

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

Kay Casanova, Director, Utilization Management

- Mobile: 203-552-2024
- Kay.Casanova@vnshealth.org

Kelly Ajayi, Director, Authorization Operations

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

Behavioral 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.

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, Outreach Account Manager (Brooklyn)

- Shilonda.Rosby@vnshealth.org

Jennifer Ortega, Outreach Account Manager (Bronx)

- Jennifer.Ortega@vnshealth.org

Taneisha Parchment, Outreach Account Manager (Queens, Nassau)

- Taneisha.Parchment@vnshealth.org

Andrew Torres, Outreach Account Manager (New York, Westchester)

- Andrew.Torres@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

Tavoy Wallace, Manager, Hospital Relations

- Tavoy.Wallace@vnshealth.org

Executive Level Inquiries & Escalations

Primary Contact:

Lauren Caralyus, Health Plan 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

Hondo Martinez, Director, Community Outreach

- Hondo.Martinez@vnshealth.org

VBP Contracting and Performance

Contract Servicing:

Richard Parnell, VP, Network Development & Contracting

- Richard.Parnell@vnshealth.org

Develop & monitor VBP performance:

Christina Lomax, Director, Quality & Performance Improvement

- Christina.Lomax@vnshealth.org