

# SelectHealth from VNS Health Plan Overview for Providers



<b>Member Services</b>	General Questions & Problem Resolution Member Advisory Committee	STEPS Member Incentives (See “SelectHealth Rewards Program Provider Flyer”)
<b>Medical Management</b>	Referral Coordination and Appointment Assistance Care Coordination Restricted Recipient Program Health Home Collaboration (contracted with 10 Health Homes)	Behavioral Health Care Coordination Dedicated plan pharmacist available to members and providers which includes management of Hepatitis C program as well as member adherence Not more than 350 members assigned to 1 full time HIV PCP
<b>Provider Network</b>	Includes all major Designated AIDS Centers in NYC Includes both private and hospital clinic based specialist providers	Provider Network includes: Physicians, Mental Health providers, Community Health Centers, Hospitals, Vision, Home Health Agencies, Laboratories, CBOs, Health Homes, Adult Day Health Care Programs, etc.
<b>Special Initiatives &amp; Program Offerings</b>	Annual Quality Provider Awards for members with viral load suppression Dedicated professionals to troubleshoot referrals, authorizations, questions regarding Provider Network participation in the plan, etc.	Accepting Value Based Payment terms with Designated AIDS Centers to permit shared savings with providers Active participation in Regional Health Information Exchanges (RHIOs) Direct access to senior leadership at SelectHealth for collaboration and problem resolution
<b>Eligibility</b>	Medicaid eligible individuals residing in the plan’s service area, who meet at least one of three HIV SNP criteria: <ul style="list-style-type: none"> <li>■ HIV+ (age 18-64)</li> <li>■ Transgender or gender nonconforming (age 18-64)</li> <li>■ Individuals residing in an HRA shelter (experiencing homelessness) (age 18-64) and</li> <li>■ Children of enrollees up to age 21, regardless of their HIV status</li> <li>■ Children in Foster Care</li> </ul>	Service Area: the Bronx, Brooklyn, Manhattan, Queens, Nassau County, Westchester County
<b>Provider Portal</b>	24/7 access to authorizations, claims, eligibility, and more	<a href="https://vnshealthplans.org/provider-portal">vnshealthplans.org/provider-portal</a>
<b>General Contact Information</b>	Provider Services: <b>1-866-783-0222</b> Monday – Friday, 8 am – 5 pm	<a href="https://vnshealthplans.org">vnshealthplans.org</a>