

## Excellus Healthcare Health Home Contact List

<i>- Who to call? -</i>	<i>For what?</i>	<i>Phone Number/Fax</i>	<i>Email Contact</i>
Administrator: <b>Terri Mercado or Karen Malecki</b>	Monitors and responds to HH Email	Phone: 1-585-530-5595	<a href="mailto:Terri.Mercado@excellus.com">Terri.Mercado@excellus.com</a> <a href="mailto:Karen.Malecki@excellus.com">Karen.Malecki@excellus.com</a>
BH Case Management	LOSD issued members are assigned a Plan CM who work with members needing support beyond HHCM.	1-844-694-6411	<a href="mailto:member.documents@excellus.com">member.documents@excellus.com</a>
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.		<a href="mailto:childrens.documents@excellus.com">childrens.documents@excellus.com</a>
<i>- Children -</i>			
Foster Care Manager: <b>Lindsay Rachow</b>		1-585-485-6044	<a href="mailto:Lindsay.Rachow@excellus.com">Lindsay.Rachow@excellus.com</a>
Foster Care Liaison: <b>Melissa Taccia</b>		1-585-485-6037	<a href="mailto:Melissa.Taccia@excellus.com">Melissa.Taccia@excellus.com</a>
Director of Case Management: <b>Latoya Mallory, RN</b>		1-585-485-6065	<a href="mailto:Latoya.Mallory@excellus.com">Latoya.Mallory@excellus.com</a>
Bright Beginnings Pediatric and Pediatric Special Population Manager: <b>Christina Banker, RN</b>		1-585-485-6139	<a href="mailto:Christina.Banker@excellus.com">Christina.Banker@excellus.com</a>
Children's Foster Care Case Manager: <b>Colleen Familo</b>		1-585-425-5442	<a href="mailto:Colleen.Familo@excellus.com">Colleen.Familo@excellus.com</a>
Children's Foster Care Case Manager: <b>Megan Bunce</b>		1-585-425-5473	<a href="mailto:Megan.Bunce@excellus.com">Megan.Bunce@excellus.com</a>
Children's Foster Care Coordinator: <b>John DeFazio</b>		1-585-485-6010	<a href="mailto:John.DeFazio@excellus.com">John.DeFazio@excellus.com</a>
Children's Case Manager: <b>Sharee Gunner</b>		1-585-485-6018	<a href="mailto:Sharee.Gunner@excellus.com">Sharee.Gunner@excellus.com</a>
Children's Case Manager: <b>TBD</b>			
Children's Case Manager: <b>Sharon Stewart, RN</b>		1-585-485-6068	<a href="mailto:Sharon.Stewart@excellus.com">Sharon.Stewart@excellus.com</a>
Children's Care Coordinator: <b>Jennifer Podmenik</b>		1-585-425-5437	<a href="mailto:Jennifer.Podmenik@excellus.com">Jennifer.Podmenik@excellus.com</a>
Children's Care Coordinator: <b>Courtney Adams</b>		1-585-485-6123	<a href="mailto:Courtney.Adams@excellus.com">Courtney.Adams@excellus.com</a>
PH Children's NICU Case Manager: <b>Marsha Merrell, RN</b>		1-585-485-6100	<a href="mailto:Marsha.Merrell@excellus.com">Marsha.Merrell@excellus.com</a>
PH Children's Case Manager: <b>Ashley Miller, RN</b>		1-585-530-1705	<a href="mailto:Ashley.Miller@excellus.com">Ashley.Miller@excellus.com</a>
PH Children's Case Manager: <b>Lauren Marinilli, RN</b>		1-585-425-5402	<a href="mailto:Lauren.Marinilli@excellus.com">Lauren.Marinilli@excellus.com</a>
PH Children's Care Coordinator: <b>Sheri Pelligra</b>		1-585-425-5456	<a href="mailto:Sheri.Pelligra@excellus.com">Sheri.Pelligra@excellus.com</a>
PH Children's Case Manager: <b>Jessica Zinsmeister, RN</b>		1-585-425-5498	<a href="mailto:Jessica.Zinsmeister@excellus.com">Jessica.Zinsmeister@excellus.com</a>
<i>- Adults -</i>			
BH Care Coordinator: <b>Jessica Kent</b>		585-273-7165	<a href="mailto:Jessica.Kent@Excellus.com">Jessica.Kent@Excellus.com</a>
BH Care Coordinator: <b>Amber Donnelly</b>		(585) 802-6668	<a href="mailto:Amber.Donnelly@excellus.com">Amber.Donnelly@excellus.com</a>
BH Care Coordinator: <b>Kayla Osterndorff</b>		(315) 671-8494	<a href="mailto:Kayla.Osterndorff@excellus.com">Kayla.Osterndorff@excellus.com</a>
HARP Case Manager: <b>Audrey Aliberto</b>		1-585-485-6105	<a href="mailto:Audrey.aliberto@excellus.com">Audrey.aliberto@excellus.com</a>
HARP Care Manager: <b>Cecilia DiGiuseppe</b>		1-585-622-1559	<a href="mailto:Cecilia.digiuseppe@excellus.com">Cecilia.digiuseppe@excellus.com</a>
Case Management Supervisor: <b>Kelly Robinson</b>		1-585-485-6023	<a href="mailto:Kelly.robinson@excellus.com">Kelly.robinson@excellus.com</a>
Case Management Supervisor: <b>Jennifer Green</b>		1-585-425-5454	<a href="mailto:Jennifer.Green@excellus.com">Jennifer.Green@excellus.com</a>

