



Excellus Healthcare Health Home Contact List

Who to call?	For what?	Phone Number / Fax	Email Contact
Administrator: TBD – temp call Terri Mercado	Monitors and responds to HH Email	Phone: 1-585-530-5595	Terri.Mercado@excellus.com
BH Case Management	LOSD issued members are assigned a Plan CM who work with members needing support beyond HHCM.	1-844-694-6411	member.documents@excellus.com
<i>- Children's -</i>			
BH Children's Foster Care Case Manager: Colleen Familo		1-585-425-5442	
BH Children's Foster Care Case Manager: Lauren Donsky		1-585-485-6085	
BH Children's Roster Care Coordinator: John DeFazio		1-585-485-6010	
BH Children's Case Manager: Sharee Gunner		1-585-485-6018	
BH Children's Case Manager: Rachel Bowen		1-585-425-5455	
BH Children's Care Coordinator: Jennifer Podmenik		1-585-425-5437	
BH Children's Care Coordinator: Courtney Adams		1-585-485-6123	
BH Children's UM Coordinator: Ariana Vigo		1-585-485-6136	
BH Children's UM Coordinator: Jaclynn Sardone		1-585-485-6055	
PH Children's NICU Case Manager: Marsha Merrell, RN		1-585-485-6100	
PH Children's Case Manager: Hannah Cheesbro, RN		1-585-485-6047	
PH Children's Medical Services Coordinator: Sheri Pelligra		1-585-425-5456	
PH Children's Medical Services Coordinator: Frank Venturo, BSW		1-585-485-6129	
<i>- Adults -</i>			
BH Care Coordinator: Alicia Chase		1-585-485-6114	
BH Care Coordinator: Theresa Crans		1-585-485-5443	
BH Care Coordinator: Amber Donnelly		1-585-485-6028	
HARP Case Manager: Audrey Aliberto		1-585-485-6105	
HARP Care Manager: Cecilia DiGiuseppe		1-585-622-1559	
HARP Case Manager: Angela Avallone		1-585-485-6113	
HARP Case Manager: Stephanie Babcock		1-585-450-6471	
HARP Case Manager: Kelly Robinson		1-585-485-6023	
BH Care Coordinator: Kyle Smith		1-585-485-6076	
HARP Case Manager: Julie Weston		1-585-485-6007	
HARP Case Manager: Barbara Norton		1-585-485-6097	
HARP Case Manager: Shanelle Slade		1-585-485-6096	
<i>- LTSS -</i>			
LTSS CM Manager: Alison Condon, RN		1-585-425-5474	Alison.condon@excellus.com
LTSS CM Supervisor: Kelly Mytych, RN		1-585-485-6039	Kelly.mytych@excellus.com

