5288
TTY/TDD	711
NY Provider Search	1-212-501-5597

Your covered benefits are underwritten by EmblemHealth Insurance Company of New Jersey.

AmeriHealth Claims Receipt Center

To verify your eligibility, you can give the provider's office the phone number on the back of your ID card: **1-844-352-1706**.



Important

When making an appointment with a provider, tell your provider you have GHI/Emblem network access. **Don't state that you have AmeriHealth coverage.**

* Members can't use the dental, vision, lab, pharmacy, or mental health and substance abuse search functions on Emblem's provider finder.

How to access in-network behavioral health and lab services

AmeriHealth members with New York access must use Magellan's network of providers to receive in-network behavioral health benefits and Labcorp to receive in-network lab services.

GHI/Emblem network access should not be used for these services, or the claims will be processed as out of network.

To find in-network labs

You can search for Labcorp locations at [labcorp.com](https://www.labcorp.com) under the same section where you can find a provider. Click on *Through my job*, and select the section for Labcorp.

To find in-network behavioral health providers

To search for in-network behavioral health providers, call Magellan at **1-800-809-9954**. Magellan is available 24 hours a day, 7 days a week.

Questions?

For assistance, call our dedicated Customer Service line at **1-844-352-1706**. You can also find this number on the back of your member ID card.



Important

Do not use GHI/Emblem network access for behavioral health and lab services. If you use GHI/Emblem network access for these services, the claims will be processed as out of network.

© 2024 AmeriHealth

Coverage issued by AmeriHealth HMO, Inc. and/or AmeriHealth Insurance Company of New Jersey.

AmeriHealth complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: Si habla español, cuenta con servicios de asistencia en idiomas disponibles de forma gratuita para usted. Llame al 1-888-968-7241 (TTY: 711). 注意: 如果您讲中文, 您可以得到免费的语言协助服务。请致电 1-888-968-7241 (TTY: 711)。

