



VNS Health

HEALTH PLANS

Provider News

Enhanced Medicare Benefits Available for Patients in 2024

We've worked together to help patients across New York improve their health. We are excited to announce even more ways we can help your patients live better lives.

We offer [three plans](#) for patients that have Medicare, Medicaid, or both:

- **EasyCare (HMO)** – anyone with Medicare can enroll, and Extra Help lowers pharmacy costs for those eligible.
- **EasyCare Plus (HMO D-SNP)** – for people with Medicare and Medicaid
- **Total (HMO D-SNP)** – for people with Medicare and Medicaid who need ongoing help with daily living activities in order to stay safely in their home

We have added benefits to further address social barriers to health and provide our members with flexibility in how they use their benefits:

- EasyCare members' over-the-counter (OTC) debit card amount increased to **\$87/quarter** to help purchase health supplies. EasyCare members will have a \$0 copay for PCP visits in 2024.
- EasyCare Plus members' OTC/Grocery card amount increased to **\$225/month*** to help address food insecurity, and they will get a Flex Card option with **\$350/year*** to help pay for utilities, dental, hearing, and vision expenses above what their plan already covers.*
- Total members' Flex Card amount increased to **\$760/year***, and they can now use it for utilities as well as dental, hearing, and

vision. Total members will continue to receive an OTC/Grocery card with an expanded benefit of **\$266/month.***

**This benefit is part of special supplemental program for the chronically ill and not all members qualify. Other types of goods and services not eligible.*

Here are some other benefits for patients that enroll in our plans:

- Dental, hearing, vision support
- Transportation to health care facilities
- Fitness program with gym memberships and online classes
- Comprehensive member rewards program

Patients interested in learning about our plans can access our [brochure](#), call [1-866-414-6715](tel:1-866-414-6715) (TTY: 711) 7 days a week, 8 am – 8 pm, or visit vnshealthplans.org.

Utilize Our Helpful Provider Portal

If you haven't already, now is the time to register for our provider portal. It's your one-stop-shop for 24/7 access to claims, authorizations, eligibility, and more. Submit documents and exchange information with us securely, whenever it's convenient for you.

You can:

- Manage and view claims
- View and submit authorizations
- Verify eligibility
- Access patient rosters
- Submit patient records and supporting documents
- Exchange secure messages with us
- And more!

New feature! Instantly view and access your information with the attest accuracy button, to ensure it is the most up-to-date. Easily submit changes or updates to your provider information

directly through the portal. To ensure that our provider directory remains as precise as possible and to enhance member satisfaction, we kindly request that you validate your provider information every 90 days.

Your practice or organization can have as many users as you need. Please share this email with colleagues who could benefit from our portal.

Our portal offers three different account types. Here are the accessibility details and what you'll need to create an account:

- **Provider – full portal access**
 - Your name, email address, phone number, Tax ID, NPI and a check, claim or Electronic Funds Transfer (EFT) number
- **Admin – may support one or multiple providers**
 - Your name, business email address, and phone number
- **Billing agent – may support one or multiple providers**
 - Your name, business email address, and phone number

[Register Now](#)

Member Portal Now Available for Your Patients

Along with our provider portal, we have also launched a member online account that helps make your patients lives' easier. Our online account gives patients access to check health plan details, request a new ID card, and much more. They can also communicate with their Care Team at any time. Just like an email, they can send and receive messages that are saved all in one place.

[Forward the page](#) to your patients, which includes a helpful video on how to register for the online account.

Closing the Gap in Care

As the medical record review season approaches, it is now important more than ever to ensure that your patients are scheduled for their annual wellness visit (AWV) and that you:

- **Review all medications** and administer appropriate immunizations (including COVID-19, flu, and pneumococcal vaccinations).
- **Complete preventative screenings in office**, including A1c testing, blood pressure checks, and colorectal screenings as needed.
- **Provide referrals for health screenings and specialists.** Your patients trust you to guide them, so be sure to refer them to an ophthalmologist (annually), audiologist (every two years), and mammograms (every two years for women aged 50-74).

Review and sign off on all medical records before the end of the year.

Help Patients Keep Up With Their Oral Care

A major concern for patients is oral health. Here are some ways any provider can help patients take care of their teeth and gums:

- **Ask if they've had their annual dental examinations and cleanings.** Members of our health plans can reach out to our partner [HealthPlex](#) to schedule dental appointments (the number is on the back of their Member ID card).
- **Encourage practicing good oral hygiene habits at home.** Remind them to brush twice per day, floss regularly, limit sugary snacks and drinks, eat nutritious meals, and drink plenty of water.
- **Examine the mouth for signs of early oral cancers or diseases.** Early detection can improve prognosis. Click for some best practices for assessing and analyzing a patient's oral health status during a visit.
- **If patients are experiencing non-traumatic dental issues such as decay or gingivitis, refer them to their dentist.**

- **If a dental clinic is not available on-site, refer to the [Healthplex provider directory](#).** The directory contains clinic hours, address, languages, accessibility options and list of dentists at that clinic.

Check out the New York City Department of Health and Mental Hygiene's (NYCDOHMH) [Guide to Promoting Oral Health](#) for more resources and information on how to bridge the gap between general care and dental care.

Questions?

[Access our Provider Portal](#)

Contact Provider Services

Call toll free: 1-866-783-0222

TTY for the hearing impaired: 711

Monday – Friday, 9 am – 5 pm

 Forward this email

Thank you for being part of our Provider network!

We want to make this publication useful to you. Please let us know what you think! Write to us at ProviderNews@vnshealth.org.

Provider News is a publication of VNS Health.

[Terms of Use](#) | [Privacy Statements](#)

Copyright © 2023 VNS Health, All rights reserved.

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).



