

# VNS Health Launches Online Portal for Health Plan Members

Following the launch of a new member portal this summer, individuals enrolled in VNS Health's Medicare and Medicaid plans now have 24/7 online access to important information about their health plans. Health plan members can use the portal to look up their benefits, download and print out a temporary ID card, message their health plan representatives, and more.

The portal is available to members of all five health plans administered by VNS Health: VNS Health Total, an integrated Medicare-Medicaid plan; VNS Health's Medicare Advantage plans, EasyCare and EasyCare Plus; the organization's Medicaid Managed Long Term Care (MLTC) plan; and SelectHealth, a Medicaid special needs plan.

"Our goal is to make it as easy as possible for our plan members to access their health plan information when, where and how they want to," explains Lauren Caralyus, Associate Director, Project Management, Health Plans. Other features and functions will be added to the portal in coming months, adds Caralyus.

The new portal for health plan members complements VNS Health's recently launched portal for its health plan provider networks, which offers providers—including hospitals, physician practices, licensed home care services agencies (LHCSAs) and durable medical equipment suppliers—online access

to authorizations, claims, member status and other key information.

Health Plans Account Portal