HARP Case Manager: <b>Jenny Hunter</b>		1-585-425-5404	<a href="mailto:Jennifer.Hunter@excellus.com">Jennifer.Hunter@excellus.com</a> 7488888
HARP Case Manager: <b>Julie Weston</b>		1-585-485-6007	<a href="mailto:Julie.weston@excellus.com">Julie.weston@excellus.com</a>
HARP Case Manager: <b>Shanelle Slade</b>		1-585-485-6096	<a href="mailto:Shanelle.slade@excellus.com">Shanelle.slade@excellus.com</a>
HARP Case Manager: <b>Amber Mallett</b>		1-585-425-5417	<a href="mailto:Amber.mallett@excellus.com">Amber.mallett@excellus.com</a>
<b>- LTSS -</b>			
LTSS Integrated Manager: <b>Mirleine Charles, RN</b>		1-585-485-5474	<a href="mailto:mirleine.charles@univerahealthcare.com">mirleine.charles@univerahealthcare.com</a>
Duals Integrated Manager: <b>Alison Condon, RN</b>		1-716-959-0584	<a href="mailto:alison.condon@excellus.com">alison.condon@excellus.com</a>
LTSS CM Supervisor: <b>Lori Bithorn, RN</b>		1-585-485-6039	<a href="mailto:Lori.bithorn@excellus.com">Lori.bithorn@excellus.com</a>
LTSS CM Supervisor: <b>Katherine Murphy, RN</b>		1-585-485-6112	<a href="mailto:katherine.murphy@excellus.com">katherine.murphy@excellus.com</a>
LTSS CM Supervisor: <b>Larissa Dailey, RN</b>		1-585-425-5418	<a href="mailto:larissa.dailey@excellus.com">larissa.dailey@excellus.com</a>
Duals CM Supervisor: <b>Karen O'Brien, RN</b>		1-585-485-6145	<a href="mailto:karen.obrien@excellus.com">karen.obrien@excellus.com</a>
LTSS Case Manager: <b>Barbara Henry, RN</b>		1-585-425-5424	<a href="mailto:Barbara.henry@excellus.com">Barbara.henry@excellus.com</a>
LTSS Case Manager: <b>Caroline Ikpeze, RN</b>		1-585-485-6083	<a href="mailto:Caroline.ikpeze@excellus.com">Caroline.ikpeze@excellus.com</a>
LTSS Case Manager: <b>Elizabeth Cimino, RN</b>		1-315-272-1291	<a href="mailto:Elizabeth.cimino@excellus.com">Elizabeth.cimino@excellus.com</a>
LTSS Case Manager: <b>Concetta Kozakiewicz, RN</b>		1-585-485-6182	<a href="mailto:Concetta.Kozakiewicz@univerahealthcare.com">Concetta.Kozakiewicz@univerahealthcare.com</a>
LTSS Case Manager: <b>Jennifer Smith, RN</b>		1-585-425-5467	<a href="mailto:Jennifer.smith@excellus.com">Jennifer.smith@excellus.com</a>
LTSS Case Manager: <b>Jennifer Webster, RN</b>		1-585-425-5484	<a href="mailto:Jennifer.webster@excellus.com">Jennifer.webster@excellus.com</a>
LTSS Case Manager: <b>Jill VanAalst, RN</b>		1-585-485-6106	<a href="mailto:Jill.vanaalst@excellus.com">Jill.vanaalst@excellus.com</a>
