|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Plan Name | Plan Representative | Title | Email | Phone | Contact Reason |
| Excellus  Excellus HARP  BHO: None |  | Group Email  HCBS Email | [healthhomeservicesexcellus@excellus.com](mailto:healthhomeservicesexcellus@excellus.com)  [member.documents@excellus.com](mailto:member.documents@excellus.com) |  | Contact for Disenrollment  Yes  No  \*Only exception, is Excellus would like to be contacted if the member is HARP and would like to continue with HCBS Post-Discharge  Contact for Diligent Search  Yes  No |
|  | Morgan Jackson | Manager of Health Homes and Outreach Programs | [Morgan.jackson@excellus.com](mailto:Morgan.jackson@excellus.com) | (585) 622-0808 |  |
| Fidelis  Fidelis HARP  BHO: None |  | Health Home Inbox  Adult HCBS Inbox | [SMHealthHomeInquiry@fideliscare.org](mailto:SMHealthHomeInquiry@fideliscare.org)  [QHCMHARPBH@fideliscare.org](mailto:QHCMHARPBH@fideliscare.org) |  | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |
| Fidelis  Fidelis HARP  BHO: None | Sasha Diaz  Eric Lantier | HCBS Program Associate  Manager, Behavioral Health  Mainstream Contact – general member inquiries  HARP Contact - general member inquiries | [SDiaz2@fideliscare.org](mailto:SDiaz2@fideliscare.org)  ELantier@fideliscare.org | (718) 896-6500 x11172  (718) 896-6500 x60854  (888) 343-3547 x16074  (888) 343-3547 x16077 |  |
| Amerigroup Partnership Plan, LLC for BlueCross BlueShield of Western New York | Kathleen Leonard | Health Home Manager | [kathleen.leonard@amerigroup.com](mailto:kathleen.leonard@amerigroup.com) | (716)-796-2637 | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |
| Physical Health Contact:  Veronica Reyes | Medical Management Specialist II | [Veronica.reyes@amerigroup.com](mailto:Veronica.reyes@amerigroup.com) | W: (866) 231-0847 x 59589  C: (716) 468-2401 |  |
| iCircle | General Information | | | (844) 424-7253 |  |
| Member Enrollment | | | (844) 694-2273 |  |
| Independent Health Association (IHA)  BHO: Beacon Health | Deborah Popp  Faxes of POC or other documents | Health Home Manager | [Deborah.Popp@independenthealth.com](mailto:Deborah.Popp@independenthealth.com) | (716)635-3857  FAX:  (716) 250-7119 | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |
|  |  |  |  |  |
| MVP  BHO: |  | Group Email | [healthhome@mvphealthcare.com](mailto:healthhome@mvphealthcare.com) |  | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |
| Zelesther Cay  Level of Service Requests and POCs for HARP Members | Leader, Medicaid Services and Supports | Leader, Medicaid Services and Supports | (914) 372-2229 |  |
| Molina  BHO:  Monroe Plan  Molina Healthcare | POCs for HARP Members  Lisa Pfeifer  Director of Quality  Member Services  Adult Plan of Care / HCBS  HCBS Authorization Questions – Adult | **CNY Region Only** | [molinaNYPOC@molinahealthcare.com](mailto:molinaNYPOC@molinahealthcare.com)  Lisa.Pfeifer@MolinaHealthCare.Com  [Mhnycasemanagement@molinahealthcare.com](mailto:Mhnycasemanagement@molinahealthcare.com)  [CMTriage@Monroeplan.com](mailto:CMTriage@Monroeplan.com) **(WNY Region Only)** |  | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No  1-800-223-7242  Fax: 1-866-879-4742  Fax: 1- 800-962-8189  1- 844-337-7144  1-315-928-4884 |
| Molina HCBS Contact | Claire Isaacson, LMHC | **CNY Region Only** | [claire.isaacson@molinahealthcare.com](mailto:claire.isaacson@molinahealthcare.com) | (315) 928-4542 |  |
| To enroll or recertify with Molina Healthcare | Facilitated Enrollment |  | [MHNYsales@molinahealthcare.com](mailto:MHNYsales@molinahealthcare.com) | 1-844-239-4911 |  |
| United Healthcare  BHO:  HCBS Questions, Eligibility Assessments, SLR, LOSDs, and HARP Full POC:  All Health Home Related Communications:  Enrollment and Discharge Notifications, DSE notifications, HH Plans of Care, DOH5055 for 5200, etc | Laura Miles  Janice Ganter | HH Transformation Consultant- Circare and HD  HH Transformation Consultant – BestSelf and CCDMH | [Laura\_miles@uhc.com](mailto:Laura_miles@uhc.com)  [janice.ganter@uhc.com](mailto:janice.ganter@uhc.com) | 952-251-5425  763-732-6080 | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |
| Jason Ross  **Sarah Willis-Brown**, Sr. Care Advocate and HCBS Administrator  United HealthCare Community Plan  13 Cornell Road  Latham, New York 12110  **Laura Miles, LPN**  Health Home Transformation Consultant,  Population Health Management | HCBS Administrator | [Jason Ross@uhc.com](mailto:Jason%20Ross@uhc.com)  [Sarah.Willis-Brown@uhc.com](mailto:Sarah.Willis-Brown@uhc.com)  [Laura\_Miles@uhc.com](mailto:Laura_Miles@uhc.com) | 1-(800)-548-6549  Main: 800-548-6549 Ext. 67680  952 406 6286  952-251-5425 |  |
| Highmark | Kathleen Leonard | **Health Home Program Manager and Foster Care Liaison** | [kathleen.leonard@amerigroup.com](mailto:kathleen.leonard@amerigroup.com) | 716-698-3327 | Contact for Disenrollment  Yes  No  Contact for Diligent Search  Yes  No |