VNS Health

Health Plans
Provider Reference Guide

Member and Provider Contact Centers

Member Services Contact Center

VNS Health EasyCare & EasyCare Plus
- 1-866-783-1444

VNS Health MLTC
- 1-888-867-6555

VNS Health Total (MAP)
- 1-866-783-1444

SelectHealth from VNS Health
- 1-866-469-7774

Provider Contact Center

Health Plans Provider Services
- 1-866-783-0222

Fax Numbers: VNS Health Medicare
1-866-791-2214

VNS Health MLTC
1-212-897-9448

SelectHealth from VNS Health
1-646-459-7731

Claims Process

Claim Submissions

- Claims must be submitted within 90 days of the date of service either electronically or mailed to the addresses below.

- Claims must include the National Provider Identifier (NPI) and the VNS Health Payer ID #77073.

  VNS Health
  Health Plans
  P.O. Box 4498
  Scranton, PA 18505

  Part D Vaccine Claims:
  MedImpact Healthcare Systems, Inc.
  P.O. Box 509108
  San Diego, CA 92150-9108

Claim Inquiries, Disputes & Appeals

- To check the status of a claim, sign in to the Provider Portal at **providerportal.vnshealthplans.org**

- To file a claim dispute, fill out the Provider Claims Dispute form at **vnshealthplans.org/provider-claims-dispute-form**

- Claim appeals must be filed in writing, via fax or mail.

  Fax: 1-866-791-2213
  VNS Health
  Health Plans – Grievances & Appeals
  P.O. Box 445
  Elmsford, NY 10523

Online Resources

The following resources are available at **vnshealthplans.org/health-professionals**:
- Request to join VNS Health network
- Demographic update form
- Provider Manual and credentialing tools
- Provider notices: alerts and coverage updates

The following resources are available 24/7 through our provider portal **providerportal.vnshealthplans.org**:
- Claims
- Eligibility
- Authorizations
- Secure message center

Electronic Funds Transfer (EFT)

The following two steps need to be completed in order to begin receiving EFT payments and remittances.
- Fill out the "VNS Health EFT Request Form" located at **vnshealthplans.org/provider-eft-request-form**
- To receive ERA files, enroll with our ePayment provider Availity at: **availity.com/Essentials-Portal-Registration**

Reinstatement of Services

To reinstate services after a hospitalization: Phone: 1-212-290-6586

Service Authorization Requests and Changes

To make a request or change for all products: Phone: 1-866-783-0222

Member Referrals and Inquiries

To make a referral to VNS Health MLTC, fill out the secure online form at **vnshealthplans.org/mltc-referral-form**

Ancillary Vendors

- Behavioral Health (Carelon Behavioral Health)   1-800-397-1630   carelonbehavioralhealth.com
- Dental (Healthplex)   1-888-468-2183   healthplex.com/provider
- Pharmacy (MedImpact)   1-800-788-2949   mp.medimpact.com/physicianportal/
- Transportation (ModivCare)   1-866-428-2351   mymodivcare.com
- Vision (Superior Vision)   1-866-819-4298   superiorvision.com/provider

Participating Labs

- Accu Reference
- Acupath
- BIMC Clinical Laboratory
- Bio-Reference
- Brightpoint Laboratories
- Centers Agency
- Drugscan
- Empire City
- Enzo
- Eschen Prosthetic & Orthotic Labs-Rvrhd
- Esoterix
- Exact Sciences Laboratories
- Lab Corp
- Lenco
- Lincoln
- Monogram Biosciences
- Mt. Sinai Genomics Inc.
- Mt. Sinai Center for Clinical Labs
- NYHMCQ Charter DX Lab
- Platnium Diagnostic Labs
- Quest Diagnostics
- Ritter Clinical Laboratory
- Sherman Abrams
- St. Lukes Roosevelt Hospital Lab
- SWLA-Lafayette
- The Brooklyn Hospital Ctr Lab
- Total Renal Laboratories
- Xeron

Appointment Availability Standards

Visit Request
- Emergency care
- Urgent medical care
- Non-urgent, "sick" visit
- Routine, non-urgent preventative appt.
- Newly discharged members
- New patient

Appointment Standard
- Immediately upon presentation at a service delivery site
- Within 24 hours of request
- Within 48 to 72 hours of request
- Within 4 weeks of request
- Within 2 weeks
- Within 12 weeks