## Member and Provider Contact Centers

<table>
<thead>
<tr>
<th>SelectHealth Care Team</th>
<th>Provider Services</th>
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<tbody>
<tr>
<td><strong>Jaime McDonald</strong>, Director, Care Management</td>
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<tr>
<td>Office: 212-460-0460</td>
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<tr>
<td><a href="mailto:Jaime.McDonald@vnshealth.org">Jaime.McDonald@vnshealth.org</a></td>
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<tr>
<td><strong>Tracy-Ann Mussenden</strong>, Director, Utilization Management</td>
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<tr>
<td>Mobile: 347-504-5899</td>
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<tr>
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<tr>
<td><strong>Kelly Ajayi</strong>, Director, Authorization Operations</td>
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<td><a href="mailto:Kelly.Ajayi@vnshealth.org">Kelly.Ajayi@vnshealth.org</a></td>
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<tr>
<td><strong>Lisa Miller</strong>, Medical Management Manager</td>
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<tr>
<td><strong>Lavitta Covington</strong>, RN, Clinical Evaluation Manager, Medically Fragile Child Liaison</td>
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<tr>
<td>Office: 718-724-8835</td>
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<tr>
<td><a href="mailto:Lavitta.Covington@vnshealth.org">Lavitta.Covington@vnshealth.org</a></td>
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## Online Resources: 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  |
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| Kelly Ajayi, Director, Authorization Operations  |
| Office: 212-626-8052  |
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| Lisa Miller, Medical Management Manager  |
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| Lisa.Miller@vnshealth.org  |
| Lavitta Covington, RN, Clinical Evaluation Manager, Medically Fragile Child Liaison  |
| 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
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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- Mobile: 646-574-4035
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- Chevelle.Jones@vnshealth.org

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- Isaac.Lama@vnshealth.org

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- Davika.Dabideen@vnshealth.org

Alan Rice, Population Health Specialist
- Office: 212-609-5671
- Alan.Rice@vnshealth.org

Pharmacy Services

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