LTSS Case Manager: <b>Julie Baker, SW</b>		1-585-425-5426	<a href="mailto:Julie.baker@excellus.com">Julie.baker@excellus.com</a>
LTSS Case Manager: <b>Katherine Murphy, LMSW</b>		1-315-671-7271	<a href="mailto:Katherine.murphy@excellus.com">Katherine.murphy@excellus.com</a>
LTSS Case Manager: <b>Kimberly Brandt, RN</b>		1-585-485-6045	<a href="mailto:Kimberly.brandt@excellus.com">Kimberly.brandt@excellus.com</a>
LTSS Case Manager: <b>Tara Yaravitz, RN</b>		1- 585-273-7173	<a href="mailto:tara.yaravitz@excellus.com">tara.yaravitz@excellus.com</a>
LTSS Case Manager: <b>Michele Garrett, RN</b>		1-585-485-6006	<a href="mailto:Michele.garrett@excellus.com">Michele.garrett@excellus.com</a>
LTSS Case Manager: <b>Tara Ongley, RN</b>		1-716-250-5108	<a href="mailto:tara.ongley@univerahealthcare.com">tara.ongley@univerahealthcare.com</a>
LTSS Case Manager: <b>Rachel Rush, RN</b>		1-585-485-6040	<a href="mailto:Rachel.rush@excellus.com">Rachel.rush@excellus.com</a>
LTSS Case Manager: <b>Regina Fenner, RN</b>		1-315-671-7060	<a href="mailto:Regina.fenner@excellus.com">Regina.fenner@excellus.com</a>
LTSS Case Manager: <b>Sara Carpenter, LMSW</b>		1-585-425-5471	<a href="mailto:Sara.carpenter@excellus.com">Sara.carpenter@excellus.com</a>
LTSS Case Manager: <b>Julie Bush, LMSW</b>		1-585-273-7188	<a href="mailto:julie.bush@excellus.com">julie.bush@excellus.com</a>
LTSS Case Manager: <b>Caryn Vanzile, LMSW</b>		1-716-929-0826	<a href="mailto:caryn.vanzile@univerahealthcare.com">caryn.vanzile@univerahealthcare.com</a>
LTSS Case Manager: <b>Mandy Worden, LMSW</b>		1-585-273-7189	<a href="mailto:mandy.worden@excellus.com">mandy.worden@excellus.com</a>
LTSS Case Manager: <b>Victoria Decker, LMSW</b>		1-585-273-7185	<a href="mailto:victoria.decker@excellus.com">victoria.decker@excellus.com</a>
MMC Medically Fragile Children Liaison: <b>Lori Bithorn, BSW</b>		1-585-425-5433	<a href="mailto:Lori.bithorn@excellus.com">Lori.bithorn@excellus.com</a>
<b>- Customer Care -</b>			
Customer Care	Member questions/ Provider NTW	1-800-499-1275	
Adult BH Provider Relations Rep: <b>Brian Fetterly</b>	Provider billing questions all regions	1-315-731-9671	<a href="mailto:brian.fetterly@excellus.com">brian.fetterly@excellus.com</a>
Adult BH Provider Relations Rep: <b>Alicia Chase</b>	Provider billing questions all regions	1-585-485-6114	<a href="mailto:Alicia.Chase@excellus.com">Alicia.Chase@excellus.com</a>

