

Member and Provider Contact Centers

Member Services Contact Center

VNS Health EasyCare & EasyCare Plus

- 1-866-783-1444

VNS Health MLTC

- 1-888-867-6555

VNS Health Total (MAP)

- 1-866-783-1444

SelectHealth from VNS Health

- 1-866-469-7774

Provider Contact Center

Health Plans Provider Services

- 1-866-783-0222

Fax Numbers: VNS Health Medicare

1-866-791-2214

VNS Health MLTC

1-212-897-9448

SelectHealth from VNS Health

1-646-459-7731

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
- SelectHealth Provider Reference Guide
- 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

Electronic Funds Transfer (EFT)

The following two steps must be completed in order to begin receiving EFT payments and remittances.

- To set up EFT payments, fill out the EFT Request Form in the Resources section of our provider portal providerportal.vnshealthplans.org
- To receive electronic remittance advice files, enroll with our ePayment provider Availity directly at 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:

providerportal.vnshealthplans.org

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

Ancillary Vendors

- | | | |
|--|----------------|--|
| • Behavioral Health (Carelton Behavioral Health) | 1-800-397-1630 | carelonbehavioralhealth.com |
| • Dental (Healthplex) | 1-877-282-7012 | uhcdental.com |
| • 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 |

**For EasyCare and EasyCare Plus only*

Participating Labs

- | | | |
|---|--------------------------------------|------------------------------------|
| • Accu Reference | • Esoterix | • Quest Diagnostics |
| • Acupath | • Exact Sciences Laboratories | • Ritter Clinical Laboratory |
| • BIMC Clinical Laboratory | • Lab Corp | • Sherman Abrams |
| • Bio-Reference | • Lenco | • St. Lukes Roosevelt Hospital Lab |
| • Brightpoint Laboratories | • Lincoln | • SWLA-Lafayette |
| • Centers Agency | • Monogram Biosciences | • The Brooklyn Hospital Ctr Lab |
| • Drugscan | • Mt. Sinai Genomics Inc. | • Total Renal Laboratories |
| • Empire City | • Mt. Sinai Center for Clinical Labs | • Xeron |
| • Enzo | • NYHMCQ Charter DX Lab | |
| • Eschen Prosthetic & Orthotic Labs-Rvrhd | • Platnium Diagnostic Labs | |

Appointment Availability Standards

Visit Request

- Emergency care
- Urgent medical care
- Non-urgent, "sick" visit
- Routine, non-urgent preventative appt.
- Newly discharged members
- New patient

Appointment Standard

- Immediately upon presentation at a service delivery site
- Within 24 hours of request
- Within 48 to 72 hours of request
- Within 4 weeks of request
- Within 2 weeks
- Within 12 weeks