

## Member and Provider Contact Centers

### SelectHealth Care Team

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

### VNSNY CHOICE Provider Services

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

## Online Resources: [vnsnychoice.org/health-professionals](https://vnsnychoice.org/health-professionals)

The following resources are available online:

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

## Medical Management

### 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

Contact Davika Dabideen directly for assistance with referral coordination or prior authorizations.

### Lisa Miller, Medical Management Manager

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

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

- Office: 718-724-8835
- Lavitta.Covington@vnsny.org

## Behavior Health Services

### 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.

### Mike Fagan, Director, Behavioral Health

- Mobile: 347-714-1317
- Michael.Fagan@vnsny.org

### Michael Etheridge, Licensed Social Worker

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

### Anthony Brown, Licensed Social Worker

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

## Ancillary Vendors

**Healthplex** (Dental)

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

**Superior Vision** (Vision)

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

## SelectHealth Team Contacts

**Dr. Jay Dobkin**, Chief Medical Officer

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

**Tobias Germoso**, Associate Vice President, Partnership Development

- Mobile: 347-439-5344
- Tobias.Germoso@vnsny.org

**Lauren Caralyus (Benyola)**, Associate Director, Product Management

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

**Diane DeFerrari**, Associate Director, Community Outreach

- Mobile: 917-575-4199
- Diane.DeFerrari@vnsny.org

**Mariana Giraudo**, Manager, Community Outreach

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

**Carrol Townsend**, Manager, Partnership Development

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

**Andrew Torres**, Partnership Account Manager

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

**Shilonda Rosby**, Partnership Account Manager

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

**Jennifer Ortega**, Partnership Account Manager

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

**Isaac Lama**, Community Outreach Representative

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

**James Sanchez**, Community Outreach Representative

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

**Chevelle Jones**, Community Outreach Representative

- Mobile: 646-988-5300
- Chevelle.Jones@vnsny.org

**Alan Rice**, Population Health Specialist

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