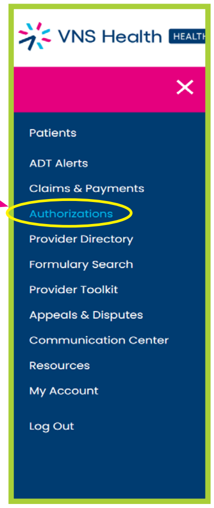
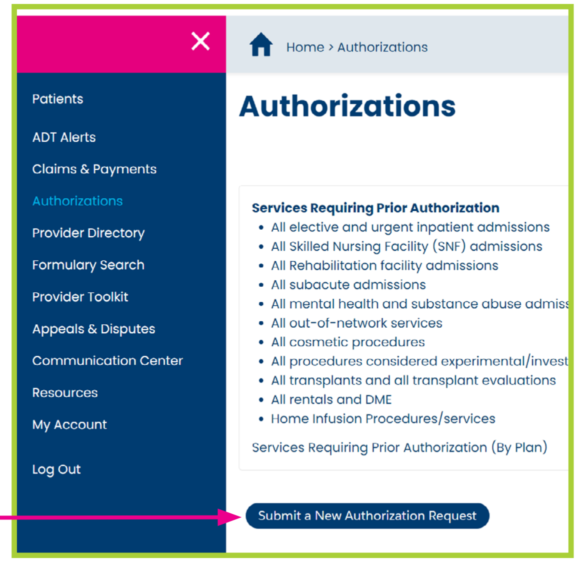
VNS Health

Health Plans Provider Portal: How to Request Authorizations

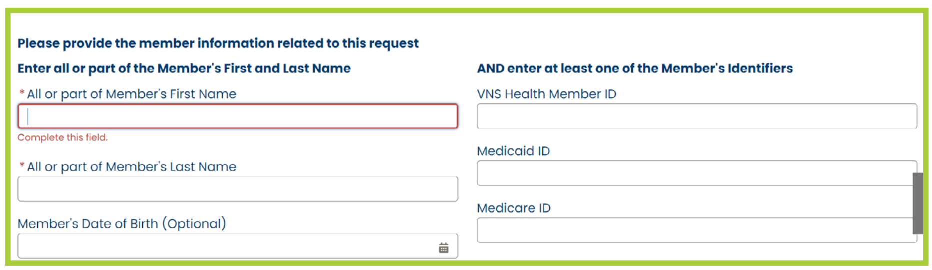
1 Log in to the portal and click **Authorizations** from the left sidebar.



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.

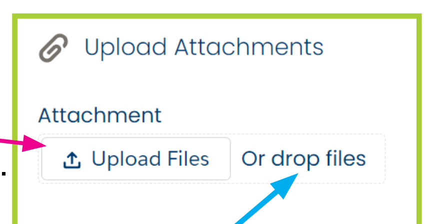


4 If there are multiple members with the entered name, choose the correct member from the list and click the **Next** button.

- 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.

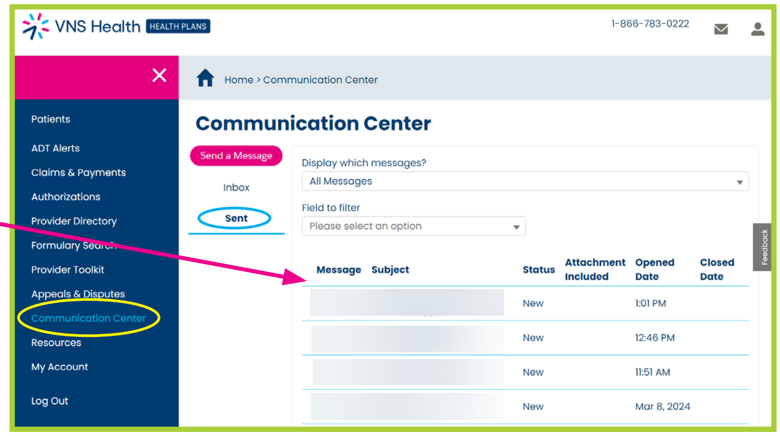


To upload documents, find and click **Upload Files** then select your first document from your computer, and click **Open**. Each file may not exceed **50MB**.

