

# SelectHealth Member Handbook Insert

## Electronic Notice Option

SelectHealth from VNS Health 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 care benefits electronically, instead of by mail.

We will send you an email 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.....1-866-469-7774 (TTY: 711)  
Online..... [memberdocs.selecthealthny.org](http://memberdocs.selecthealthny.org)  
Mail.....VNS Health  
Health Plans – Electronic Notice – SH  
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.).

SelectHealth will let you know by mail that you have asked to get notices electronically.

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Thank you for your membership with SelectHealth. Anytime you have questions about your plan, we are here to help.

**1-866-469-7774 (TTY: 711)**  
**Monday – Friday, 8 am – 6 pm**

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