

SECTION 6 - Delegated Vendor Operations

6.1- Description of the Network

VNSNY CHOICE has participation agreements with a broad network of providers and other licensed professionals, community agencies, inpatient and outpatient facilities that specialize in the management of behavioral health issues and the treatment of mental health and chemical dependency diagnoses. The Delegated Vendor Operations Department specializes in maintaining the relationship with these contracted third-party vendors.

In addition to Behavioral Health, VNSNY CHOICE is contracted with vendors for claims payment, dental, vision, and non-emergent transportation.

6.2- Program Overview

Beacon Health Options

Beacon Health Options manages the Behavioral Health and Substance Abuse benefits on behalf of VNSNY CHOICE Total (HMO D-SNP) and SelectHealth. 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. For more comprehensive information on Beacon providers, please use this link: www.beaconhealthoptions.com/providers/beacon/

Healthplex

Healthplex provides in-network only dental and administrative services on behalf of CHOICE Total (Medicaid only), MLTC, and SelectHealth 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 will receive a Healthplex provider manual and the appropriate forms when they contract with Healthplex. For additional information, please go to www.healthplex.com/provider



Superior Vision

Superior Vision is a specialty health benefits company that manages routine (wellness) exams and eyewear. Superior Vision is delegated to complete claims processing and payments and credentialing and re-credentialing on behalf of VNSNY CHOICE Total, MLTC, and SelectHealth lines of business. For additional information about Superior Vision, please use this link: superiorvision.com

LogistiCare

LogistiCare, the largest non-emergency medical transportation company in the country, is responsible for managing non-emergency medical transportation for VNSNY CHOICE MLTC and Total members. LogistiCare works with a variety of modes of transportation—public transportation, rideshare, livery sedan, wheelchair, van, or non-emergent ambulance—to coordinate transport. For more information, go to www.logisticare.com/health-care-professionals.

TGM Health

TGM Health, a Cognizant Company, is the third-party administrator for VNSNY CHOICE performing a comprehensive suite of administrative services on the Plan's behalf, including billing, capitation, claims payment, and enrollment/disenrollment. For more information, go to vnsproviderportal.tmghealth.com/portal/home.