




Share Plans of Care with Medicaid Managed Care Plans

Attachment A: MMCP Plan of Care Submission Process Guide

Plan	Children's HCBS Contact	Contact who should receive Children's HCBS Plan of Care (POC)	Preferred method for submitting Children's HCBS Plan of Care
Affinity	<p>Shari Lubeck Email: Shari.lubeck@beaconhealthoptions.com</p> <p>Joshua Maldonado Email: Joshua.Maldonado@beaconhealthoptions.com</p>	<p>Email: AffinityChildrensCareManagement@beaconhealthoptions.com</p>	<p>Email: AffinityChildrensCareManagement@beaconhealthoptions.com</p>
Amida Care	<p>Beacon: Shari Lubeck and Aimee Tucci AmidaCareChildrensCareManagement@beaconhealthoptions.com</p> <p>AmidaCare: Nicholas A Calabro ncalabro@amidacareny.org</p>	<p>Beacon: Shari Lubeck and Aimee Tucci AmidaCareChildrensCareManagement@beaconhealthoptions.com</p> <p>AmidaCare: Nicholas A Calabro ncalabro@amidacareny.org</p>	<p>Secure email to: Shari Lubeck, Aimee Tucci and Nicholas A. Calabro AmidaCareChildrensCareManagement@beaconhealthoptions.com ncalabro@amidacareny.org</p>
CDPHP	<p>Christopher Zeppieri Manager, Care Management and the Medicaid Long Term Services and Support Programs Email: Christopher.Zeppieri@cdphp.com Phone: 518-641-3429</p> <p>Jeremy Boyce Manager, Behavioral Health</p>	<p>A CDPHP contact name is not needed for POC submission</p>	<p>eFax: (518) 641-3105 Email: kids poc@cdphp.com</p>



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	<p>Clinical Director, Children's Services Email: Jeremy.Boyce@cdphp.com Phone: 518-641-3492</p> <p>Resource for Any BH Questions from Providers or Health Homes: CDPHP BH Access Center – Phone: 518-641-3600</p>		
<p>Emblem</p>	<p>Amanda Barnabas Phone: 646-447-5058 Email: abarnabas@EmblemHealth.com</p> <p>For more information please see:</p>  <p>POC flow AB 7.29.19 (002).pdf</p>	<p>Amanda Barnabas Phone: 646-447-5058 Email: abarnabas@EmblemHealth.com</p> <p>Email: ChildrensCorrespondence@EmblemHealth.com</p>	<p>Fax: 646-447-5058 and/ or Email: ChildrensCorrespondence@EmblemHealth.com</p>
<p>Excellus</p>	<p>Jennifer Demars Manager, Behavioral Health Provider Relations Phone: 315-671-7332 Email: Jennifer.demars@excellus.com</p>	<p>Process will be same for members connected with both HHs and C-YES.</p> <p>childrens.documents@excellus.com</p> <p>childrens.documents@univerahealthcare.com</p>	<p>Secure email is the preferred method for POC: childrens.documents@excellus.com</p> <p>childrens.documents@univerahealthcare.com</p>
<p>Fidelis</p>	<p>Danielle L. Thomas, LCSW, MPH Director, Children's Clinical Director Fidelis Care 95-25 Queens Blvd Rego Park, NY 11374</p>	<p>POCs should be sent to the dedicated mailbox in order to be routed to the child's specific care manager</p> <p>Email: SM_Childrens_HCBS@Fideliscare.org</p>	<p>The preferred method is that these POCs are sent via SECURE email. SM_Childrens_HCBS@fideliscare.org</p>



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	Office: (718) 685-5238 Email: dthomas3@fideliscare.org		
HealthFirst	Children's HCBS Contact – For Clinical Questions Jennifer Pelletier (primary) Phone: 212-519-7958 Email: JPelletier-Young@healthfirst.org Heather Mermel (secondary) Phone: 718-484-5469 Email: hmermel@healthfirst.org POC inquiries: welcomerollment@healthfirst.org with subject line “Child POC”	Email: welcomerollment@healthfirst.org with subject line “Child POC”	SFTP site via the lead Health Homes and C-YES
HealthNow	Shanena DiMaggio , LMHC CASAC-2, BH Case Manager Amerigroup Partnership Plan, LLC for BlueCross BlueShield of Western New York W: 1-866-231-0847 x 1061270361 C: 716-341-4293 Email: Shanena.DiMaggio@amerigroup.com Alison West, LMHC Manager Behavioral Health Services Amerigroup Partnership Plan, LLC for BlueCross BlueShield of Western New York C: 716-449-9529 Email: alison.west@amerigroup.com	Plans of care can be faxed to our op line or via email (email is the preferred method). Fax line: 866-877-5229 Email: Shanena.DiMaggio@amerigroup.com Email: alison.west@amerigroup.com	Plans of care can be faxed to our op line or via email (email is the preferred method). Fax line: 866-877-5229 Email: Shanena.DiMaggio@amerigroup.com Email: alison.west@amerigroup.com



