

Health Plans Provider Portal: How to Request Authorizations

Log in to the portal and click Authorizations from the left sidebar	VNS Health HEAST				
	Patients	×	Home > Authorizations		
	Claims & Payments Authorizations	Patients	Authorizations		
	Provider Directory Formulary Search Provider Toolkit	ADT Alerts Claims & Payments			
	Appeals & Disputes Communication Center	Authorizations Provider Directory	Services Requiring Prior Authorization All elective and urgent inpatient admissions All Skilled Nursing Facility (SNF) admissions 		
	Resources My Account	Formulary Search Provider Toolkit Appeals & Disputes Communication Center Resources My Account	All Rehabilitation facility admissions All subacute admissions All mental health and substance abuse admiss All orthof protections		
	Log Out		All out-of-network services All cosmetic procedures All procedures considered experimental/invest All transplants and all transplant evaluations		
2 This will open the Authorizations scru On the lower left, find and click the	een.		All rentals and DME Home Infusion Procedures/services Services Requiring Prior Authorization (By Plan)		
Submit a New Authorization Requ	est	Log Out	Submit a New Authorization Request		

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.

Please provide the member information related to this request	
Enter all or part of the Member's First and Last Name	AND enter at least one of the Member's Identifiers
* All or part of Member's First Name	VNS Health Member ID
Complete this field. * All or part of Member's Last Name	Medicaid ID
Member's Date of Birth (Optional)	Medicare ID

- 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.

				1-866-783-0222			
×	Home > Comn	nunication Center					
Patients	Communi	ication Center					
ADT Alerts	Send a Message	Display which messages?					
Claims & Payments	Inbox	All Messages					-
Authorizations		Field to filter					
Provider Directory	Sent	Please select an option	Ŧ				ä
Formulary Search					Onenad	0	eedbo
Provider Toolkit		Message Subject	Status	Included	Date	Date	
Appeals & Disputes			New		1:01 PM		
Communication Center							-
Resources			New		12:46 PM		_
My Account			New		11:51 AM		
Log Out			New		Mar 8, 2024		