

## Member and Provider Contact Centers

### SelectHealth Care Team

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

### Provider Services

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

## Online Resources: [vnshealthplans.org/health-professionals](https://vnshealthplans.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, Director, Care Management

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

### Tracy-Ann Mussenden, Director, Utilization Management

- Mobile: 347-504-5899
- Tracy-Ann.Mussenden@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

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

### Michael Etheridge, Licensed Social Worker

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

### Anthony Brown, Licensed Social Worker

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

## Pharmacy Services

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

### MedImpact

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

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

## SelectHealth Team Contacts

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