



iCircle Services MLTC Contact Information

General Phone / Enrollment Inquiry: 1-844-iCircle (424-7253) TTY: 711

General Email: Info@iCirclecarecny.org

Enrollment Email: Enrollment@iCirclecarecny.org

Mailing Address: iCircle Services – 860 Hard Rd. Webster, NY 14580

Website: <https://www.icirclecny.org/>

General Phone and Email for iCircle can be utilized for any item or discussion that is needed and all calls / emails will be forwarded and/or escalated to appropriate staff internally. Several important provider and member resources / forms can be found on our website as well to direct your inquiry or possibly answer your question entirely. If unable to find the necessary information you seek, and to expedite your inquiry, we encourage Providers and Community Organizations to utilize the department-specific contact information below to prevent any possible delay of having your inquiry get to the correct department within iCircle. If you are unsure which department your inquiry needs to go to, please feel free to send your inquiry to the contact info above, and iCircle will ensure it gets to the correct staff.

Provider Network Phone: 1-844-283-2884

Provider Network Email: ProviderService@iCirclecny.org

The Provider Network Team is happy to assist our network of contracted providers with a multitude of items. Claims, Billing and Payment questions or concerns will be looked into by the Provider Network Department and they will escalate internally or involve additional departments as necessary to provide resolution. Provider Relations can also assist with New Provider Onboarding items / questions, Credentialing / Recredentialing inquiries, and a variety of other items to ensure a strong partnership between organizations. Likewise, our Provider Network staff can assist in providing education about our active lines of business, as well as referral program discussions.

Provider Contract Email: Contracts@iCirclecny.org

The Provider Contract Team works hand-in-hand with our full Provider Network Team above to ensure all of our Provider's needs are accounted for. Direct inquiries about joining iCircle's network of providers can be directed to the contract-specific email. Likewise, all Single Case Agreements for temporary service agreements can be directed to this team. The iCircle Contract team does not directly research or resolve claim / payment questions or concerns, but they will include any additional departments and assist if needed from the contract perspective for any such inquiry. Claims and Payment inquiries should be directed to the Provider Network Phone/Email, and said staff will coordinate with iCircle's Contract staff if the inquiry pertains to a contract-related item such as a fee schedule dispute or other such inquiry.



iCircle Services MLTC Contact Information (Continued)

Member Care Assistance Phone: 1-844-MY-iCARE (694-2273)

Member Complaints / Appeals Phone: 1-855-775-3778 ; **Fax:** 1-888-519-2816

iCircle's Member Service Team is standing by to assist our membership with all of their iCircle MLTC needs. Members, and Providers alike, can utilize the above telephone lines to schedule non-emergent medical transportation to assist with medical appointments and hospital discharges. The Member Care Assistance phone line can also be used to get in contact with a member's Care Manager who will assist with authorizing needed services, discussing medical concerns, obtaining member-specific information if appropriate, and all additional MLTC clinical discussions as needed. If needed, the Member Care Associate and/or Care Manager will escalate any item to the appropriate staff / department to find resolution.

Authorization Revision Email: Authrevisionreq@iCirclecny.org

Providers who need an authorization adjusted or revised can utilize the Revision email, but must also include the Authorization Revision Request Form, which is found on our general website in the Provider Resource section. Please note, this email should not be utilized to request NEW authorizations for new services. To request a new service authorization, please contact the Care Manager or Member Care Associate directly via the Member Care Assistance Phone line above. There are restrictions / timeframes for when an authorization can be modified. For that information, you can either email the Authorization Revision Email or our Provider Network Team can also assist you with these details.

Individual Staff Emails & Direct Phone Lines:

During the course of a provider or member inquiry, iCircle staff may provide you with direct contact information to expedite the request. Please note, that staff may change throughout time, and we always encourage providers and members to utilize the general group emails / phone lines outlined above to ensure your inquiry is responded to as efficiently as possible. It is against iCircle policy to give out our full staff contact list including direct email and direct phone lines for this purpose, and to prevent our staff from receiving unwarranted emails or calls that should be directed to a different department. Rest assured, by contacting one of the above emails or calling one of the above phone lines, your inquiry will be sent to the correct staff to provide assistance. Please also note, that some iCircle forms found on our website or provided by our staff may include alternate emails or phone lines to direct your specific inquiry, and we ask that all forms be reviewed in total to ensure your item arrives at the correct department.

Thank you for understanding