

Excellus Healthcare Health Home Contact List

<i>- Who to call? -</i>	For what?	Phone Number / Fax	Email Contact
Administrator: Terri Mercado or Karen Malecki	Monitors and responds to HH Email	Phone: 1-585-530-5595	Terri.Mercado@excellus.com Karen.Malecki@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
Children's HCBS Plan of Care	When a child is engaged in Children's HCBS, the Plan of Care should be submitted to this email box for MCO review.		childrens.documents@excellus.com
<i>- Children's -</i>			
Foster Care Manager: Lindsay Rachow		1-585-485-6044	Lindsay.Rachow@excellus.com
Foster Care Liaison: Melissa Taccia		1-585-485-6037	Melissa.Taccia@excellus.com
Children's Special Population Manager: Shiloh Wormley		1-585-739-4338	Shiloh.Wormley@excellus.com
PH Children's (Bright Beginnings) Manager: Latoya Mallory, RN		1-585-485-6065	Latoya.Mallory@excellus.com
Children's Foster Care Case Manager: Colleen Familo		1-585-425-5442	Colleen.Familo@excellus.com
Children's Foster Care Case Manager: Lauren Donsky		1-585-485-6085	Lauren.Donsky@excellus.com
Children's Roster Care Coordinator: John DeFazio		1-585-485-6010	John.DeFazio@excellus.com
Children's Case Manager: Sharee Gunner		1-585-485-6018	Sharee.Gunner@excellus.com
Children's Case Manager: Rachel Bowen		1-585-425-5455	Rachel.Bowen@excellus.com
Children's Case Manager: Sharon Stewart		1-585-485-6068	Sharon.Stewart@excellus.com
Children's Care Coordinator: Jennifer Podmenik		1-585-425-5437	Jennifer.Podmenik@excellus.com
Children's Care Coordinator: Courtney Adams		1-585-485-6123	Courtney.Adams@excellus.com
PH Children's NICU Case Manager: Marsha Merrell, RN		1-585-485-6100	Marsha.Merrell@excellus.com
PH Children's Case Manager: Ashley Miller, RN		1-585-530-1705	Ashley.Miller@excellus.com
PH Children's Case Manager: Sarah Markle, LCSW		1-585-425-5451	Sarah.Markle@excellus.com
PH Children's Case Manager: Sharon Stewart		1-585-485-6068	Sharon.Stewart@excellus.com
PH Children's Medical Services Coordinator: Sheri Pelligra		1-585-425-5456	Sheri.Pelligra@excellus.com
PH Children's Social Worker: Frank Venturo, BSW		1-585-485-6129	Frank.Venturo@excellus.com
<i>- Adults -</i>			
BH Care Coordinator: Alicia Chase		1-585-485-6114	Alicia.Chase@excellus.com
BH Care Coordinator: Theresa Crans		1-585-485-5443	Theresa.Crans@excellus.com
BH Care Coordinator: Amber Donnelly		1-585-485-6028	Amber.Donnelly@excellus.com
HARP Case Manager: Ariana Vigo		1-585-485-6136	Ariana.Vigo@excellus.com
HARP Case Manager: Audrey Aliberto		1-585-485-6105	Audrey.aliberto@excellus.com
HARP Care Manager: Cecilia DiGiuseppe		1-585-622-1559	Cecilia.digiuseppe@excellus.com
HARP Case Manager: Angela Avallone		1-585-485-6113	Angela.avallone@excellus.com

HARP Case Manager: Stephanie Babcock		1-585-450-6471	Stephanie.babcock@excellus.com
HARP Case Manager: Kelly Robinson		1-585-485-6023	Kelly.robinson@excellus.com
HARP Case Manager: Julie Weston		1-585-485-6007	Julie.weston@excellus.com
HARP Case Manager: Barbara Norton		1-585-485-6097	Barbara.norton@excellus.com
HARP Case Manager: Shanelle Slade		1-585-485-6096	Shanelle.slade@excellus.com
HARP Case Manager: Amber Mallett		1-585-425-5417	Amber.mallett@excellus.com
- LTSS -			
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 CM Supervisor: Jennifer (Jay) Frank, RN		1-585-425-5418	Jennifer.frank@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: Elizabeth Cimino, RN		1-315-272-1291	Elizabeth.cimino@excellus.com
LTSS Case Manager: Haley Sterns, LMSW		1-585-485-6182	Haley.sterns@excellus.com
LTSS Case Manager: Jennifer Smith, RN		1-585-425-5467	Jennifer.smith@excellus.com
LTSS Case Manager: Jennifer Webster, RN		1-585-425-5484	Jennifer.webster@excellus.com
LTSS Case Manager: Jill VanAalst, RN		1-585-485-6106	Jill.vanaalst@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
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 inquires.			
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: Terri Mercado or Karen Malecki	Monitors and responds to HH Email	Phone 1-585-530-5595	Terri.Mercado@univerahealthcare.com Karen.Malecki@univerahealthcare.com
<i>BH Case Management</i>	LOSD issued members are assigned a Plan CM, work with members needing support beyond HHCM.	1-844-694-6411	member.documents@univerahealthcare.com
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PH Children's Case Manager: Sharon Stewart		1-585-485-6068	Sharon.stewart@excellus.com
PH Children's Medical Services Coordinator: Sheri Pelligra		1-585-425-5456	Sheri.pelligra@excellus.com
PH Children's Social Worker: Frank Venturo, BSW		1-585-485-6129	Frank.venturo@excellus.com
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HARP Case Manager: Audrey Aliberto		1-585-485-6105	Audrey.aliberto@excellus.com
HARP Case Manager: Cecilia DiGiuseppe		1-585-622-1559	Cecilia.digiuseppe@excellus.com
HARP Case Manager: Angela Avallone		1-585-485-6113	Angela.avallone@excellus.com
HARP Case Manager: Stephanie Babcock		1-585-450-6471	Stephanie.babcock@excellus.com
HARP Case Manager: Kelly Robinson		1-585-485-6023	Kelly.robinson@excellus.com
HARP Case Manager: Julie Weston		1-585-485-6007	Julie.weston@excellus.com

