



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
MVP INTAKE TEAM	Best method to contact regarding submitting Adult/Children POCs, Level of Service Requests, or HCBS Authorizations	See contact information below for the Intake Team	Communityservices@mvphealthcare.com
Intake Unit	Intake: Adult Level of Service Requests, Adult/Children's Plan of Care, CANS-NY		Communityservices@mvphealthcare.com
Medically Fragile Children Liaison			
Elizabeth Fallone-Torhan	Integrated Health, Children's' Case Manager; Medically Fragile Children Liaison	914-372- 2030	EFallone-Torhan@mvphealthcare.com
MVP HEALTH HOME TEAM	Email is the best method to contact the MVP HH Team	914-372-2233	Healthhome@mvphealthcare.com
Paula Vernile	Director, Medicaid Services & Supports	914-372-2231	PVernile@mvphealthcare.com
Andreina Garcia	Long Term Services and Supports Leader, LTSS & Intake Operations	914-372-2104	AGarcia@mvphealthcare.com
Jorge Aguilera	Professional, Medicaid Supports & Services; Health Home Liaison	914-372-2054	JAguilera@mvphealthcare.com
MVP Customer Care	Member services line: For general benefit questions	MVP HARP: 844-946-8002 MVP Medicaid: 800-852-7826	
Provider Services	Claims, contracting, service/authorization questions	1-800-684-9286	