VNSNY CHOICE- External Entity Management (EEM)

6.1- Description of the Network
VNSNY CHOICE has participation agreements with a broad network of providers and other licensed professionals, community agencies, and inpatient and outpatient facilities that specialize in the management of behavioral health issues and the treatment of mental health and chemical dependency diagnoses. The External Entity Management Department (EEM) specializes in maintaining the relationship with these contracted third party vendors. In addition to Behavioral Health, VNSNY CHOICE is contracted with vendors for Chiropractors, Acupuncturists, Dental, and Vision.

6.2- Program Overview

**Beacon Health Options**
Beacon Health Options manages the Behavioral Health and Substance Abuse benefits on behalf of VNSNY CHOICE for our Medicare, FIDA, and SelectHealth Products. Beacon Health Options has been delegated to manage the following services: Appeals, Claims Processing and Payment, Credentialing and Recredentialing, Customer Service, Network Development and Management, and Utilization Management.

**eviCore**
eviCore manages the Acupuncture and Chiropractic benefits on behalf of VNSNY CHOICE for our Medicare and FIDA Products. eviCore has been delegated to manage the following services: Claims Processing and Payment, Credentialing/Recredentialing, Network Development and Management, and Utilization Management.

**Healthplex**
Healthplex provides in-network only dental and administrative services on behalf of VNSNY CHOICE for Medicare (Preferred, Enhanced, Maximum, and Classic and Ultra products), Total (Medicaid only), FIDA, MLTC, and Select Health lines of business. Healthplex is delegated to manage the following services: Appeals, Claims Processing and Payment, Credentialing and Recredentialing, Network Development and Management, and Utilization Management. All dentists would receive a Healthplex provider manual and the appropriate forms when they contract with Healthplex.

**Superior Vision**
Superior Vision is a specialty health benefits company that manages routine (wellness) exam and eyewear. Superior Vision is delegated to complete Claims processing and Payments and Credentialing and re-credentialing on behalf of VNSNY CHOICE for the Medicare, FIDA, MLTC, and Select Health lines of business.
VNSNY CHOICE

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6.3- Utilization and Medical Management Guidelines

Services distributed by our third party vendors are subject to utilization and medical-necessity review to ensure that the most appropriate treatment and level of care is being provided. Depending on the service, authorization from the delegated organization is required. Depending on the covered services, providers affiliated with the vendor organization operate under a delegated arrangement with VNSNY CHOICE and must comply with that organization’s authorization policies and procedures, as well as with those of VNSNY CHOICE.

General Requirements

Providers must obtain authorization for all admissions, selected outpatient services, and out-of-network care.

The following information must be supplied when requesting authorization of services:

- VNSNY CHOICE Provider ID number
- Member’s name and VNSNY CHOICE ID number
- Attending/requesting provider’s name and telephone number
- PCP’s name (if not the attending/requesting provider)
- Diagnosis and ICD10 Code
- Procedure(s) and CPT-4 Code(s) and procedure date(s)
- Services requested and proposed treatment plan
- Clinical documentation to demonstrate medical necessity
- For inpatient admissions: hospital/facility name, expected date of service, and expected length of stay

Please be sure that ALL of the above information is available when calling in the request.

Authorization of Services When Care Is Managed by VNSNY CHOICE

Providers must contact the Provider Services department, at 1-866-783-0222, to speak with a medical management representative to ensure that all care is appropriately authorized.