

## Provider and Member Contact Centers

### 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

## Online Resources

### Provider Portal

Easy, 24/7 access to eligibility, claims, authorizations, Gaps In Care data, Rx formulary, credentialing, and more: [www.vnshealthplans.org/provider-portal](http://www.vnshealthplans.org/provider-portal)

**Additional resources are available at:** [www.vnshealthplans.org/health-professionals](http://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](http://www.SelectHealthNY.org)

## Clinical Operations

### Helen Papalia, Manager of Utilization Management

- Mobile: 646-771-6746
- [Helen.Papalia@vnshealth.org](mailto:Helen.Papalia@vnshealth.org)

### Wilfredo Martinez, Manager, Authorization Operations

- Office: 718-787-3241
- [Wilfredo.Martinez@vnshealth.org](mailto:Wilfredo.Martinez@vnshealth.org)

### Mariya Popola, Manager, Care Coordination

- Office: 646-628-0048
- [Mariya.Popola@vnshealth.org](mailto:Mariya.Popola@vnshealth.org)

### Maria Brincat-Huber, Manager, Care Coordination

- Phone: 646-583-7760 Ext. 0526
- [Maria.Brincat-huber@vnshealth.org](mailto:Maria.Brincat-huber@vnshealth.org)

### Lisa Miller, Member Outreach & Engagement Team Clinical Director

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

## Behavioral Health Services

### Carelon Behavioral Health

- 1-855-735-6098
- 24 hours a day, 7 days a week
- [carelonbehavioralhealth.com](http://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.*

### Michael Etheridge, Licensed Social Worker

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

## Pharmacy Services

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

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**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)

- 1-877-282-7012, Monday – Friday, 8 am – 5 pm
- uhcdental.com

### Superior Vision (Vision)

- 1-866-819-4298, Monday – Friday, 8 am – 9 pm
- superiorvision.com

## SelectHealth Team Contacts

### DAC Clinic Level Inquiries

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**Jennifer Ortega**, Outreach Account Manager  
(Bronx, New York, Westchester)

- Jennifer.Ortega@vnshealth.org

**Taneisha Parchment**, Outreach Account Manager  
(Brooklyn, Queens, Nassau)

- Taneisha.Parchment@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

### Hospital Level Inquiries

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**Tavoy Wallace**, Manager, Hospital Relations

- Tavoy.Wallace@vnshealth.org

### IPA and FQHC Level Inquiries

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**Lynna Paulino-Reyes**, Associate Director,  
Provider Relations

- Lynna.Paulino-Reyes@vnshealth.org

### Executive Level Inquiries & Escalations

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Primary Contact:

**Lauren Caralyus**, Health Plan Director,  
Product Management

- Lauren.Caralyus@vnshealth.org

Additional Contacts:

**Michael Tricomi**, SVP, Product Management

- Michael.Tricomi2@vnshealth.org

**Jay Dobkin**, Medical Director

- 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

**Hondo Martinez**, Director, Community Outreach

- Mobile: 347-367-4158
- Hondo.Martinez@vnshealth.org

### VBP Contracting and Performance

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Contract Servicing:

**Richard Parnell**, VP, Network Development &  
Contracting

- Richard.Parnell@vnshealth.org

Develop & monitor VBP performance:

**Christina Lomax**, Director, Quality &  
Performance Improvement

- Christina.Lomax@vnshealth.org