LTSS Case Manager: Ann Tucker-Jobson, RN		1-585-485-6048	Ann.tucker-jobson@excellus.com
LTSS Case Manager: Ashleigh Andre, RN		1-585-425-5440	Asleigh.andre@excellus.com
LTSS Case Manager: Barbara Henry, RN		1-585-425-5424	Barbara.henry@excellus.com
LTSS Case Manager: Caroline Ikpeze, RN		1-585-485-6083	Caroline.ikpeze@excellus.com
LTSS Case Manager: Danielle Cantwell, RN		1-585-425-5472	Danielle.cantwell@excellus.com
LTSS Case Manager: Jennifer Smith, RN		1-585-425-5467	Jennifer.smith@excellus.com
LTSS Case Manager: Jill VanAalst, RN		1-585-485-6106	Jill.vanaalst@excellus.com
LTSS Case Manager: John Hill, BSN		1-585-485-6088	John.hill@excellus.com
LTSS Case Manager: Julie Baker, BSN		1-585-425-5426	Julie.baker@excellus.com
LTSS Case Manager: Katherine Murphy, LMSW		1-315-671-7271	Katherine.murphy@excellus.com
LTSS Case Manager: Kimberly Brandt, RN		1-585-485-6045	Kimberly.brandt@excellus.com
LTSS Case Manager: Megan Bunce, LMSW		1-585-425-5473	Megan.bunce@excellus.com
LTSS Case Manager: Michele Garrett, RN		1-585-485-6006	Michele.garrett@excellus.com
LTSS Case Manager: Pamela Taylor, RN		1-585-485-6099	Pamela.taylor@excellus.com
LTSS Case Manager: Rachel Rush, RN		1-585-485-6040	Rachel.rush@excellus.com
LTSS Case Manager: Regina Fenner, RN		1-315-671-7060	Regina.fenner@excellus.com
LTSS Case Manager: Sara Carpenter, LMSW		1-585-425-5471	Sara.carpenter@excellus.com
LTSS Case Manager: Sara Luzunaris, RN		1-585-485-6005	Sara.luzunaris@excellus.com
LTSS Case Manager: Tracy Shultz-Halpern, RN		1-585-485-6002	Tracy.shultz-halpern@excellus.com
MMC Medically Fragile Children Liaison: Lori Bithorn, BSW		1-585-425-5433	Lori.bithorn@excellus.com
- General Line - 1-844-694-6411. Use this number if you do not know the Case Manager assigned, to open a case, discuss home care options, or have general inquiries.			
Clinical Compliance Specialist: Karen Malecki	Record Review	1-585-530-6765	karen.malecki@excellus.com
Customer Care	Member questions/ Provider NTW	1-800-499-1275	
Adult BH Provider Relations Rep: Brian Fetterly	Provider billing questions all regions	1-315-731-9671	brian.fetterly@excellus.com
Children's BH Provider Relations Rep: Sarah Newsome	Provider billing questions all regions	1-585-238-3635	sarah.newsome@excellus.com
Excellus general HH email:	DSE, demographic request, HH questions, PDF records for review.		healthhomeservicesexcellus@excellus.com
Liaison: Morgan Jackson	Non-member specific questions	1-585-622-0808	morgan.jackson@excellus.com
Manager: Terri Mercado	Health Home Inquiries	1-585-530-5595	terri.mercado@excellus.com

Univera Healthcare Health Home Contact List

Who to call?	For what?	Phone Number / Fax	Email Contact
Administrator: TBD – temp call Terri Mercado	Monitors and responds to HH Email	Phone 1-585-530-5595	Terri.Mercado@univerahealthcare.com
BH Case Management	LOSD issued members are assigned a Plan CM, work with members needing support beyond HHCM.	1-844-694-6411	member.documents@univerahealthcare.com
<i>- Children's -</i>			
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PH Children's Case Manager: Hannah Cheesbro, RN		1-585-485-6047	
PH Children's Medical Services Coordinator: Sheri Pelligra		1-585-425-5456	
PH Children's Medical Services Coordinator: Frank Ventura		1-585-485-6129	
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BH Care Coordinator: Alicia Chase		1-585-485-6114	
BH Care Coordinator: Theresa Crans		1-585-485-5443	
BH Care Coordinator: Amber Donnelly		1-585-485-6028	
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HARP Case Manager: Cecilia DiGiuseppe		1-585-622-1559	
HARP Case Manager: Angela Avallone		1-585-485-6113	
HARP Case Manager: Stephanie Babcock		1-585-450-6471	
HARP Case Manager: Kelly Robinson		1-585-485-6023	
BH Care Coordinator: Kyle Smith		1-585-485-6076	
HARP Case Manager: Julie Weston		1-585-485-6007	
HARP Case Manager: Barbara Norton		1-585-485-6097	
HARP Case Manager: Shanelle Slade		1-585-485-6096	
<i>- LTSS -</i>			
LTSS CM Manager: Karen Fitzpatrick, RN		1-585-622-2884	Karen.fitzpatrick@excellus.com
LTSS CM Supervisor: Pamela Taylor, RN		1-585-485-6099	Pamela.taylor@excellus.com

