

## 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
- 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](mailto:Jaime.McDonald@vnshealth.org)

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

- Mobile: 347-504-5899
- [Tracy-Ann.Mussenden@vnshealth.org](mailto:Tracy-Ann.Mussenden@vnshealth.org)

**Kelly Ajayi**, Director, Authorization Operations

- Office: 212-626-8052
- [Kelly.Ajayi@vnshealth.org](mailto:Kelly.Ajayi@vnshealth.org)

**Lisa Miller**, Medical Management Manager

- Office: 347-215-0532
- [Lisa.Miller@vnshealth.org](mailto:Lisa.Miller@vnshealth.org)

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

- Office: 718-724-8835
- [Lavitta.Covington@vnshealth.org](mailto:Lavitta.Covington@vnshealth.org)

## Behavior Health Services

### Carelon Behavioral Health

- 1-855-735-6098
  - 24 hours a day, 7 days a week
  - [carelonbehavioralhealth.com](https://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](mailto:Michael.Fagan@vnshealth.org)

**Michael Etheridge**, Licensed Social Worker

- Mobile: 646-771-1909
- [Michael.Etheridge@vnshealth.org](mailto:Michael.Etheridge@vnshealth.org)

**Anthony Brown**, Licensed Social Worker

- Mobile: 646-530-1591
- [Anthony.Brown@vnshealth.org](mailto:Anthony.Brown@vnshealth.org)

## Pharmacy Services

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](http://newyork.fhsc.com/providers/PA_forms.asp)) to (800) 268-2990

*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

## Ancillary Vendors

**Healthplex** (Dental)

- 1-888-468-2183, Monday – Friday, 8 am – 5 pm
- [healthplex.com/provider](http://healthplex.com/provider)

**Superior Vision** (Vision)

- 1-866-819-4298, Monday – Friday, 8 am – 9 pm
- [superiorvision.com](http://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