## Member and Provider Contact Centers

### SelectHealth Care Team
- 1-866-469-7774
- 8 am – 6 pm, Monday – Friday
- SelectHealthNY.org

### VNSNY CHOICE Provider Services
- 1-866-783-0222
- 8 am – 5 pm, Monday – Friday
- Fax: 1-646-459-7731

## Online Resources: vnsnychoice.org/health-professionals

- 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, Care & Utilization Mgmt Director
- Office: 212-460-0460
- Jaime.McDonald@vnsny.org

### Davika Dabideen, Service Operations Manager
- Office: 718-724-8810
- Davika.Dabideen@vnsny.org

*Contact Davika Dabideen directly for assistance with referral coordination or prior authorizations.*

### Lisa Miller, Medical Management Manager
- Office: 718-724-8818
- Lisa.Miller@vnsny.org

### Lavitta Covington, RN, Clinical Evaluation Manager, Medically Fragile Child Liaison
- Office: 718-724-8835
- Lavitta.Covington@vnsny.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@vnsny.org

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

### Anthony Brown, Licensed Social Worker
- Mobile: 646-530-1591
- Anthony.Brown@vnsny.org
All prescription drugs are administered through our Pharmacy Benefit Manager, MedImpact. Call for prior authorizations for prescriptions.

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

**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@vnsny.org

**Sofya Shell**, VP, Pharmacy Services
- Office: 212-290-6557
- Sofya.Shell@vnsny.org

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**Ancillary Vendors**

**Healthplex** (Dental)
- 1-888-468-2183, 8 am – 5 pm, Monday – Friday
- healthplex.com/provider

**Superior Vision** (Vision)
- 1-866-819-4298, 8 am – 9 pm, Monday – Friday
- superiorvision.com

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**SelectHealth Team Contacts**

**Dr. Jay Dobkin**, Chief Medical Officer
- Mobile: 646-574-4035
- Jay.Dobkin@vnsny.org

**Tobias Germoso**, Associate Vice President, Partnership Development
- Mobile: 347-439-5344
- Tobias.Germoso@vnsny.org

**Lauren Caralyus (Benyola)**, Associate Director, Product Management
- Office: 212-290-6516
- Lauren.Benyola@vnsny.org

**Diane DeFerrari**, Associate Director, Community Outreach
- Mobile: 917-575-4199
- Diane.DeFerrari@vnsny.org

**Mariana Giraudo**, Manager, Community Outreach
- Office: 212-465-2786
- Mariana.Giraudo@vnsny.org

**Carrol Townsend**, Manager, Partnership Development
- Mobile: 646-574-4034
- Carrol.Townsend@vnsny.org

**Andrew Torres**, Partnership Account Manager
- Mobile: 646-574-4028
- Andrew.Torres@vnsny.org

**Shilonda Rosby**, Partnership Account Manager
- Mobile: 917-693-3416
- Shilonda.Rosby@vnsny.org

**Jennifer Ortega**, Partnership Account Manager
- Mobile: 646-895-1244
- Jennifer.Ortega@vnsny.org

**Isaac Lama**, Community Outreach Representative
- Mobile: 718-551-5884
- Isaac.Lama@vnsny.org

**James Sanchez**, Community Outreach Representative
- Mobile: 917-213-6998
- James.Sanchez@vnsny.org

**Chevelle Jones**, Community Outreach Representative
- Mobile: 646-988-5300
- Chevelle.Jones@vnsny.org

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