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

Member and Provider Contact Centers

<table>
<thead>
<tr>
<th>Member Services Contact Center</th>
<th>Provider Contact Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>VNS Health EasyCare &amp; EasyCare Plus</td>
<td>Health Plans Provider Services</td>
</tr>
<tr>
<td>1-866-783-1444</td>
<td>1-866-783-0222</td>
</tr>
<tr>
<td>VNS Health MLTC</td>
<td>Fax Numbers:</td>
</tr>
<tr>
<td>1-888-867-6555</td>
<td>VNS Health Medicare</td>
</tr>
<tr>
<td>VNS Health Total (MAP)</td>
<td>1-866-791-2214</td>
</tr>
<tr>
<td>1-866-783-1444</td>
<td>VNS Health MLTC</td>
</tr>
<tr>
<td>SelectHealth from VNS Health</td>
<td>1-212-897-9448</td>
</tr>
<tr>
<td>1-866-469-7774</td>
<td>SelectHealth from VNS Health</td>
</tr>
<tr>
<td></td>
<td>1-646-459-7731</td>
</tr>
</tbody>
</table>

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
### 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](http://vnshealthplans.org/provider-eft-request-form)
- To receive ERA files, enroll with our ePayment provider Availity at: [availity.com/Essentials-Portal-Registration](http://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](http://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

<table>
<thead>
<tr>
<th>Visit Request</th>
<th>Appointment Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Emergency care</td>
<td>• Immediately upon presentation at a service delivery site</td>
</tr>
<tr>
<td>• Urgent medical care</td>
<td>• Within 24 hours of request</td>
</tr>
<tr>
<td>• Non-urgent, “sick” visit</td>
<td>• Within 48 to 72 hours of request</td>
</tr>
<tr>
<td>• Routine, non-urgent preventative appt.</td>
<td>• Within 4 weeks of request</td>
</tr>
<tr>
<td>• Newly discharged members</td>
<td>• Within 2 weeks</td>
</tr>
<tr>
<td>• New patient</td>
<td>• Within 12 weeks</td>
</tr>
</tbody>
</table>