



For Services Provided on or thereafter December 1, 2024:

As a reminder, Kalos Health will transition its members to VNS Health MLTC on December 1, 2024, unless members choose a different plan. Kalos Health members received a notice explaining the transition and their options on 10/1/2024.

Provider Portal

The [Health Plans provider portal](#) gives you 24/7 access to authorizations, claims, eligibility, and more — without picking up the phone. Perform key functions and get the information you need, all in one place.

Use this [guide](#) to learn how to register for and navigate our portal.

Availity

Availity is the preferred Electronic Data Interchange (EDI) and portal vendor for all health plan transactions. Click [here](#) to register for Availity. Please note that if you currently use another clearing house, you do not need to register for Availity.

EFT

Providers who wish to receive payment and remittance electronically, rather than receive paper checks/remits may fill out the request form here: [Provider EFT Request Form - VNS Health | Health Plans](#). EFT allows for payment to be received more immediately. Please allow up to 30-days for the EFT account to be established.

Reminders

In addition, we would like to remind you about some key nuances on this transition based on VNS Health operations:

- Please submit clean claims electronically. Clean claims will be paid within 30 days. (Please note, providers must bill with the VNS member's ID, not their Kalos legacy ID, to ensure prompt payment.)
- Authorizations ending on/after 11/30/2024 will be granted continuity of care (CoC) until at least 3/31/2025. For these CoC authorizations, you will not receive an authorization letter, but our partner, Elderwood IPA in collaboration with Kalos Health will share communication of CoC authorizations prior to 12/1/2025.
- All new authorization requests will require 14-28 days for decision making.
- Please note that VNS Health does not require authorization approval for DME supplies.

Provider Onboarding

- Provider onboarding will be conducted by our partner, Elderwood IPA. A representative will be reaching out to you shortly to schedule this training.

If you have any questions, please email ProviderNews@vnshealth.org.