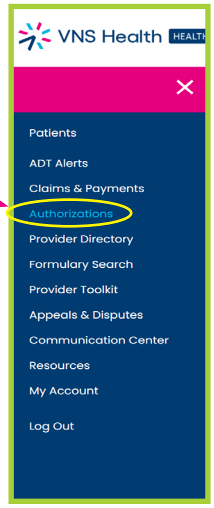
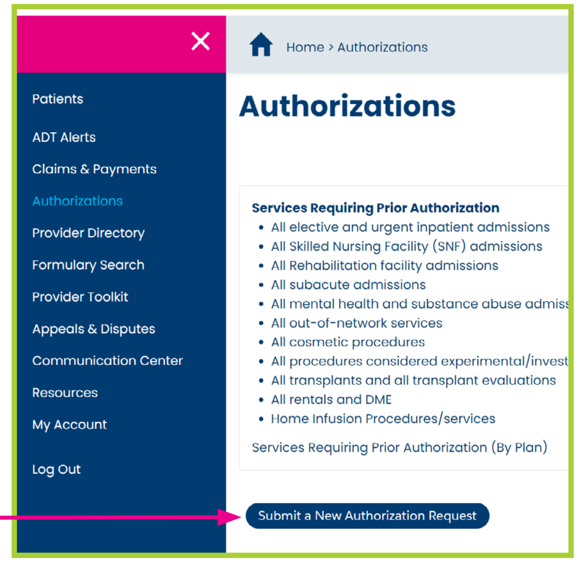
VNS Health

Health Plans Provider Portal: How to Request Authorizations

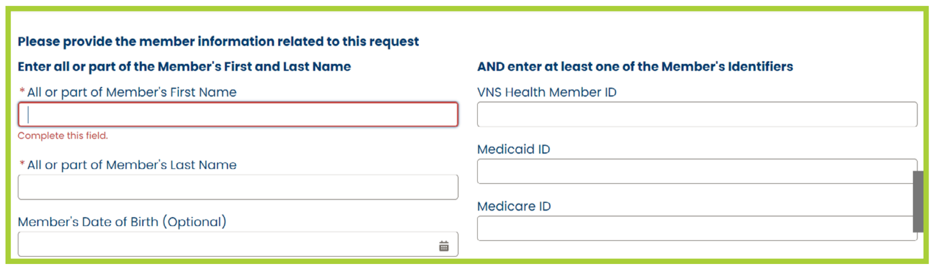
1 Log in to the portal and click **Authorizations** from the left sidebar.



2 This will open the Authorizations screen. On the lower left, find and click the **Submit a New Authorization Request** button.



3 On the next screen, enter all or part of the member's **first** and **last name** on the **left** side of the form. On the **right** side of the form, enter one **other** member identifier, then click the **Next** button on the right.



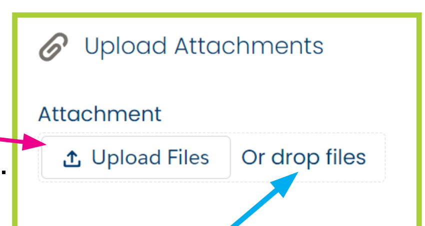
4 If there are multiple members with the entered name, choose the correct member from the list and click the **Next** button.

- If the member is not shown, check the box next to "Member is not found in the list" then choose "yes" and click the **Next** button to return to the previous screen to re-enter the member data.
- Note: if a member is new to the Plan, they may not appear in the portal for 24 hours.
- If you need to cancel the request, press **Cancel** on the right to return to the Authorizations page.

5 Enter all required data in the request form and click **Next.**

6 If there are no documents to attach to your request, click **Next** at the bottom right.

To upload documents, find and click **Upload Files** then select your first document from your computer, and click **Open**. Each file may not exceed **50MB**.



Alternatively, you can "drag and drop" a document on "Or drop files" to upload it.

Upload any additional documents by repeating these same steps, and click **Next** at the bottom right when you are finished.

7. Click **Finish** to submit your request. This will open your **Communication Center**, where your request will appear as a Message in your **Sent** folder.

8. Note: Authorizations and **status updates** can be seen on the Authorizations page. It may take up to 24 hours for an authorization status to be updated.