Children's BH Provider Relations Rep: <b>Alaura Daniels</b>	Provider billing questions all regions	1-585-671-7332	<a href="mailto:alaura.daniels@excellus.com">alaura.daniels@excellus.com</a>
BH PR Manager: <b>Jennifer Demars</b>	Provider billing questions	1-315-671-7332	<a href="mailto:Jennifer.Demars@excellus.com">Jennifer.Demars@excellus.com</a>
<b>- General HH contacts -</b>			
<b>- 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.</b>			
Excellus General HH Email:	DSE, demographic request, HH questions, PDF records for review.		<a href="mailto:healthhomeservicesexcellus@excellus.com">healthhomeservicesexcellus@excellus.com</a>
Clinical Compliance Specialist: Karen Malecki	Record Review	1-585-530-6765	karen.malecki@excellus.com
Manager: <b>Morgan Jackson</b>	Non-member specific questions	1-585-622-0808	<a href="mailto:morgan.jackson@excellus.com">morgan.jackson@excellus.com</a>
Manager: <b>Terri Mercado</b>	Health Home Inquiries	1-585-530-5595	<a href="mailto:terri.mercado@excellus.com">terri.mercado@excellus.com</a>

## Excellus Healthcare Health Home Contact List

<i>- Who to call? -</i>	<i>For what?</i>	<i>Phone Number/Fax</i>	<i>Email Contact</i>
Administrator: <b>Terri Mercado or Karen Malecki</b>	Monitors and responds to HH Email	Phone: 1-585-530-5595	<a href="mailto:Terri.Mercado@excellus.com">Terri.Mercado@excellus.com</a> <a href="mailto:Karen.Malecki@excellus.com">Karen.Malecki@excellus.com</a>
BH Case Management	LOSD issued members are assigned a Plan CM who work with members needing support beyond HHCM.	1-844-694-6411	<a href="mailto:member.documents@excellus.com">member.documents@excellus.com</a>
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.		<a href="mailto:childrens.documents@excellus.com">childrens.documents@excellus.com</a>
<i>- Children -</i>			
Foster Care Manager: <b>Lindsay Rachow</b>		1-585-485-6044	<a href="mailto:Lindsay.Rachow@excellus.com">Lindsay.Rachow@excellus.com</a>
Foster Care Liaison: <b>Melissa Taccia</b>		1-585-485-6037	<a href="mailto:Melissa.Taccia@excellus.com">Melissa.Taccia@excellus.com</a>
Director of Case Management: <b>Latoya Mallory</b>		1-585-485-6065	<a href="mailto:Latoya.Mallory@excellus.com">Latoya.Mallory@excellus.com</a>
Bright Beginnings Pediatric and Pediatric Special Population Manager: <b>Christina Banker, RN</b>		1-585-485-6139	<a href="mailto:Christina.Banker@excellus.com">Christina.Banker@excellus.com</a>
Children's Foster Care Case Manager: <b>Colleen Familo</b>		1-585-425-5442	<a href="mailto:Colleen.Familo@excellus.com">Colleen.Familo@excellus.com</a>
Children's Foster Care Case Manager: <b>Megan Bunce</b>		1-585-425-5473	<a href="mailto:Megan.Bunce@excellus.com">Megan.Bunce@excellus.com</a>
Children's Foster Care Coordinator: <b>John DeFazio</b>		1-585-485-6010	<a href="mailto:John.DeFazio@excellus.com">John.DeFazio@excellus.com</a>
Children's Case Manager: <b>Sharee Gunner</b>		1-585-485-6018	<a href="mailto:Sharee.Gunner@excellus.com">Sharee.Gunner@excellus.com</a>
Children's Case Manager: <b>TBD</b>			
Children's Case Manager: <b>Sharon Stewart, RN</b>		1-585-485-6068	<a href="mailto:Sharon.Stewart@excellus.com">Sharon.Stewart@excellus.com</a>
Children's Care Coordinator: <b>Jennifer Podmenik</b>		1-585-425-5437	<a href="mailto:Jennifer.Podmenik@excellus.com">Jennifer.Podmenik@excellus.com</a>
Children's Care Coordinator: <b>Courtney Adams</b>		1-585-485-6123	<a href="mailto:Courtney.Adams@excellus.com">Courtney.Adams@excellus.com</a>
PH Children's NICU Case Manager: <b>Marsha Merrell, RN</b>		<b>1-585-485-6100</b>	<a href="mailto:Marsha.Merrell@excellus.com">Marsha.Merrell@excellus.com</a>
PH Children's Case Manager: <b>Ashley Miller, RN</b>		1-585-530-1705	<a href="mailto:Ashley.Miller@excellus.com">Ashley.Miller@excellus.com</a>
PH Children's Case Manager: <b>Lauren Marinilli, RN</b>		1-585-425-5402	<a href="mailto:Lauren.Marinilli@excellus.com">Lauren.Marinilli@excellus.com</a>
PH Children's Care Coordinator: <b>Sheri Pelligra</b>		1-585-425-5456	<a href="mailto:Sheri.Pelligra@excellus.com">Sheri.Pelligra@excellus.com</a>
PH Children's Case Manager: <b>Jessica Zinsmeister, RN</b>		1-585-425-5498	<a href="mailto:Jessica.Zinsmeister@excellus.com">Jessica.Zinsmeister@excellus.com</a>
<i>- Adults -</i>			
BH Care Coordinator: <b>Jessica Kent</b>		1-585-273-7165	<a href="mailto:Jessica.Kent@Excellus.com">Jessica.Kent@Excellus.com</a>
BH Care Coordinator: <b>Amber Donnelly</b>		1-585-802-6668	<a href="mailto:Amber.Donnelly@excellus.com">Amber.Donnelly@excellus.com</a>
BH Care Coordinator: <b>Kayla Osterndorff</b>		1-315-671-8494	<a href="mailto:Kayla.Osterndorff@excellus.com">Kayla.Osterndorff@excellus.com</a>
HARP Case Manager: <b>Audrey Aliberto</b>		1-585-485-6105	<a href="mailto:Audrey.aliberto@excellus.com">Audrey.aliberto@excellus.com</a>
HARP Care Manager: <b>Cecilia DiGiuseppe</b>		1-585-622-1559	<a href="mailto:Cecilia.digiuseppe@excellus.com">Cecilia.digiuseppe@excellus.com</a>

