

Provider and Member Contact Centers

Provider Services

For claims, billing, network status inquiries, etc:

- 1-866-783-0222 (TTY: 711)
- Monday – Friday, 8 am – 5 pm
- Fax: 1-646-459-7731

SelectHealth Care Team

For member services including: ID cards, benefits questions, help changing providers, or to update demographic information such as address or phone number. Members or Providers may call this number for specialty referrals and appointment assistance.

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

Online Resources

Provider Portal

Easy, 24/7 access to eligibility, claims, authorizations, Rx formulary, credentialing, and more:
www.vnshealthplans.org/provider-portal

Additional resources are available at: www.vnshealthplans.org/health-professionals

- Provider Toolkit, including Provider Reference Guides
- Provider Manual and credentialing tools
- Provider Portal User Guide
- Demographic update form
- Provider notices: alerts and coverage updates

SelectHealth Member Website: www.SelectHealthNY.org

Clinical Operations

Clinical Operations includes Care Management, Authorization and Utilization Management services. Contact Lisa Miller for collaboration on the Care Management for all enrolled members. Contact Kelly Ajayi for collaboration and questions regarding requests for services and other covered benefits.

Janice Leacock-Bennett, VP Clinical Assessments and Utilization Management

- Mobile: 347-452-9575
- Janice.Leacock@vnshealth.org

Kelly Ajayi, Director, Authorization Operations

- Office: 212-626-8052
- Kelly.Ajayi@vnshealth.org

AnneMarie Manzi, Associate Director Medical Management

- Office: 718-724-8756
- Annemarie.Manzi@vnshealth.org

Lisa Miller, Medical Management Manager

- Office: 347-215-0532
- Lisa.Miller@vnshealth.org

Lavitta Covington, RN, Clinical Evaluation Manager, Medically Fragile Child Liasion

- Phone: 646-396-3110 Ext. 8835
- Lavitta.Covington@vnshealth.org

Behavior Health Services

Carelon Behavioral Health

- 1-855-735-6098
- 24 hours a day, 7 days a week
- carelonbehavioralhealth.com
Click on Members, then enter SelectHealth from VNS Health.

Call staff below to troubleshoot specific behavioral health issues, to expedite referrals and help make timely appointments with a Carelon Behavioral Health provider.

Josie Aquino, Director, Clinical Programs

- Mobile: 917-781-7999
- Josie.Aquino@vnshealth.org

Michael Etheridge, Licensed Social Worker

- Mobile: 646-771-1909
- Michael.Etheridge@vnshealth.org

Pharmacy Services

Outpatient prescription drugs are covered by Medicaid NYRx. Medical benefits, including some physician-administered drugs, are covered by SelectHealth.

To obtain prior authorization for prescriptions:

Magellan

Call (877) 309-9493 and #2 for "PRESCRIBER"
OR

Fax the appropriate **Prior Authorization form** (newyork.fhsc.com/providers/PA_forms.asp) to (800) 268-2990

Call **Lloyd Alcala** for formulary questions or questions regarding access to Pharmacy Benefits.

SelectHealth Contacts

Lloyd Alcala, Pharmacy Services Specialist

- Office: 212-946-9251
- PharmacyServices@vnshealth.org

Sofya Shell, VP, Pharmacy Services

- Office: 212-290-6557
- Sofya.Shell@vnshealth.org

Ancillary Vendors

Healthplex (Dental)

- 1-888-468-2183, Monday – Friday, 8 am – 5 pm
- healthplex.com/provider

Superior Vision (Vision)

- 1-866-819-4298, Monday – Friday, 8 am – 9 pm
- superiorvision.com

SelectHealth Team Contacts

DAC Clinic Level Inquiries

Carrol Townsend, Manager, Partnership Development

- Carrol.Townsend@vnshealth.org

Shilonda Chandler, Partnership Development Account Manager (Brooklyn, Queens)

- Shilonda.Rosby@vnshealth.org

Jennifer Ortega, Partnership Development Account Manager (Bronx)

- Jennifer.Ortega@vnshealth.org

Andrew Torres, Partnership Development Account Manager (New York, Westchester)

- Andrew.Torres@vnshealth.org

Adam Abraham, Partnership Development Account Manager (Nassau)

- Adam.Abraham@vnshealth.org

For assistance/troubleshooting of HIV viral load lab submissions:

Krishna Medipally, Dir. Business Partnerships, IT Health Plan Services

- Krishna.Medipally@vnshealth.org
- Interface_Group@vnshealth.org

Hospital Level Inquiries

Prisca Then, Manager, Provider Relations for Hospitals

- Prisca.Then@vnshealth.org

Executive Level Inquiries & Escalations

Primary Contact:

Lauren Caralyus, Associate Director, Product Management

- Lauren.Caralyus@vnshealth.org

Additional Contacts:

Michael Tricomi, VP, Product Management

- Michael.Tricomi2@vnshealth.org

Jay Dobkin, Chief Medical Officer

- Jay.Dobkin@vnshealth.org

David Robinson, VP Sales & Partnership Development

- David.Robinson@vnshealth.org

Tobias Germoso, Associate Vice President Partnership Development

- Tobias.Germoso@vnshealth.org

VBP Contracting and Performance

Contract Servicing:

David Madover, Director, Network Contracting

- David.Madover@vnshealth.org

Develop & monitor VBP performance:

Christina Lomax, Director, Quality & Performance Improvement

- Christina.Lomax@vnshealth.org