

MCO Points of Contact

Medicaid Managed Care Organizations (MCOs) are an excellent source of information and partners for collaboration. CHC's contracted MCOs include CDPHP, Excellus, Fidelis, Molina, MVP and UnitedHealthcare. Communication with these MCOs may be warranted in the following situations, although there may be other situations in which communication and collaboration are appropriate.

<ul style="list-style-type: none"> When the MCO is the referral source for Health Home services 	<ul style="list-style-type: none"> When a Member is lost to service and entering Diligent Search Status
<ul style="list-style-type: none"> When diagnosis verification is needed 	<ul style="list-style-type: none"> When a Member's case is being closed
<ul style="list-style-type: none"> Prior to referring the Member to providers to ensure that providers fall within the MCO's contracted network of providers 	<ul style="list-style-type: none"> When assistance is needed in obtaining information regarding hospitalization and emergency room discharges and the information is unavailable through other channels such as Hixny
<ul style="list-style-type: none"> When Case Conferences are needed to develop plans for high needs individuals 	<ul style="list-style-type: none"> When a Care Transition is provided, or a Member experiences a significant event

Unless you have a specific contact at the MCO, inquiries should be directed to each MCO's specific points of contact on the following pages. Whenever possible, emails should be used as they are specific to the Health Home program. Calling will likely create more challenges with finding the right person versus emailing the Health Home inbox.

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General Inquiries

Contact for Health Home Inquiries (HH+, DSE, Step-down, etc.)	
Health Home Specific Email	CDPHP_HealthHome_Clinical@cdphp.com

HARP Inquiries

Preliminary POC (LOSD-R) Submission / CORE Documentation	
Secure Email	Secure Fax
bhintake@cdphp.com	518-641-3601

Specific Contacts for HARP / HCBS / CORE	
Name	Contact Info
HARP Access Center	518-641-3600
Melissa Antolick, Manager BH Case Management	Melissa.Antolick@cdphp.com
John M. Arcuri, HARP Clinical Director	518-641-3485 John.Arcuri@cdphp.com
Cory Donnelly, Manager Access Center	518-641-3482
Nick Lansing, Team Lead	518-641-3397

General Inquiries

Contact for Health Home Inquiries (HH+, DSE, Step-down, etc.)	
SMHealthHomeInquiry@fideliscare.org	All inquiries should be made using the Fidelis-specific "Health Home Inquiry Form"

HARP Inquiries

Preliminary POC (LOSD-R) Submission / CORE Documentation	
Secure Email	Secure Fax
QHCMHARPBH@fideliscare.org	347-868-6427

Specific Contacts for HARP / HCBS / CORE	
Name	Contact
Erik Lantier, Manager, BH (Policy, managed care questions, issues, concerns)	elantier@fideliscare.org 718-896-6500 ext. 60854
Mike Young, Adult HCBS Liaison (HCBS and CORE workflow questions; HCBS/CORE provider issues)	MYoung2@fideliscare.org 718-896-6500 ext. 12105
Elena Caldarazzo, HARP Care Manager (HARP enrolled Member issues, care coordination needs)	Elena Caldarazzo ext. 22704 ECaldarazzo@fideliscare.org
HARP Dedicated Phone Line (General Health Home questions)	888-343-3547 ext. 16077
HARP Enrollment Line (H9) (Members who want to enroll in HARP)	888-343-3547 ext. 16179

General Inquiries

Contact for Health Home Inquiries (HH+, DSE, Step-down, etc.)	
Health Home Specific Email	MHNYSales@molinahealthcare.com
Complex Health Home Cases / HCBS	
Alissa Sanzone, LCSW Behavioral Health Care Manager	Phone: 716-402-6825 Alissa.Sanzone@molinahealthcare.com

Needs / Reason for Inquiry	Contact Information
Facilitated Enrollment	PH: 844 239-4911 MHNYSales@molinahealthcare.com
Member Services	PH: 800-223-7242
Behavioral Health / 24 Hour Crisis Line	PH: 800-223- 7242

Name	Title/Department	Phone Number	Email
Afton Waters	Manager of Care Management (case management)	315-928-4542	Afton.Waters@molinahealthcare.com
Danielle Marie Tagliaferro	Manager of Care Management (case management)	718-794-6648	dpignatelli@affinityplan.com

HARP Inquiries

Entity	Requests / Needs	Phone / Fax	Email
Monroe Plan	Adult Plan of Care/ HCBS	PH: 844-337-7144 FAX: 800-962-8189	CMTriage@Monroeplan.com
Molina Healthcare New York	HCBS Authorization questions (Adult & Children)	PH: 315-928-4884	

Provider Information

Use this website to 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>

Provider / Vendor Contacts	
Teladoc	PH: 800-835-2362
Dental Services - DentaQuest	PH: 855-208-6768
Pharmacy	PH: 877-872-4716 FAX: 844-823-5479

General Inquiries

Contact for Health Home Inquiries (HH+, DSE, Step-down, etc.)	
Health Home Email	Notes
HealthHome@mvphealthcare.com	For Members in DSE please indicate: <ol style="list-style-type: none"> 1. Member Name 2. Member CIN 3. Lead Health Home affiliation (Community Health Connections) 4. Date of last successful contact 5. Date Member became “disengaged”

HARP Inquiries

Preliminary POC (LOSD-R) Submission / CORE Documentation	
Secure Email	Secure Fax
*Email is the best way to submit LOSD-R/PPOC, Full HCBS Plan of Care and general questions communityservices@mvphealthcare.com	855-853-4850

Specific Contacts for HARP / HCBS / CORE	
Name / Reason for Inquiry	Contact Info
Intake Team - For questions regarding submitting LOSD-R/ PPOC, Full HCBS POC	communityservices@mvphealthcare.com
Customer Care - For general benefit questions	844-946-8002
Health Home Team - For general HH/CMA questions or escalations	914-372-2233 HealthHome@mvphealthcare.com
HARP Case Management For escalations - Zelester Cay, Leader, Behavioral Health HARP	914-372-2229 zcay@mvphealthcare.com

General Inquiries

Contact for Health Home Inquiries (HH+, DSE, Step-down, etc.)	
Janice Ganter	janice.ganter@uhc.com

HARP Inquiries

Contact for HARP Inquiries (Providers, LOSD-R and Full POC Submission)		
Jason Ross	jason.ross@uhc.com	HCBS Administrator

UHC Nurse Line	
1-877-597-7801	Patient education on conditions Available 24 hours a day, seven days a week