Case Management Supervisor: <b>Kelly Robinson</b>		1-585-485-6023	<a href="mailto:Kelly.robinson@excellus.com">Kelly.robinson@excellus.com</a>
Case Management Supervisor: <b>Jennifer Green</b>		1-585-425-5454	<a href="mailto:Jennifer.Green@excellus.com">Jennifer.Green@excellus.com</a>
HARP Case Manager: <b>Jenny Hunter</b>		1-585-425-5404	<a href="mailto:Jennifer.Hunter@excellus.com">Jennifer.Hunter@excellus.com</a>
HARP Case Manager: <b>Julie Weston</b>		1-585-485-6007	<a href="mailto:Julie.weston@excellus.com">Julie.weston@excellus.com</a>
HARP Case Manager: <b>Shanelle Slade</b>		1-585-485-6096	<a href="mailto:Shanelle.slade@excellus.com">Shanelle.slade@excellus.com</a>
HARP Case Manager: <b>Amber Mallett</b>		1-585-425-5417	<a href="mailto:Amber.mallett@excellus.com">Amber.mallett@excellus.com</a>
<b>- LTSS and Duals -</b>			
LTSS Integrated Manager: <b>Mirleine Charles, RN</b>		1-585-485-5474	<a href="mailto:mirleine.charles@univerahealthcare.com">mirleine.charles@univerahealthcare.com</a>
Duals Integrated Manager: <b>Alison Condon, RN</b>		1-716-959-0584	<a href="mailto:alison.condon@excellus.com">alison.condon@excellus.com</a>
LTSS CM Supervisor: <b>Lori Bithorn, RN</b>		1-585-485-6039	<a href="mailto:Lori.bithorn@excellus.com">Lori.bithorn@excellus.com</a>
LTSS CM Supervisor: <b>Katherine Murphy, RN</b>		1-585-485-6112	<a href="mailto:katherine.murphy@excellus.com">katherine.murphy@excellus.com</a>
LTSS CM Supervisor: <b>Larissa Dailey, RN</b>		1-585-425-5418	<a href="mailto:larissa.dailey@excellus.com">larissa.dailey@excellus.com</a>
Duals CM Supervisor: <b>Karen O'Brien, RN</b>		1-585-485-6145	<a href="mailto:karen.obrien@excellus.com">karen.obrien@excellus.com</a>
LTSS Case Manager: <b>Barbara Henry, RN</b>		1-585-425-5424	<a href="mailto:Barbara.henry@excellus.com">Barbara.henry@excellus.com</a>
LTSS Case Manager: <b>Caroline Ikpeze, RN</b>		1-585-485-6083	<a href="mailto:Caroline.ikpeze@excellus.com">Caroline.ikpeze@excellus.com</a>
LTSS Case Manager: <b>Elizabeth Cimino, RN</b>		1-315-272-1291	<a href="mailto:Elizabeth.cimino@excellus.com">Elizabeth.cimino@excellus.com</a>
LTSS Case Manager: <b>Concetta Kozakiewicz, RN</b>		1-585-485-6182	<a href="mailto:Concetta.Kozakiewicz@univerahealthcare.com">Concetta.Kozakiewicz@univerahealthcare.com</a>
LTSS Case Manager: <b>Jennifer Smith, RN</b>		1-585-425-5467	<a href="mailto:Jennifer.smith@excellus.com">Jennifer.smith@excellus.com</a>
