Provider Services
For claims, billing, network status inquiries, etc:
- 1-866-783-0222 (TTY: 711)
- Monday – Friday, 8 am – 5 pm
- Fax: 1-646-459-7731

SelectHealth Care Team
For member services including: ID cards, benefits questions, help changing providers, or to update demographic information such as address or phone number. Members or Providers may call this number for specialty referrals and appointment assistance.
- 1-866-469-7774 (TTY: 711)
- Monday – Friday, 8 am – 6 pm

Provider and Member Contact Centers

<table>
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<tr>
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Online Resources

Provider Portal
Easy, 24/7 access to eligibility, claims, authorizations, Rx formulary, credentialing, and more: www.vnshealthplans.org/provider-portal

Additional resources are available at: www.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

SelectHealth Member Website: www.SelectHealthNY.org

Clinical Operations

Clinical Operations includes Care Management, Authorization and Utilization Management services. Contact Lisa Miller for collaboration on the Care Management for all enrolled members. Contact Kelly Ajayi for collaboration and questions regarding requests for services and other covered benefits.

Janice Leacock-Bennett, VP Clinical Assessments and Utilization Management
- Mobile: 347-452-9575
- Janice.Leacock@vnshealth.org

Kelly Ajayi, Director, Authorization Operations
- Office: 212-626-8052
- Kelly.Ajayi@vnshealth.org

AnneMarie Manzi, Associate Director Medical Management
- Office: 718-724-8756
- Annemarie.Manzi@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
- Phone: 646-396-3110 Ext. 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.

Josie Aquino, Director, Clinical Programs
- Mobile: 917-781-7999
- Josie.Aquino@vnshealth.org

Michael Etheridge, Licensed Social Worker
- Mobile: 646-771-1909
- Michael.Etheridge@vnshealth.org

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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

Call Lloyd Alcala for formulary questions or questions regarding access to Pharmacy Benefits.

### SelectHealth Contacts

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

**Shilonda Chandler**, Partnership Development Account Manager (Brooklyn, Queens)  
Shilonda.Rosby@vnshealth.org

**Jennifer Ortega**, Partnership Development Account Manager (Bronx)  
Jennifer.Ortega@vnshealth.org

**Andrew Torres**, Partnership Development Account Manager (New York, Westchester)  
Andrew.Torres@vnshealth.org

**Adam Abraham**, Partnership Development Account Manager (Nassau)  
Adam.Abraham@vnshealth.org

For assistance/troubleshooting of HIV viral load lab submissions:

**Krishna Medipally**, Dir. Business Partnerships, IT Health Plan Services  
Krishna.Medipally@vnshealth.org  
Interface_Group@vnshealth.org

**Prisca Then**, Manager, Provider Relations for Hospitals  
Prisca.Then@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

### Executing Level Inquiries & Escalations

Primary Contact:

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

Additional Contacts:

**Michael Tricomi**, VP, Product Management  
Michael.Tricomi2@vnshealth.org

**Jay Dobkin**, Chief Medical Officer  
Jay.Dobkin@vnshealth.org

**David Robinson**, VP Sales & Partnership Development  
David.Robinson@vnshealth.org

**Tobias Germoso**, Associate Vice President Partnership Development  
Tobias.Germoso@vnshealth.org

### VBP Contracting and Performance

Contract Servicing:

**David Madover**, Director, Network Contracting  
David.Madover@vnshealth.org

Develop & monitor VBP performance:

**Christina Lomax**, Director, Quality & Performance Improvement  
Christina.Lomax@vnshealth.org