Updated 11/25/20

LTSS CM Supervisor: Kelly Mytych, RN		1-585-485-6039	Kelly.mytych@excellus.com
LTSS Case Manager: Ann Tucker-Jobson, RN		1-585-485-6048	Ann.tucker-jobson@excellus.com
LTSS Case Manager: Ashleigh Andre, RN		1-585-425-5440	Ashleigh.andre@excellus.com
LTSS Case Manager: Barbara Henry, RN		1-585-425-5424	Barbara.henry@excellus.com
LTSS Case Manager: Caroline Ikpeze, RN		1-585-485-6083	Caroline.ikpeze@excellus.com
LTSS Case Manager: Chermaine Ramos, MSW		1-585-485-6091	Chermaine.ramos@excellus.com
LTSS Case Manager: John Hill, BSN		1-585-485-6088	John.hill@excellus.com
LTSS Case Manager: Julie Baker, BSN		1-585-425-5426	Julie.baker@excellus.com
LTSS Case Manager: Katherine Murphy, MSW		1-315-671-7271	Katherine.murphy@excellus.com
LTSS Case Manager: Kimberly Brandt, RN		1-585-485-6045	Kimberly.brandt@excellus.com
LTSS Case Manager: Michele Garrett, RN		1-585-485-6006	Michele.garrett@excellus.com
LTSS Case Manager: Rachel Rush, RN		1-585-485-6040	Rachel.rush@excellus.com
LTSS Case Manager: Regina Fenner, RN		1-315-671-7060	Regina.fenner@excellus.com
LTSS Case Manager: Sara Luzunaris, RN		1-585-485-6005	Sara.luzunaris@excellus.com
LTSS Case Manager: Tanya Lent, RN		1-585-485-6049	Tanya.lent@excellus.com
LTSS Case Manager: Tracy Shultz-Halpern, RN		1-585-485-6002	Tracy.shultz-halpern@excellus.com
MMC Medically Fragile Children Liaison: Lori Bithorn, BSW		1-585-425-5433	Lori.bithorn@excellus.com
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Customer Care	Member questions/ Provider NTW	1-800-499-1275	
BH Provider Relations Rep: Michelle Scott	Provider billing questions	1-585-238-4674	michelle.scott@univerahealthcare.com
Children's BH Provider Relations Rep: Sarah Newsome	Provider billing questions all regions	1-585-238-3635	sarah.newsome@univerahealthcare.com
Univera general HH email:	DSE, demographic request, HH questions, PDF records for review.		healthhomeservicesunivera@univerahealthcare.com
Liaison: Morgan Jackson	Non-member specific questions	1-585-485-6131	morgan.jackson@univerahealthcare.com
Manager: Terri Mercado	Health Home Inquiries	1-585-530-5595	terri.mercado@univerahealthcare.com



Health Home Resource: MVP MEMBERS

Health Homes Serving Adults and Health Homes Serving Children

Submission Instructions: All documentation, including but not limited to plans of care, assessments and service requests can be submitted via email or fax.

EMAIL: communityservices@mvphealthcare.com

FAX: 855-853-4850

Name	Title	Contact #	Email
MVP INTAKE TEAM	Best method to contact regarding submitting Adult/Children POCs, Level of Service Requests, or HCBS Authorizations	See contact information below for the Intake Team	Communityservices@mvphealthcare.com
Kijana Danzy	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	585-327 -5762	Communityservices@mvphealthcare.com
Geminesse Williams	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	914-372-2437	Communityservices@mvphealthcare.com
Sara Jennings	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY	518-388-2496	Communityservices@mvphealthcare.com
Medically Fragile Children Liaison			
Elizabeth Fallone-Torhan	Integrated Health, Children's' Case Manager; Medically Fragile Children Liaison	914-372- 2030	EFallone-Torhan@mvphealthcare.com
MVP HEALTH HOME TEAM	Email is the best method to contact the MVP HH Team	914-372-2233	Healthhome@mvphealthcare.com
Paula Vernile	Sr. Leader, Medicaid Supports & Services; Health Home Liaison	914-372-2231	PVernile@mvphealthcare.com
Jorge Aguilera	Professional, Medicaid Supports & Services; Health Home Liaison	914-372-2054	JAguilera@mvphealthcare.com
MVP Customer Care	Member services line: For general benefit questions	MVP HARP: 844-946-8002 MVP Medicaid: 800-852-7826	
Provider Services	Claims, contracting, service/authorization questions	1-800-684-9286	