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HealthPlus	Wilsa Exantus Phone: 1 347-714-1421 Email: Wilsa.Exantus-Simon@empireblue.com	Wilsa Exantus Phone: 1 347-714-1421 Email: Wilsa.Exantus-Simon@empireblue.com	Fax line: 866-877-5229
IHA	Beacon for IHA: Shari Lubeck Phone: 646-916-0173 Email: Shari.lubeck@beaconhealthoptions.com Joshua Madonado Phone: 716-796-6488 Email: Joshua.Maldonado@beaconhealthoptions.com IHA: Angela Salemi Email: angela.salemi@independenthealth.com	Email: IHAChildrensCareManagement@beaconhealthoptions.com	Email: IHAChildrensCareManagement@beaconhealthoptions.com
Molina	Michelle Woolever Phone: 315-928-4871 Email: michelle.woolever@molinahealthcare.com	Michelle Woolever Phone: 315-928-4871 Email: michelle.woolever@molinahealthcare.com	Email: MHNYChildrens@molinahealthcare.com Fax: 1-844-206-2192
MVP	Elizabeth Fallone-Torhan Email: EFallone-Torhan@mvphealthcare.com	Kijana Danzy Phone: 1-800-247-6550 Email: KDanzy@mvphealthcare.com	Fax: 855-853-4850



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MetroPlus	<p>Rosemary Salopek, Director of Children's Special Services Office: 212-908-3744 Cell: 646-901-6547 Email: salopekr@metroplus.org</p>	<p>All Children's POCs should be sent to Metro Plus's Children's Special Services (CSS) Department. Health Homes and C-YES should follow the same steps.</p>	<p>Fax or Email CSS Fax: 212-908-3018 CSS Email: childrensspecialservice@metroplus.org</p>
United	<p>From the Provider Alert: 1. Electronic Prior Authorization and Notifications (PAAN), and supporting documentation including Notification Documents can be submitted for New York Medicaid: UHCprovider.com/priorauth</p> <p>Pathway to Access PAAN: UnitedHealthcare Community Plan of New York Homepage: http://uhcprovider.com/NYcommunityplan Provider Authorization and Notification Resources: Click Learn More Click on Go To Prior Authorization and Notification Tool</p> <p>Quick Reference and Other Helpful Resources and Videos and Training to assist in the transition can be found at: https://www.uhcprovider.com/en/prior-auth-advance-notification/prior-auth-app.html</p> <p>2. Telephonic requests for services</p>	<p>HCBS POC submission – HHCM & C-YES: Secure Portal (ECG SFTP): Email Ariel Rios for access Ariel Rios Email: ariel.rios@uhc.com Phone: 1-800-548-6549 ext: 67393</p>	<p>HCBS POC submission – HHCM & C-YES: Secure Portal (ECG SFTP): Email Ariel Rios for access Ariel Rios Email: ariel.rios@uhc.com Phone: 1-800-548-6549 ext: 67393</p>



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	<p>that require authorization and notification can be obtained by calling: Toll-free line: 866-362-3368</p> <p>3. Escalated HCBS Provider Concerns and Questions: Ariel Rios Email: ariel.rios@uhc.com Phone: 1-800-548-6549 ext: 67393</p>		
VNS	<p>Shari Lubeck Email: Shari.lubeck@beaconhealthoptions.com</p> <p>Aimee Tucci Email: Aimee.tucci@beaconhealthoptions.com</p>	<p>Shari Lubeck Email: Shari.lubeck@beaconhealthoptions.com</p> <p>Aimee Tucci Email: Aimee.tucci@beaconhealthoptions.com</p>	<p>Email: VNSChildrensCareManagement@beaconhealthoptions.com</p>
Wellcare	<p>Lynette Prince Email: lynette.prince@wellcare.com Phone: 917-454-6735</p>	<p>Lynette Prince Email: lynette.prince@wellcare.com Phone: 917-454-6735</p>	<p>POCs for both HH and C-YES to be submitted by Fax: (855) 696-7557</p>
Yourcare	<p>Joshua Maldonado (Beacon) Email: Joshua.Maldonado@beaconhealthoptions.com Phone: 716.796.6488</p>	<p>Beacon Health Options Email: YourCareChildrensCareManagement@beaconhealthoptions.com Fax: 716.265.7591</p>	<p>Beacon Health Options Email: YourCareChildrensCareManagement@beaconhealthoptions.com Fax: 716.265.7591</p>

Note: The information provided in Attachment A will be also be made available in the MCTAC Plan Matrix referenced above.