

Member and Provider Contact Centers

SelectHealth Member Services

- 1-866-469-7774
- 8 am – 6 pm, Monday – Friday

CHOICE Provider Services

- 1-866-783-0222
- 9 am – 5 pm, Monday – Friday
- Fax: 1-646-459-7731

Medical Management

Contact CHOICE Provider Services for referral coordination to make appointments with specialists, to locate “Lost to Follow-up” members, obtain status of hospital admissions and discharges or to obtain prior authorizations. For a detailed list of services that require prior authorization, please see the Provider Manual.

Contact Davika Dabideen directly for assistance with referral coordination, prior authorizations or any of the above mentioned provider services.

Jaime McDonald, Care & Utilization Mgmt Director

- Office: 212-460-0460
- Jaime.McDonald@vnsny.org

Davika Dabideen, Service Operations Manager

- Office: 718-724-8810
- Davika.Dabideen@vnsny.org

Lisa Miller, Medical Management Manager

- Office: 718-724-8818
- Lisa.Miller@vnsny.org

Behavior Health Services

Call to locate or access in-network Behavioral Health Providers, questions about levels of care, utilization process (inpatient vs. outpatient detox), preferred providers for services and for approval of Plans of Care for Home and Community Base Services (HCBS).

Beacon Health Options

- 1-855-735-6098
 - 24 hours a day, 7 days a week
 - BeaconHealthOptions.com
- Click on Members, then Find a Provider, then select Beacon Health Options (formerly ValueOptions) members.*

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

SelectHealth Contacts

Michael Etheridge, Licensed Social Worker

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

Carly Katz, Licensed Social Worker

- Mobile: 646-942-8968
- Carly.Katz@vnsny.org

Anthony Brown, Licensed Social Worker

- Mobile: 646-530-1591
- Anthony.Brown@vnsny.org

Linda Nelli, Clinical Support Manager

- Mobile: 646-588-8435
- Linda.Nelli@vnsny.org

Kathleen Wolfe, Behavioral Health Director

- Mobile: 646-568-0262
- Kathleen.Wolfe@vnsny.org

Pharmacy Services

All prescription drugs are administered through our Pharmacy Benefit Manager, MedImpact. Call for prior authorizations for prescriptions.

MedImpact

- 1-888-678-7741
- 24 hours a day, 7 days a week

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@vnsny.org

Sofya Shell, VP, Pharmacy Services

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

Partnership Outreach Advocate Team Contacts

Call for SelectHealth related questions or to troubleshoot provider-related concerns.

Carrol Townsend, Supervisor

- Mobile: 646-574-4034
- Carrol.Townsend@vnsny.org

Andrew Torres, Manhattan

- Mobile: 646-574-4028
- Andrew.Torres@vnsny.org

Jennifer Ortega, Bronx

- Mobile: 646-895-1244
- Jennifer.Ortega@vnsny.org

Shilonda Rosby, Brooklyn and Queens

- Mobile: 917-693-3416
- Shilonda.Rosby@vnsny.org

SelectHealth Team Contacts

Dr. Jay Dobkin, Chief Medical Officer

- Mobile: 646-574-4035
- Jay.Dobkin@vnsny.org

Tom Dwyer, SVP, SelectHealth

- Office: 212-609-4448
- Thomas.Dwyer@vnsny.org

Cynthia Jay, Partnership Development Director

- Office: 212-609-1559
- Cynthia.Jay@vnsny.org

Lauren Benyola, Product Manager

- Office: 212-290-6516
- Lauren.Benyola@vnsny.org

Mariana Giraud, Product Manager

- Office: 212-465-2786
- Mariana.Giraud@vnsny.org

Adam Abraham, Outreach & Enrollment Specialist

- Mobile: 347-949-3310
- Adam.Abraham@vnsny.org

Ingrid Echeverry, Outreach & Enrollment Specialist

- Mobile: 646-761-0987
- Ingrid.Echeverry@vnsny.org

Isaac Lama, Outreach & Enrollment Specialist

- Mobile: 718-551-5884
- Isaac.Lama@vnsny.org

James Sanchez, Outreach & Enrollment Specialist

- Mobile: 917-213-6998
- James.Sanchez@vnsny.org

Alan Rice, Population Health Specialist

- Office: 212-609-5671
- Alan.Rice@vnsny.org

Shiara D'Costa, Project Coordinator

End the Epidemic Project

- Office: 212-946-9246
- Shiara.DCosta@vnsny.org

Member Referrals

To make a referral to SelectHealth, contact Member Services.

- 1-866-469-7774
- 8 am – 6 pm, Monday – Friday