LTSS Case Manager: <b>Jennifer Webster, RN</b>		1-585-425-5484	<a href="mailto:Jennifer.webster@excellus.com">Jennifer.webster@excellus.com</a>
LTSS Case Manager: <b>Jill VanAalst, RN</b>		1-585-485-6106	<a href="mailto:Jill.vanaalst@excellus.com">Jill.vanaalst@excellus.com</a>
LTSS Case Manager: <b>Julie Baker, SW</b>		1-585-425-5426	<a href="mailto:Julie.baker@excellus.com">Julie.baker@excellus.com</a>
LTSS Case Manager: <b>Katherine Murphy, LMSW</b>		1-315-671-7271	<a href="mailto:Katherine.murphy@excellus.com">Katherine.murphy@excellus.com</a>
LTSS Case Manager: <b>Kimberly Brandt, RN</b>		1-585-485-6045	<a href="mailto:Kimberly.brandt@excellus.com">Kimberly.brandt@excellus.com</a>
LTSS Case Manager: <b>Tara Yaravitz, RN</b>		1- 585-273-7173	<a href="mailto:tara.yaravitz@excellus.com">tara.yaravitz@excellus.com</a>
LTSS Case Manager: <b>Michele Garrett, RN</b>		1-585-485-6006	<a href="mailto:Michele.garrett@excellus.com">Michele.garrett@excellus.com</a>
LTSS Case Manager: <b>Tara Ongley, RN</b>		1-716-250-5108	<a href="mailto:tara.ongley@univerahealthcare.com">tara.ongley@univerahealthcare.com</a>
LTSS Case Manager: <b>Rachel Rush, RN</b>		1-585-485-6040	<a href="mailto:Rachel.rush@excellus.com">Rachel.rush@excellus.com</a>
LTSS Case Manager: <b>Regina Fenner, RN</b>		1-315-671-7060	<a href="mailto:Regina.fenner@excellus.com">Regina.fenner@excellus.com</a>
LTSS Case Manager: <b>Sara Carpenter, LMSW</b>		1-585-425-5471	<a href="mailto:Sara.carpenter@excellus.com">Sara.carpenter@excellus.com</a>
LTSS Case Manager: <b>Julie Bush, LMSW</b>		1-585-273-7188	<a href="mailto:julie.bush@excellus.com">julie.bush@excellus.com</a>
LTSS Case Manager: <b>Caryn Vanzile, LMSW</b>		1-716-929-0826	<a href="mailto:caryn.vanzile@univerahealthcare.com">caryn.vanzile@univerahealthcare.com</a>
LTSS Case Manager: <b>Mandy Worden, LMSW</b>		1-585-273-7189	<a href="mailto:mandy.worden@excellus.com">mandy.worden@excellus.com</a>
LTSS Case Manager: <b>Victoria Decker, LMSW</b>		1-585-273-7185	<a href="mailto:victoria.decker@excellus.com">victoria.decker@excellus.com</a>
MMC Medically Fragile Children Liaison: <b>Lori Bithorn, BSW</b>		1-585-425-5433	<a href="mailto:Lori.bithorn@excellus.com">Lori.bithorn@excellus.com</a>
<b>- Customer Care -</b>			
Customer Care	Member questions/ Provider NTW	1-800-499-1275	
Adult BH Provider Relations Rep: <b>Brian Fetterly</b>	Provider billing questions all regions	1-315-731-9671	<a href="mailto:brian.fetterly@excellus.com">brian.fetterly@excellus.com</a>

