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 need to be completed in order to begin receiving EFT payments and remittances.

- Fill out the “VNS Health EFT Request Form” located at [vnshealthplans.org/provider-eft-request-form](http://vnshealthplans.org/provider-eft-request-form)
- To receive ERA files, enroll with our ePayment provider Availity at: [availity.com/Essentials-Portal-Registration](http://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](http://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](http://vnshealthplans.org/mltc-referral-form)

### Ancillary Vendors

- Behavioral Health (Carelon Behavioral Health) 1-800-397-1630 carelonbehavioralhealth.com
- Dental (Healthplex) 1-888-468-2183 healthplex.com/provider
- 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
- Acupath
- BIMC Clinical Laboratory
- Bio-Reference
- Brightpoint Laboratories
- Centers Agency
- Drugscan
- Empire City
- Enzo
- Eschen Prosthetic & Orthotic Labs-Rvrhd
- Esoterix
- Exact Sciences Laboratories
- Lab Corp
- Lenco
- Lincoln
- Monogram Biosciences
- Mt. Sinai Genomics Inc.
- Mt. Sinai Center for Clinical Labs
- NYHMCQ Charter DX Lab
- Platnium Diagnostic Labs
- Quest Diagnostics
- Ritter Clinical Laboratory
- Sherman Abrams
- St. Lukes Roosevelt Hospital Lab
- SWLA-Lafayette
- The Brooklyn Hospital Ctr Lab
- Total Renal Laboratories
- Xeron

### 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