HARP Case Manager: Barbara Norton		1-585-485-6097	Barbara.norton@excellus.com
HARP Case Manager: Shanelle Slade		1-585-485-6096	Shanelle.slade@excellus.com
HARP Case Manager: Amber Mallett		1-585-425-5417	Amber.mallett@excellus.com
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LTSS CM Supervisor: Jennifer (Jay) Frank, RN		1-585-425-5418	jennifer.frank@excellus.com
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LTSS Case Manager: Caroline Ikpeze, RN		1-585-485-6083	caroline.ikpeze@excellus.com
LTSS Case Manager: Elizabeth Cimino, RN		1-315-272-1291	elizabeth.cimino@excellus.com
LTSS Case Manager: Haley Sterns, LMSW		1-585-485-6182	haley.sterns@excellus.com
LTSS Case Manager: Jennifer Smith, RN		1-585-425-5467	jennifer.smith@excellus.com
LTSS Case Manager: Jennifer Webster, RN		1-585-425-5484	Jennifer.webster@excellus.com
LTSS Case Manager: Jill VanAalst, RN		1-585-485-6106	jill.vanaalst@excellus.com
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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
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.			
<i>Clinical Compliance Specialist:</i> Karen Malecki	Record Review	1-585-530-6765	karen.malecki@univerahealthcare.com
Customer Care	Member questions/ Provider NTW	1-800-499-1275	
Adult & 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
<i>Liaison:</i> Morgan Jackson	Non-member specific questions	1-585-622-0808	morgan.jackson@univerahealthcare.com
<i>Manager:</i> 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 (HHCM) are in contact with Fidelis Care Management staff they should continue to reach out directly. If the Fidelis Care Manager is not known then HHCMS 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', HHCMS 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.

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.
 - 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, data or report questions
Ivette Morales	Behavioral Health Clinical Liaison	ivette.morales@fideliscare.org	Monthly meeting items, CMA issues, MAPP issues; referral follow up
Michael Young	HCBS CM	myoung2@fideliscare.org	HARP HCBS issues, CORE transition, Fidelis workflows
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 (downstate/NYC)
Casey Ruede	Provider Relations Specialist	Casey.Ruede@fideliscare.org	Billing/claims related matters (upstate)



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:

<input type="checkbox"/> Demographic Info (Phone, Address/Diligent Search Effort)	<input type="checkbox"/> Recent Claims/Provider Data
<input type="checkbox"/> Clinical Discussion with MCO Care Manager Case management need: <input type="checkbox"/> BH or <input type="checkbox"/> Medical	<input type="checkbox"/> QM project (POP, PIP, Gap in Care, etc.) Identify: _____
<input type="checkbox"/> Medicaid/DUAL POC Submission	<input type="checkbox"/> PCS/CDPAS questions
<input type="checkbox"/> Health Home Admission Alert Enrollment Date: _____	<input type="checkbox"/> Health Home Discharge/Graduation Alert Discharge Date: _____
<input type="checkbox"/> Health Home Stepdown (*Attach discharge summary/POC) Outstanding care management needs: _____ _____	

Please attach any additional documents
List of members must be identified by their Fidelis Product

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.
- Members who require ongoing case management following discharge should be considered for Stepdown MCO care management. Members who are being discharged for any other reason should have their discharge date noted in the box above. Please reach out to your Lead HH for questions about graduations/discharges and stepdown processes.

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 to:

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

Visit 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: _____

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CSNY17MC4204727_001



UnitedHealthcare®
Community Plan



Greater Rochester
Health Home Network

Updated 5.4.2022

HCBS Administrator: Jason Ross - Jason.ross@uhc.com 800-548-6549 x65043

Diligent Search Questions (send with 5055) to: Janice Ganter – Janice.ganter@uhc.com

Updated 11/25/20

YourCareHealth Contacts

Name	e-mail	Phone
YourCareHealth Main #		1-800-683-3781
HARP	YourCareHARPPPOC@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.		