Adult BH Provider Relations Rep: <b>Alicia Chase</b>	Provider billing questions all regions	1-585-485-6114	<a href="mailto:Alicia.chase@univerahealthcare.com">Alicia.chase@univerahealthcare.com</a>
Children's BH Provider Relations Rep: <b>Alaura Daniels</b>	Provider billing questions all regions	1-585-435-6064	<a href="mailto:alaura.daniels@univerahealthcare.com">alaura.daniels@univerahealthcare.com</a>
BH PR Manager: <b>Jennifer Demars</b>	Provider billing questions	1-315-671-7332	<a href="mailto:Jennifer.demars@excellus.com">Jennifer.demars@excellus.com</a>
<b>General HH contacts -</b>			
<b>- 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.</b>			
Excellus General HH email:	DSE, demographic request, HH questions, PDF records for review.		<a href="mailto:healthhomeservicesexcellus@excellus.com">healthhomeservicesexcellus@excellus.com</a>
Clinical Compliance Specialist: <b>Karen Malecki</b>	Record Review	1-585-530-6765	<a href="mailto:karen.malecki@excellus.com">karen.malecki@excellus.com</a>
Manager: <b>Morgan Jackson</b>	Non-member specific questions	1-585-622-0808	<a href="mailto:morgan.jackson@excellus.com">morgan.jackson@excellus.com</a>
Manager: <b>Terri Mercado</b>	Health Home Inquiries	1-585-530-5595	<a href="mailto:terri.mercado@excellus.com">terri.mercado@excellus.com</a>



