



Handbook Addendum

Electronic Notice Option

VNS Health Total (HMO D-SNP) and our vendors can send you notices about service authorizations, plan appeals, complaints and complaint appeals electronically, instead of by phone or mail. We can also send you communications about your member handbook, our provider directory, and changes to Medicaid managed long term care benefits electronically, instead of by mail.

We can send you these notices by emailing you when a notice is available on the portal. The email will have a link that will take you to the portal. From there, you can log in and see your notices. To use this option, you will need access to the internet, a web browser and access to your email.

If you want to get these notices electronically, you must ask us. To ask for electronic notices contact us by phone, online, or mail:

Phone.....	1-866-783-1444 (TTY: 711)
Online.....	memberdocs.vnshealthplans.org
Mail.....	VNS Health Health Plans – Electronic Notice PO Box 18023 Hauppauge, NY 11788

When you contact us, you must:

- Tell us how you want to get notices that are normally sent by mail,
- Tell us how you want to get notices that are normally made by phone call, and
- Give us your contact information (mobile phone number, email address, fax number, etc.).

VNS Health Total will let you know by mail that you have asked to get notices electronically.

1-866-783-1444 (TTY:711)
 7 days a week, 8 am – 8 pm (Oct. – Mar.)
 Weekdays, 8 am – 8 pm (Apr. – Sept.)