



November 2018

Dear Provider,

Integra Partners will begin managing DME Utilization Management (UM) services for MetroPlus Health Plan (MetroPlus) beginning 12/1/2018. Integra will assume responsibility for utilization management determination, prior authorizations and appeals for all lines of business, **except** for FIDA and MLTC. MetroPlus will be responsible for addressing grievances for all members.

The following changes to your processes and procedures will take effect for all dates of service on and after 12/1/2018.

All prior authorization requests for DME services, excluding FIDA and MLTC, will be managed through Integra. Instructions on how to request prior authorization can be found on Integra's website, [www.accessintegra.com](http://www.accessintegra.com), under Resources/Forms and Training.

- Prior Authorization Requests can be faxed to:
  - Medicaid/Marketplace Exchange/Essential Plan/CHP/Gold/Medicare – (212) 908-5185
  - FIDA – (212) 908-4401
  - MLTC – (212) 908-5282
- For prior authorization inquiries, please call Integra at 866-679-1647 after 12/1/2018.
- To view the full list of prior authorization requirements, go to the [Forms page](#) under Provider Services on the MetroPlus website.

Once again, FIDA and MLTC will continue to be managed by MetroPlus directly.

For all questions, providers should contact 800-303-9626 or your Provider Relations Representative at 212-908-3636.

Thank you for your continued participation in MetroPlus Health Plan and thank you for the services you provide our members.

Sincerely,

MetroPlus Health Plan