## 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
<b>MVP INTAKE TEAM</b>	<b>Best method to contact regarding submitting Adult/Children POCs, Level of Service Requests, or HCBS Authorizations</b>	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
<b>Medically Fragile Children Liaison</b>			
Elizabeth Fallone-Torhan	Integrated Health, Children's Case Manager; Medically Fragile Children Liaison	914-372- 2030	EFallone-Torhan@mvphealthcare.com
<b>MVP HEALTH HOME TEAM</b>	<b>Email is the best method to contact the MVP HH Team</b>	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
<b>MVP Customer Care</b>	Member services line: For general benefit questions	MVP HARP: 844-946-8002  MVP Medicaid: 800-852-7826	
<b>Provider Services</b>	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](mailto: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](mailto:QHCMHARPBH@fideliscare.org). All Children's HCBS documents must continue to be sent to [SM\\_Childrens\\_HCBS@fideliscare.org](mailto: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.



## 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](mailto: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](mailto: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@fideliscare.org](mailto:SM_Childrens_HCBS@fideliscare.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	<a href="mailto:elantier@fideliscare.org">elantier@fideliscare.org</a>	Fidelis policy, state/plan initiatives, data or report questions
Ivette Morales	Behavioral Health Clinical Liaison	<a href="mailto:ivette.morales@fideliscare.org">ivette.morales@fideliscare.org</a>	Monthly meeting items, CMA issues, MAPP issues; referral follow up
Michael Young	HCBS CM	<a href="mailto:myoung2@fideliscare.org">myoung2@fideliscare.org</a>	HARP HCBS issues, CORE transition, Fidelis workflows
Sasha Diaz	HCBS Program Associate	<a href="mailto:sdiaz2@fideliscare.org">sdiaz2@fideliscare.org</a>	HARP HCBS document and authorization issues, HH Inquiry inbox issues

Elizabeth Apeadu	Provider Relations Specialist	<a href="mailto:eapeadu@fideliscare.org">eapeadu@fideliscare.org</a>	Billing/claims related matters (downstate/NYC)
Casey Ruede	Provider Relations Specialist	<a href="mailto:Casey.Ruede@fideliscare.org">Casey.Ruede@fideliscare.org</a>	Billing/claims related matters (upstate)



## Health Home Inquiry Form

Once form is completed, email it using secure email to: [SMHealthHomeInquiry@fideliscare.org](mailto: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: _____ _____	

## 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](mailto: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](mailto:QHCMHARPBH@fideliscare.org) [adult] and [SM\\_Childrens\\_HCBS@fideliscare.org](mailto: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.

# 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** 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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CST21356 6/18  
CSNY17MC4204727\_001



**Updated 5.4.2022**

HCBS Administrator: Jason Ross - [Jason.ross@uhc.com](mailto:Jason.ross@uhc.com) 800-548-6549 x65043

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

Updated 11/25/20

### YourCareHealth Contacts

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

### Wellcare Contacts

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



## Molina Healthcare Health Home Contact List WNY

Name	Title/Department	Phone/Fax Number	Email
Lisa Pfeifer	Director of Quality	PH: (585) 993-4524	<a href="mailto:Lisa.pfeifer@Molinahealthcare.com">Lisa.pfeifer@Molinahealthcare.com</a>
Shelby Spagnola	Director of Healthcare Services, Utilization management	PH (315) 273-0335	<a href="mailto:Shelby.Spagnola@Molinahealthcare.com">Shelby.Spagnola@Molinahealthcare.com</a>
Ramona Dretto	Sr. Rep, Provider Services	PH: (585) 208-1814	<a href="mailto:Ramona.Dretto@Molinahealthcare.com">Ramona.Dretto@Molinahealthcare.com</a>
Afton Waters	Manager of Care Management (case management)	PH: (315) 928-4542	<a href="mailto:Afton.Waters@molinahealthcare.com">Afton.Waters@molinahealthcare.com</a>
Danielle Marie Tagliaferro	Manager of Care Management (case management)	PH: (718) 794-6648	<a href="mailto:dpignatelli@affinityplan.com">dpignatelli@affinityplan.com</a>
Monroe Plan	Adult Plan of Care/ HCBS	PH:(844) 337-7144 FAX: 800-962-8189	<a href="mailto:CMTriage@Monroeplan.com">CMTriage@Monroeplan.com</a>
	Children Plan of Care/ HCBS	FAX: 1-844-206-2192	
	HCBS Authorization questions (Adult & Children)	PH: (315) 928-4884	<a href="mailto:MHNYsales@molinahealthcare.com">MHNYsales@molinahealthcare.com</a>
	Facilitated Enrollment	PH: (844) 239-4911	
	Member Services	PH: (800) 223-7242	
	Provider Services	PH: (877) 872-4716	
	Utilization Management	PH: (877) 872-4716 FAX: (866) 879-4742	
	Behavioral Health	PH: (800) 223- 7242	
	Crisis line - 24 Hr	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.	<a href="https://www.molinahealthcare.com/providers/ny/medicaid/home.aspx">https://www.molinahealthcare.com/providers/ny/medicaid/home.aspx</a>	
Vendors	Teladoc	PH: (800) 835-2362	
	Dental Services - DentaQuest	PH: (855) 208-6768	
	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	<a href="mailto:CMTriage@Monroeplan.com">CMTriage@Monroeplan.com</a>
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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,      PH: (877) 872-4716  
 Inc . PO BOX 22615 Long Beach,  
 CA 90801