Updated 11/25/20



FIDELIS CARE®

Centralized point of access for all requests: SMHealthHomeInquiry@fideliscare.org. The Health Home Inquiry Form is to be used for any and all inquiries for all Fidelis members by your CMAs. Requests submitted will be directed accordingly and, if needed, responded to as soon as possible. Process starts 10/14/19.

Important notes:

- All requests must be initiated using this form. There are required fields to be completed marked with an asterisk (*). Forms with missing required information will be returned and will not be processed.
- All Adult BH HCBS documents must continue to be sent to QHCMHARPBH@fideliscare.org. All Children's HCBS documents must continue to be sent to SM_Childrens_HCBS@fideliscare.org.
- Clinical care coordination will remain uninterrupted by this process. If Health Home Care Managers (HHCN) are in contact with Fidelis Care Management staff they should continue to reach out directly. If the Fidelis Care Manager is not known then HHCNs should use new Inquiry Form.
 - Call centers are still available and CMAs are still able to use general Health Home line: (888) 343-3547 ext. 16074. However, sending requests through inbox will provide the most expedient response.
- When requesting 'Clinical Discussion with MCO Care Manager', HHCNs should consider reason member is enrolled with HH and what type of care management assistance is needed from Fidelis: Medical vs Behavioral—this is required in order to be processed.
 - If member has both medical and behavioral health issues, indicate the *most* pressing.
- If requesting for multiple members, then each member must still be identified based on required fields.

Updated 11/25/20



FIDELIS CARE®

Health Home Inquiry form instructions:

- All Care Management Agency requests should be submitted through the centralized point of access at Fidelis Care: SMHealthHomeInquiry@fideliscare.org. The Health Home Inquiry form must be used to initiate a request and all required fields must be completed.
- The Health Home Inquiry form is available in both Word doc and PDF formats.
 - *The PDF format can be edited using "Fill & Sign" function in Adobe Acrobat.*
- Indicate if member is HARP or Children's HCBS. If neither a HARP member nor in Children's HCBS, select "None".
- After completing the top portion of form, with member and HHCM information, select the Request Type that applies.
 - There may be more than one Request Type per member (i.e. both 'Demographic Info' and 'Recent Claims/Provider Data').
 - If requesting the same Request Type for several members, one form may be used and attach the list of members with all required information for each member. For example:

	A	B	C	D	E
1	Member CIN	Product	CMA name	Lead HH	Response need?
2	AB12345	HARP	CMA X	Lead HH Y	Yes
3	AB12346	MEDICAID	CMA X	Lead HH Y	Yes
4	AB12347	HARP	CMA X	Lead HH Y	Yes
5	AB12348	HARP	CMA X	Lead HH Y	Yes
6	AB12349	MEDICAID	CMA X	Lead HH Y	Yes
7	AB12350	MEDICAID	CMA X	Lead HH Y	Yes
8	AB12351	MEDICAID	CMA X	Lead HH Y	Yes
9	AB12352	MEDICAID	CMA X	Lead HH Y	Yes
10	AB12353	MEDICAID	CMA X	Lead HH Y	Yes

- If requesting 'Clinical Discussion with MCO Care Manager', HHCMs should consider reason member is enrolled with HH and what type of care management assistance is needed from Fidelis: Medical or Behavioral. If this Request Type is selected then **this is required in order to be processed**. If member has both medical and behavioral health issues, indicate the *most* pressing and reason for inquiry.
- All Adult BH HCBS and Children's HCBS document must still go to their respective inboxes, QHCMHARPBH@fideliscare.org [adult] and SM_Childrens_HCBS@fideliscare.org [children].
- For QM projects please indicate the specific project and include any further questions/documentation.
- For any MAPP related issues select: MAPP Assignment.

