## Member and Provider Contact Centers

<table>
<thead>
<tr>
<th>SelectHealth Care Team</th>
<th>Provider Services</th>
</tr>
</thead>
</table>
| 1-866-469-7774 (TTY: 711)  
Monday – Friday, 8 am – 6 pm  
SelectHealthNY.org | 1-866-783-0222 (TTY: 711)  
Monday – Friday, 8 am – 5 pm  
Fax: 1-646-459-7731 |

## Online Resources: 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

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

## Behavior 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.*

- **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
As of April 1, 2023, 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

---

**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**

**Lauren Caralyus**, Associate Director, Product Management
- Lauren.Caralyus@vnshealth.org

**Carrol Townsend**, Manager, Partnership Development
- Carrol.Townsend@vnshealth.org

**Provider Relations**
- ProviderRelations@vnshealth.org