

SelectHealth from VNS Health Plan Overview for Providers



Referral Coordination & Appointment Assistance	<p>The Care Management team will link members to in-network medical specialists upon request by member or provider. The Care Management team will confirm all necessary clinical information with the member and provider, identify in-network options for medical specialists that meet the member's clinical needs, preferences for location, date and time, make an appointment and notify the member by phone and by letter.</p> <p>To make a request call 1-866-783-0222 or fax to 1-646-459-7731.</p>	
Member Services	<p>General Questions & Problem Resolution Member Advisory Committee</p>	<p>STEPS Member Incentives (See "SelectHealth Rewards Program Provider Flyer")</p>
Clinical Operations	<p>Care Coordination Restricted Recipient Program Health Home Collaboration (contracted with 10 Health Homes)</p>	<p>Behavioral Health Care Coordination Dedicated plan pharmacist available to members and providers which includes management of Hepatitis C program as well as member adherence Not more than 350 members assigned to 1 full time HIV PCP</p>
Provider Network	<p>Includes most Designated AIDS Centers in NYC Includes both private and hospital clinic based specialist providers</p>	<p>Provider Network includes: Physicians, Mental Health providers, Community Health Centers, Hospitals, Vision, Home Health Agencies, Laboratories, CBOs, Health Homes, Adult Day Health Care Programs, etc.</p>
Special Initiatives & Program Offerings	<p>Annual Quality Provider Awards for members with viral load suppression Dedicated professionals to troubleshoot referrals, authorizations, questions regarding Provider Network participation in the plan, etc.</p>	<p>Accepting Value Based Payment terms with Designated AIDS Centers to permit shared savings with providers Active participation in Regional Health Information Exchanges (RHIOs) Direct access to senior leadership at SelectHealth for collaboration and problem resolution</p>
Eligibility	<p>Medicaid eligible individuals residing in the plan's service area, who meet at least one of three HIV SNP criteria:</p> <ul style="list-style-type: none"> ■ HIV+ (age 18-64) ■ Transgender or gender nonconforming (age 18-64) ■ Individuals experiencing homelessness (age 18-64) <p>and</p> <ul style="list-style-type: none"> ■ Children of enrollees up to age 21, regardless of their HIV status ■ Children in Foster Care <p>Service Area: the Bronx, Brooklyn, Manhattan, Queens, Nassau County, Westchester County</p>	
Provider Portal	<p>Easy, 24/7 access to eligibility, claims, authorizations, Rx formulary, credentialing, our provider tool kit and more. vnshealthplans.org/provider-portal</p>	
General Contact Information	<p>Provider Services: 1-866-783-0222, Monday – Friday, 8 am – 5 pm, vnshealthplans.org</p>	