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.

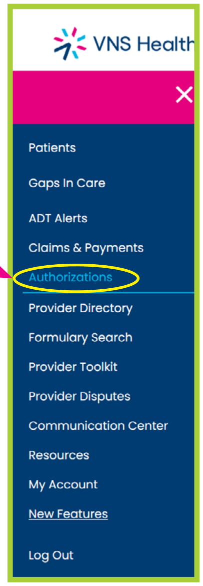


8 Note: Authorizations and **status updates** can be seen on the Authorizations page. It may take up to 24 hours for an authorization status to be updated.

VNS Health

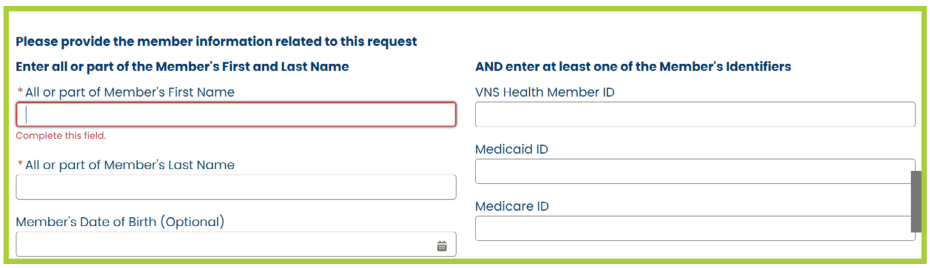
Health Plans Provider Portal: **How to Request Authorization for SNF**

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.

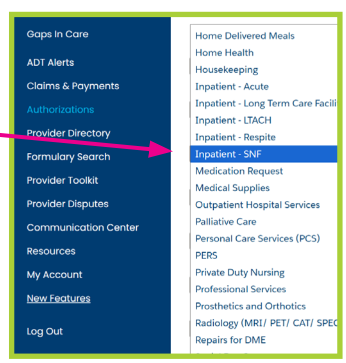
3. On the next screen, enter all or part of the member's **first** and **last name** on the **left** side of the form. On the **right** side of the form, enter one **other** member identifier, then click the **Next** button on the right.



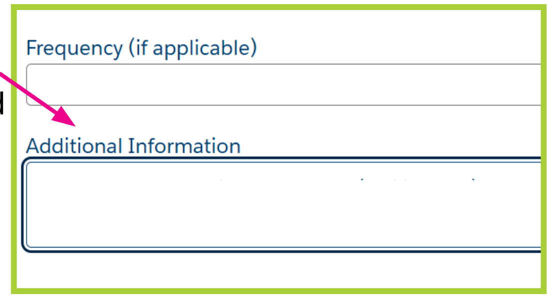
4. If there are multiple members with the entered name, choose the correct member from the list and click the **Next** button.

- 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. On the next screen, enter required data. For Authorization Request Type, choose "**Inpatient - SNF**" from the drop down menu.



For timely processing of your request, enter **all** data from the **case review checklist** below in the Additional Information field at the bottom of the page and/or via the file upload option found on the next page:



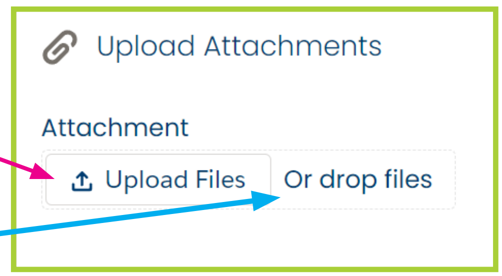
Inpatient - Skilled Nursing Facility case review checklist

