




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 (Capital District Physician Health Plan)	<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 Clinical Director, Children's Services Email: Jeremy.Boyce@cdphp.com Phone: 518-641-3492</p>	<p>A CDPHP contact name is not needed for POC submission</p>	<p>eFax: (518) 641-3105 Email: kidspec@cdphp.com</p>



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	Resource for Any BH Questions from Providers or Health Homes: CDPHP BH Access Center – Phone: 518-641-3600		
Emblem	Amanda Barnabas Phone: 646-447-5058 Email: abarnabas@EmblemHealth.com For more information please see:  POC flow AB 7.29.19 (002).pdf	Amanda Barnabas Phone: 646-447-5058 Email: abarnabas@EmblemHealth.com Email: ChildrensCorrespondence@EmblemHealth.com	Fax: 646-447-5058 and/ or Email: ChildrensCorrespondence@EmblemHealth.com
Excellus (Blue Choice Option- but Excellus needs to be listed on consent not BCO)	Jennifer Demars Manager, Behavioral Health Provider Relations Phone: 315-671-7332 Email: Jennifer.demars@excellus.com	Process will be same for members connected with both HHs and C-YES. childrens.documents@excellus.com childrens.documents@univerahealthcare.com	Secure email is the preferred method for POC: childrens.documents@excellus.com childrens.documents@univerahealthcare.com
Fidelis (Sometimes seen as New York Catholic Health)	Danielle L. Thomas, LCSW, MPH Director, Children’s Clinical Director Fidelis Care 95-25 Queens Blvd Rego Park, NY 11374 Office: (718) 685-5238	POCs should be sent to the dedicated mailbox in order to be routed to the child’s specific care manager Email: SM_Childrens_HCBS@Fideliscare.org	The preferred method is that these POCs are sent via SECURE email. SM_Childrens_HCBS@fideliscare.org



Plan)	Email: dthomas3@fideliscare.org		
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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	Email: welcomerollment@healthfirst.org with subject line "Child POC"	SFTP site via the lead Health Homes and C-YES



<p>HealthNow (Also known as BCBSWNY or Amerigroup)</p>	<p>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</p> <p>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</p>	<p>Plans of care can be faxed to our op line or via email (email is the preferred method).</p> <p>Fax line: 866-877-5229 Email: Shanena.DiMaggio@amerigroup.com</p> <p>Email: alison.west@amerigroup.com</p>	<p>Plans of care can be faxed to our op line or via email (email is the preferred method).</p> <p>Fax line: 866-877-5229 Email: Shanena.DiMaggio@amerigroup.com</p> <p>Email: alison.west@amerigroup.com</p>
<p>HealthPlus (Also known as Empire)</p>	<p>Wilsa Exantus Phone: 347-714-1421 Email: Wilsa.ExantusSimon@empireblue.com</p>	<p>New York Children's HCBS Inbox Wilsa Exantus Phone: 347-714-1421 Email: NYChildren@anthem.com</p>	<p>Email: NYChildren@anthem.com</p> <p>Fax line: (844) 528-3686</p>

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IHA	<p>Haley Brandis Health Home Coordinator Phone: 716-504-3285</p>	<p>Email: Haley.Brandis@independhealth.com</p>	<p>Email: Haley.Brandis@independhealth.com</p>



IHA	<p>Beacon for IHA: Shari Lubeck Phone: 646-916-0173 Email: Shari.lubeck@beaconhealthoptions.com</p> <p>Joshua Madonado Phone: 716-796-6488 Email: Joshua.Maldonado@beaconhealthoptions.com</p> <p>IHA: Angela Salemi Email: angela.salemi@independenthealth.com</p>	<p>Email: IHAChildrensCareManagement@beaconhealthoptions.com</p>	<p>Email: IHAChildrensCareManagement@beaconhealthoptions.com</p>
Molina	<p>Michelle Woolever Phone: 315-928-4871 Email: michelle.woolever@molinahealthcare.com</p>	<p>Michelle Woolever Phone: 315-928-4871 Email: michelle.woolever@molinahealthcare.com</p>	<p>Email: MHNYChildrens@molinahealthcare.com Fax: 1-844-206-2192</p>
MVP	<p>Elizabeth Fallone-Torhan Email: EFallone-Torhan@mvphealthcare.com</p>	<p>Kijana Danzy Phone: 1-800-247-6550 Email: communityservices@mvphealthcare.com</p>	<p>Fax: 855-853-4850 Email: communityservices@mvphealthcare.com</p>
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>



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<p>United</p>	<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/priorauth-advance-notification/prior-authapp.html</p> <p>2. Telephonic requests for services that require authorization and notification can be obtained by calling: Toll-free line: 866-362-3368</p> <p>3. Escalated HCBS Provider</p>	<p>HCBS POC submission – HHCM & CYES: 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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	Concerns and Questions: Ariel Rios Email: ariel.rios@uhc.com Phone: 1-800-548-6549 ext: 67393		
VNS	Shari Lubeck Email: Shari.lubeck@beaconhealthoptions.com Aimee Tucci Email: Aimee.tucci@beaconhealthoptions.com	Shari Lubeck Email: Shari.lubeck@beaconhealthoptions.com Aimee Tucci Email: Aimee.tucci@beaconhealthoptions.com	Email: VNSChildrensCareManagement@beaconhealthoptions.com
Wellcare	Lynette Prince Email: lynette.prince@wellcare.com Phone: 917-454-6735	Lynette Prince Email: lynette.prince@wellcare.com Phone: 917-454-6735	POCs for both HH and C-YES to be submitted by Fax: (855) 696-7557
Yourcare	Joshua Maldonado (Beacon) Email: Joshua.Maldonado@beaconhealthoptions.com Phone: 716.796.6488	Beacon Health Options Email: YourCareChildrensCareManagement@beaconhealthoptions.com Fax: 716.265.7591	<u>Beacon Health Options</u> Email: YourCareChildrensCareManagement@beaconhealthoptions.com Fax: 716.265.7591

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