



Excellus Healthcare Health Home Contact List			
Who to call?	For what?	Phone Number / Fax	Email Contact
Administrator: Kristie Baker	Monitors and responds to HH Email	Phone 1-315-731-2528	kristie.baker@excellus.com
BH Case Management	LOSD issued members are assigned a Plan CM, works with members needing support beyond HHCM. Referrals accepted for Plan CM.	1-844-694-6411	member.documents@excellus.com
SW–Medically Frag Children: Ashley Millner		1-585-425-5444	
BH Children’s Case Manager: Carl Binger		1-585-425-5438	
BH Children’s Case Manager: Lauren Donsky		1-585-485-6085	
BH Children’s Case Manager: Sharee Gunner		1-585-485-6018	
BH Children UM Coordinator: Colleen Familo		1-585-425-5442	
BH Children’s Care Coordinator: Jennifer Podmenik		1-585-425-5437	
BH Care Coordinator: Alicia Chase		1-585-485-6114	
BH Care Coordinator: Theresa Crans		1-585-485-5443	
BH Care Coordinator: Amber Donnelly		1-585-485-6028	
BH Care Manager: Cecilia DiGiuseppe		1-585-622-1559	
BH Case Manager: Jean Ferris Little		1-585-485-6082	
BH Care Coordinator: Lindy Padilla		1-585-485-6035	
BH Case Manager: Kelly Robinson		1-585-485-6023	
BH Care Coordinator: Kyle Smith		1-585-485-6076	
BH Case Manager: Reshae Vanderzwan		1-585-485-6153	
BH Case Manager: Rachel Wren		1-585-485-6157	
General 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.			
Clinical Compliance Specialist: Karen Malecki	Record Review Questions/Standards	1-585-530-6765	karen.malecki@excellus.com
Customer Care	Member questions, Provider Network	1-800-499-1275	
BH Provider Relations Rep: Arlene Pitts	Provider billing questions Rochester region	1-585-238-4674	arlene.pitts@excellus.com
BH Provider Relations Rep: Brian Fetterly	Provider billing questions CNY, Southern Tier, and Utica regions	1-315-731-9671	brian.fetterly@excellus.com
Children's BH Provider Relations Rep: Sarah Newsome	Provider billing questions all regions	1-585-238-3635	sarah.newsome@excellus.com
Univera general HH email:	Send DSE, demographic request, HH questions, PDF records for review.		healthhomeservicesexcellus@excellus.com
Liaison: Morgan Jackson	Non-member specific questions	1-585-485-6131	morgan.jackson@excellus.com
Manager: Terri Mercado	Health Home Inquiries	1-585-530-5595	terri.mercado@excellus.com