1. current PRI
2. need/reason for transfer
3. accepting facility (if facility is OON/OOS - provide reason for not using INN SNF and include list of rejections)
4. requestor name and contact information
5. If applicable:
    - If **rehabilitation**: PT/OT eval with PLOF and current therapy notes dated within 48h of request
    - If **wound** needs: Detailed wound care notes including wound measurements, stage, description & treatment
    - If **IV** needs: medication name, frequency & duration
    - If **Vent/Trach**: Vent settings, details of weaning attempts/plans to wean
    - If **PEG**: Date of PEG placement & detailed nutrition note with current rate & goal rate

When finished, click the **Next** button on the right to go to the File Upload page,

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

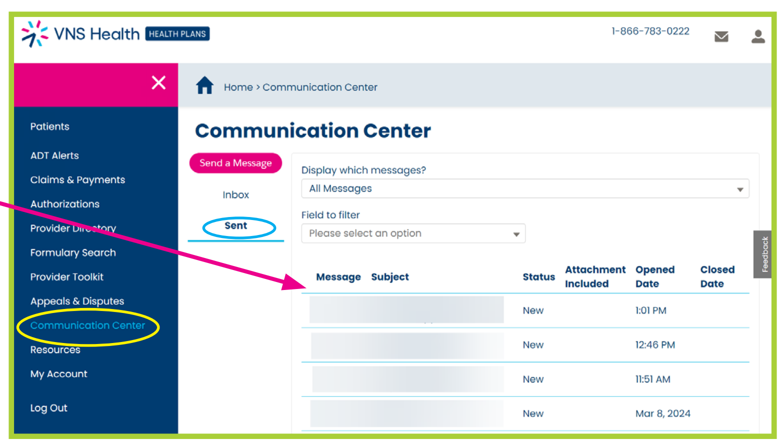
To upload documents, find and click **Upload Files** then select your first document from your computer, and click **Open**. Each file may not exceed **50MB**.



Alternatively, you can "drag and drop" your document(s) onto "Or drop files" to upload it.

Upload any additional documents by repeating these steps, then 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.



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.

VNS Health

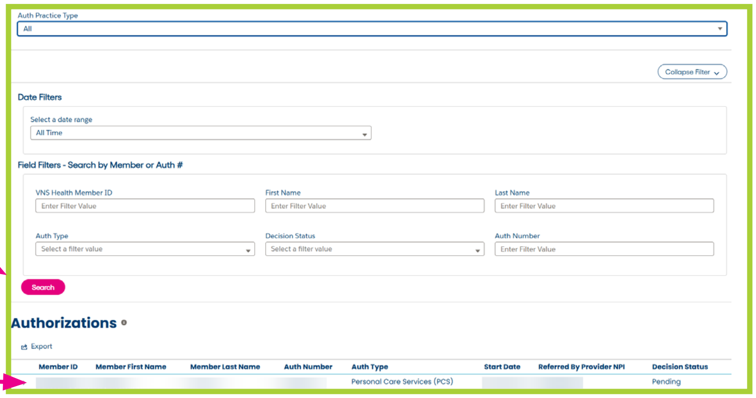
Health Plans Provider Portal: How to Search Authorizations

1 Admins/Providers: Log in to the portal then click **Authorizations** from the left side menu to open the Authorizations screen.

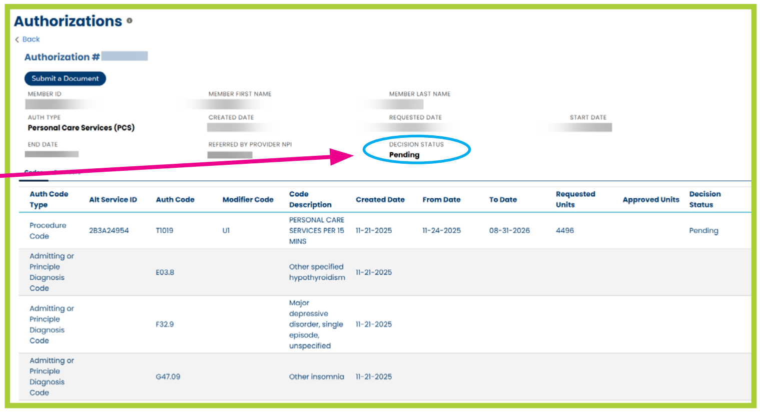
2 At the bottom of the Authorizations screen, use the Select Entity dropdown to select a provider, or enter the practice name or NPI number.