Contacts at Fidelis for Health Homes and Care Management Agencies

Care Management Agency contacts:

- All general inquiries/requests from CMAs should be sent to SMHealthHomeInquiry@fideliscare.org.
 - We recommend including the Fidelis HH Inquiry form for any request to expedite process.

- All HARP HCBS documentation including LOSD requests/Service Level Requests, POCs, Brief Eligibility Assessments, etc. must be sent to QHCMHARPBH@fideliscare.org.
 - HARP-specific inquiries can also be directed to HARP queue at (888) 343-3547 ext.16077.

- All Children’s HCBS documentation must be sent to [SM Childrens HCBS@fideslicare.org](mailto:SM_Childrens_HCBS@fideslicare.org).
 - Children’s HCBS-specific inquiries can also be directed to Children’s MMC queue at (888) 343-3547 ext. 16879.

Lead Health Home contacts:

Erik Lantier	Manager, Behavioral Health	elantier@fideliscare.org	Fidelis policy, state/plan initiatives, Fidelis workflows
Ivette Morales	Behavioral Health Clinical Liaison	ivette.morales@fideliscare.org	Monthly meeting items, CMA issues, MAPP issues
Kathryn O’Connell	HH and HARP HCBS Care Manager	kathryn.oconnell@fideliscare.org	Data/report questions, HH referral follow up
Sasha Diaz	HCBS Program Associate	sdiaz2@fideliscare.org	HARP HCBS document and authorization issues, HH Inquiry inbox issues

Elizabeth Apeadu	Provider Relations Specialist	eapeadu@fideliscare.org	Billing/claims related matters (<i>downstate/NYC</i>)
Carol Montgomery	Provider Relations Specialist	cmontgomery@fideliscare.org	Billing/claims related matters (<i>upstate</i>)



Health Home Inquiry Form

Once form is completed, email it using secure email to: SMHealthHomeInquiry@fideliscare.org

Member Name: _____ Member Fidelis ID: _____ *Member CIN: _____

Member DOB: ___/___/___ *Restriction Exemption Code: HARP Children’s HCBS None

*Health Home Care Management Agency: _____

Name of person submitting request: _____ CMA Contact/Telephone #: _____

CMA Contact Email Address: _____

*Lead Health Home: _____

*Response needed from MCO: Yes No If yes, preferred response: Email or Phone

Select all that apply:

Demographic Info (Phone, Address/Diligent Search Effort)

Recent Claims/Provider Data

Clinical Discussion with MCO Care Manager

→ Case management need: BH or Medical

Medicaid/DUAL POC Submission

Health Home Admission Alert | Enrollment Date: _____

Health Home Discharge Alert | Discharge Date: _____

QM project (POP, PIP, Gap in Care, etc.) | Identify: _____

MAPP Assignment

Other _____

UHC Key Contact Numbers



UnitedHealthcare Community Plan (MMC) Helpful Resources



1-800-493-4647, TTY 711
Member Services



Medical Answering
Services Transportation:
1-844-666-6270



Online Resources

Visit [MyUHC.com/CommunityPlan](https://myuhc.com/CommunityPlan) to:

- Find a Doctor / Dentist
- Find a Pharmacy
- Print your member ID card

Visit [UHCCommunityplan.com/NY](https://uhccommunityplan.com/NY) to:

- View/print a copy of the handbook



NurseLine (24 hours a day,
7 days a week):
1-877-597-7801



Smokers Quit Line:
1-866-398-3661



Download **UnitedHealthcare Health4Me mobile app**
for iPhone & Android



Enrollment assistance?
Call **1-888-617-8979**



Moved? Contact Member Services
for help updating your account.

