

## Key Contact Information & References

<p><b>SOMOS Provider Service Center &amp; Help Desk</b></p> <ul style="list-style-type: none"> <li>• Claims Processing</li> <li>• Complaints &amp; Grievances</li> <li>• Utilization Management</li> <li>• Care Management</li> <li>• Network Participation</li> </ul>	<p><a href="mailto:ProviderRelations@somosipa.com">ProviderRelations@somosipa.com</a></p> <p>Toll-Free Number: (844) 990-0255 (TTY 711)</p> <p>Hours of Operation: M-F, 8am-5pm EST  <i>Holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day</i></p>
<p><b>SOMOS Compliance and Ethics Hotline</b></p>	<p>(855) 233-3135</p>
<p><b>HealthPlus Fraud, Waste, Abuse</b></p>	<p>(877) 725-2702  <a href="mailto:ethicsandcompliance@HealthPlus.com">ethicsandcompliance@HealthPlus.com</a></p>
<p><b>HealthPlus Member Services</b>  <i>(including member crisis calls)</i></p>	<p>(800) 300-8181 (TTY 711)</p>
<p><b>HealthPlus Provider Manuals</b></p>	<p>New York Medicaid Provider Manual:  <a href="https://mediproviders.empireblue.com/Documents/NYNY_CAID_ProviderManual.pdf">https://mediproviders.empireblue.com/Documents/NYNY_CAID_ProviderManual.pdf</a></p> <p>Essential Plan Provider Manual:  <a href="https://mediproviders.empireblue.com/Documents/NYNY_EP_ProviderManual.pdf">https://mediproviders.empireblue.com/Documents/NYNY_EP_ProviderManual.pdf</a></p>
<p><b>Emblem Fraud, Waste, Abuse</b></p>	<p>(888) 456-3728  <a href="mailto:kofraud@emblemhealth.com">kofraud@emblemhealth.com</a></p>
<p><b>Emblem Member Services</b></p>	<p>Medicaid/CHP/HARP: (855) 283-2146 (TTY/TDD 711)</p> <p>Essential: (888) 447-7703 (TTY 711)</p>
<p><b>Emblem Provider Manual</b></p>	<p><a href="https://emblemhealth.com/providers/manual">https://emblemhealth.com/providers/manual</a></p>