3 Enter member name or use the available filters as needed to search authorizations. Click search to apply filters.

4 Click an authorization from the results to open the Authorizations detail screen.



5 From the Authorizations detail screen, you can view details including authorization status.

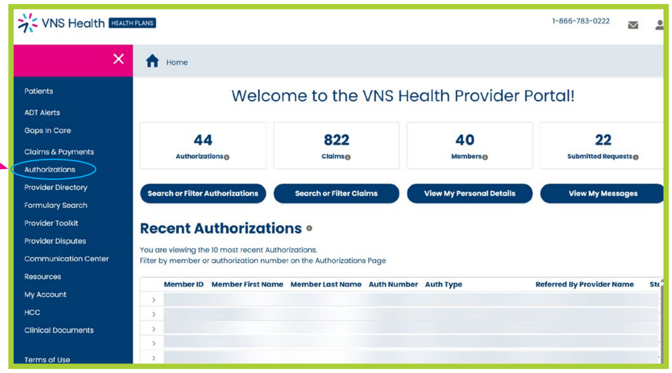


VNS Health

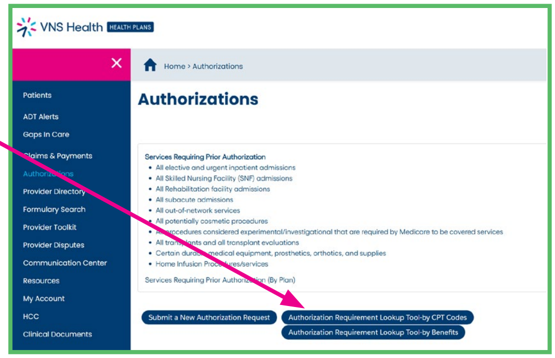
Health Plans Provider Portal: Determine Prior Authorization Requirement by Place of Service

Prior Authorization (PA) requirements may vary by place of service. Use this search tool to determine whether a CPT/HCPCS procedure code requires Prior Authorization based on the place of service.

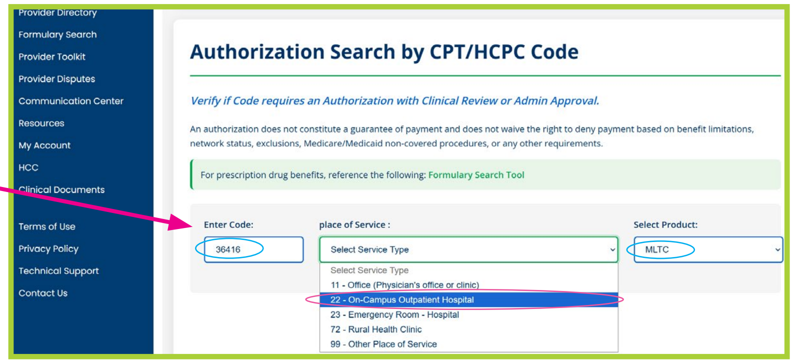
1. Log in to the portal. Click **Authorizations** from the left side menu to open the Authorizations screen.



2. Click the **Search by CPT/HCPC Code** button at the bottom right.



3. Enter procedure code. Then select a place of service and product (plan) from the dropdown menus.



4. Click **Lookup** button to return authorization requirement status by place of service.

Note: If a place of service is not selected, all place of service results will be displayed.