

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.

Contents

CDPHP	1
Excellus.....	2
Fidelis	4
Molina	5
MVP.....	6
UnitedHealthcare.....	7

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

General Phone 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.
General Health Home Email	healthhomeservicesexcellus@excellus.com	DSE, demographic request, HH questions, PDF records for review.

Member Questions	1-800-499-1275		Member Questions / Provider NTW
Manager: Morgan Jackson	1-585-622-0808	morgan.jackson@excellus.com	Non-member specific questions
Manager: Terri Mercado	1-585-530-5595	terri.mercado@excellus.com	Health Home Inquiries

HARP Inquiries

BH Case Management, including LOSD-R Submission	member.documents@excellus.com 1-844-694-6411	LOSD issued members are assigned a Plan CM who work with members needing support beyond HHCM.
Children's HCBS Plan of Care	childrens.documents@excellus.com	When a child is engaged in Children's HCBS, the Plan of Care should be submitted to this email box for MCO review.
HARP related questions can also be directed to Morgan Jackson - Morgan.Jackson@excellus.com		

Adult Case Managers

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
Case Management Supervisor: Kelly Robinson	1-585-485-6023	Kelly.robinson@excellus.com
Case Management Supervisor: Jennifer Green	1-585-425-5454	Jennifer.Green@excellus.com
HARP Case Manager: Kathryn MacIntyre-Yee	1-585-485-6181	Kathryn.MacIntyreYee@excellus.com
HARP Case Manager: Lindsey Baron	1-585-485-6182	Lindsey.Baron@excellus.com
HARP Case Manager: Jenny Hunter	1-585-425-5404	Jennifer.Hunter@excellus.com
HARP Case Manager: Julie Weston	1-585-485-6007	Julie.weston@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 and Duals Case Managers

LTSS Integrated Manager: Mirleine Charles, RN	1-585-485-5474	mirleine.charles@univerahealthcare.com
Duals Integrated Manager: Alison Condon, RN	1-716-959-0584	alison.condon@excellus.com
LTSS CM Supervisor: Katherine Murphy, RN	1-585-485-6112	katherine.murphy@excellus.com
LTSS CM Supervisor: Larissa Dailey, RN	1-585-425-5418	larissa.dailey@excellus.com

Duals CM Supervisor: Karen O'Brien, RN	1-585-485-6145	karen.obrien@excellus.com
LTSS Case Manager: Victoria Decker, LMSW	1-585-273-7185	victoria.decker@excellus.com
LTSS CM Supervisor: 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: Concetta Kozakiewicz, RN	1-585-485-6182	Concetta.Kozakiewicz@univerahealthcare.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, SW	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: Tara Yaravitz, RN	1-585-273-7173	tara.yaravitz@excellus.com
LTSS Case Manager: Michele Garrett, RN	1-585-485-6006	Michele.garrett@excellus.com
LTSS Case Manager: Tara Ongley, RN	1-716-250-5108	tara.ongley@univerahealthcare.com
LTSS Case Manager: Rachel Rush, RN	1-585-485-6040	Rachel.rush@excellus.com
LTSS Case Manager: Sara Carpenter, LMSW	1-585-425-5471	Sara.carpenter@excellus.com
LTSS Case Manager: Julie Bush, LMSW	1-585-273-7188	julie.bush@excellus.com
LTSS Case Manager: Caryn Vanzile, LMSW	1-716-929-0826	caryn.vanzile@univerahealthcare.com

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	MHNYSasemanagement@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