Recertification date: _____

Updated 11/25/20

YourCareHealth Contacts

Name	e-mail	Phone
YourCareHealth Main #		1-800-683-3781
HARP	YourCareHARPPOC@beaconhealthoptions.com	1-844-265-7586
Joshua Maldonado, LMHC Manager, Clinical Services- HARP	www.beaconhealthoptions.com	Office: 716.796.6488 Cell: 315-584-2434 Fax: 844.265.7591

Wellcare Contacts

Name	e-mail	Phone
Lynette Prince, Health Home Liaison	Lynette.prince@wellcare.com	917-454-6735
Call or email Lynette for all Health Home Related issues; <ul style="list-style-type: none"> • Demographics • DSE notification • General questions • Assistance with access to clinical services. 		
Note: Wellcare is not a HARP MCO.		



Molina Healthcare Health Home Contact List WNY

Name	Title/Department	Phone/Fax Number	Email
Linda O'Donnell	AVP of Quality	PH: (716) 263-2457	Linda.odonnell@molinahealthcare.com
Lisa Pfeifer	Director of Quality	PH: (585) 993-4524	Lisa.pfeifer@Molinahealthcare.com
Lacey West	Sr. Quality Analyst	PH: (315) 729-6254	lacey.west@molinahealthcare.com
Kristine Knoll	Manager of Healthcare Services, Utilization management	PH: (888) 562-5442	kristine.knoll@molinahealthcare.com
Claire Isaacson	Manager of Care Management (case management)	PH: (315) 928-4542	Claire.isaacson@molinahealthcare.com
Lisa Siragusa	AVP of Provider Network Relations and Contracting	PH: (585) 317-6556	Lisa.siragusa@Molinahealthcare.com
Monroe Plan	Adult Plan of Care/ HCBS	PH:(844) 337-7144 FAX: 800-962-8189	CMTriage@Monroeplan.com
Molina Healthcare New York	Children Plan of Care/ HCBS	FAX: 1-844-206-2192	MHNYCHILDRENS@molinahealthcare.com
	HCBS Authorization questions (Adult & Children)	PH: (315) 928-4884	
	Facilitated Enrollment	PH: (844) 239-4911	MHNYsales@molinahealthcare.com
	Member Services	PH: (800) 223-7242	
	Provider Services	PH: (877) 872-4716	
	Utilization Management	PH: (877) 872-4716 FAX: (866) 879-4742	
	Behavioral Health Crisis line - 24 Hr	PH: (800) 223- 7242 PH: (800) 223- 7242	
Molina New York Website	Provider site - Check member eligibility, submit authorizations requests, submit claims, prior auth look up tool, view quality gaps, submit gap information, etc.	https://www.molinahealthcare.com/providers/ny/medicaid/home.aspx	
Vendors	Teladoc	PH: (800) 835-2362	
	Dental Services	PH: (888) 468-2183 FAX: (516) 228-5025	
	Pharmacy	PH: (877) 872-4716 FAX: (844) 823-5479	

*****Molina Healthcare has contracted with Monroe Plan for: Medical and Behavioral Health Case Management (Adult and Children), and HCBS/LOSD**
 Counties: Erie, Cattaraugus, Chautauqua, Allegany, Wyoming, Monroe, Ontario, Genesee, Livingston, Orleans, Wayne and Seneca

Monroe Plan	Referrals: Please fax or email- Adult LOSD determination materials	PH: 844-337-7144 FAX: 800.962.8189	CMTriage@Monroeplan.com
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Claims

The Claims Department is located at our corporate office in Long Beach, CA. All hard copy (CMS-1500, UB-04) claims must be submitted by mail to the address listed below. Electronically filed claims must use EDI Claims/ Payor ID number - 16146. To verify the status of your claims, please call our Provider Claims Representatives at the numbers listed below.

Claims Address Molina Healthcare of New York, Inc PH: (877) 872-4716
 . PO BOX 22615 Long Beach, CA
 90801