

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: vnsnychoice.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
- 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 Liasion

- 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

Pharmacy Services

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

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

Dr. Jay Dobkin, Chief Medical Officer

- Mobile: 646-574-4035
- Jay.Dobkin@vnshealth.org

Michael Tricomi, Director, Health Plan Product Management

- Mobile: 646-477-4885
- Michael.Tricomi2@vnshealth.org

Tobias Germoso, Associate Vice President, Partnership Development

- Mobile: 347-439-5344
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Lauren Caralyus (Benyola), Associate Director, Product Management

- Office: 212-290-6516
- Lauren.Benyola@vnshealth.org

Diane DeFerrari, Associate Director, Community Outreach

- Mobile: 917-575-4199
- Diane.DeFerrari@vnshealth.org

Hondo Martinez, Manager, Community Outreach

- Mobile: 646-906-3878
- Hondo.Martinez@vnshealth.org

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- Mobile: 646-574-4034
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- Mobile: 917-972-0307
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- Mobile: 646-895-1244
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Andrew Torres, Partnership Account Manager

- Mobile: 646-574-4028
- Andrew.Torres@vnshealth.org

Chevelle Jones, Community Outreach Representative

- Mobile: 646-988-5300
- Chevelle.Jones@vnshealth.org

Isaac Lama, Community Outreach Representative

- Mobile: 718-551-5884
- Isaac.Lama@vnshealth.org

Nikki Imbert-Mariano, Community Outreach Representative

- Mobile: 917-938-3896
- nikki.mariano@vnshealth.org

Alan Rice, Population Health Specialist

- Office: 212-609-5671
- Alan.Rice@vnshealth.org