








MEDALLION 4.0 MCO EI CONTACT INFORMATION



HEALTH PLAN	EI LEADS	CLAIMS ISSUE CONTACT	IFSP FAX/EMAIL/Interpreter Services
 Aetna Better Health® of Virginia	<p>Maggie Wise 757-274-5944 wisem@aetna.com</p> <p>Lindsey Montesflores 959-230-3533 MontesfloresL@aetna.com</p>	<p>Aetnabetterhealth-VAProviderRelations@aetna.com</p> <p>DMAS@aetna.com – DMAS requests</p>	<p>Email IFSP's to: Earlyinterventionservices@aetna.com Or Fax to: 1-866-261-0581</p> <p>Interpreter Services Call 1.800.279.1878/866-261-0581</p>
 Offered by HealthKeepers, Inc.	<p>Dawn Agee 804-354-3810 Dawn.Agee@anthem.com</p> <p>Claudia Balcarcel 804-772-0015 Claudia.Balcarcel@anthem.com</p>	<p>Bernard P. Christmas (804) 337-7165 bernard.christmas@anthem.com</p> <p>Medallion 4 anthemmedallion@anthem.com</p> <p>CCC Plus – anthemcccplus@anthem.com</p>	<p>Fax IFSPs : 866-920-4097 EarlyinterventionServicesSupport@anthem.com</p> <p>Interpreter Services Families/Serv Coord: 1-800-901-0020 Serv. Coord w/ Care Coord: 1-844-533-1994 <u>Care Coordination</u> 1-844-533-1994</p>
	<p>Gigi Edwards 757-837-9712 germaine.edwards@molinahealthcare.com gigi_edwards@mccofva.com</p> <p>Pamela Aldridge pamela.aldridge@molinahealthcare.com</p>	<p>mccvaprovider@magellanhealth.com Toll Free: 1-800-424-4518</p>	<p>Fax IFSPs: 1.423.591.9127 is the local fax number 1.800.614.7934 is the toll free number <u>Care Coordination:</u> Gigi_edwards@mccofva.com or Germaine.Edwards@molinahealthcare.com</p> <p>Interpreter Services Providers 1-800-424-4518</p>
	<p>Primary Lead: Ashley Shell ANBATES@Sentara.com 540-562-8235 Additional Contacts: Jodie C Harrell, MSN RN CCM Team Coordinator Optima Health 804-510-7501 JCHARREL@sentara.com Optimahealth.com</p> <p>Angela D. Mitchell, BSN RN CCM Team Coordinator Optima Health 757-827-2417 ADMITCHE@sentara.com Optimahealth.com</p> <p>Valorie R. Brotzman, BSN RN CCM Team Coordinator Optima Health 757-687-6327</p>	<p>Primary: Provider Relations 1-800-229-8822 Escalated Claims Issues Ashley Shell ANBATES@Sentara.com 540-562-8235</p> <p>OFC_CBCM@sentara.com</p>	<p>For medallion 4 Clinical Team: Optima Family Care 1-866-503-5828 Optima Health Community Care 1-866-546-7924 IFSP Fax 757-390-4449 (Medallion) Email OFC_CBCM@sentara.com For OHCC Care Coordination (CCC Plus) IFSP Fax 1-844-552-7508 Email: OHCC_LTSS_TC@sentara.com <u>Interpreter Services</u> Email: OFC_CBCM@sentara.com Members: 1-855-687-6260 (TTY 711) Providers: 1/800-229-8822 languagehelp@sentara.com</p>

	VRBROTZM@sentara.com Optimahealth.com		
	<p>Ajah Amos 804-267-5211 ajah_amos@uhc.com</p> <p>Saffie Kamara saffie_kamara@uhc.com</p> <p>Shane Ashby shane_ashby@uhc.com</p>	<p>Ajah Amos 804-267-5211 ajah_amos@uhc.com</p> <p>Compliance Mailbox va_medicaid_ccc@uhc.com</p>	<p><u>Medallion 4.0</u> Fax -844-207-2913 Contact – saffie_kamara@uhc.com <u>CCC Plus</u> Fax 855-770-7088 Contact – kathyrn_folks@uhc.com va_medicaid_ccc@uhc.com <u>Interpreter Services:</u> 844-284-0146 Medallion Provider Services 877-843-4366 CCC Plus Provider Services</p>
	<p><u>Care Coordination:</u> Dorinda Hunter Dorinda.Hunter@virginiapremier.com CeCe Cowans Cece.cowans@virginiapremier.com Angela McDowell Angela.McDowell@virginiapremier.com</p>	<p>On All Email Communication Copy: VAPMedallion@virginiapremier.com</p> <p><u>Provider Services:</u> Tammy McIntosh Tamara.Mcintosh@virginiapremier.com</p>	<p>MLTSS: Fax 804-200-1968 MLTSSCCReports@virginiapremier.com Med 4: Fax IFSP: 804-200-1967 MedallionCMReports@virginiapremier.com <u>Interpreter Services:</u> The Language Group: 1-844-DIAL-SLL (1-844-342-5755)</p>



CCC Plus Early Intervention Contacts

Health Plan	General Number (Including to find out the name of the Member's Care Coordinator)	Clinical Contacts	Provider Relations Contacts	Claims Issues Contact	IFSP Fax	Translation Interpretation Services
 Aetna Better Health® of Virginia	1-800-279-1878 Option 5	Teresa Johnson, SR Mgr, Clinical Health Services, CCC Plus johnsont23@aetna.com Amanda Henry, SR Mgr, Clinical Health Services, CCC Plus henrya1@aetna.com Escalation Contact: Charles Ferris Director, Health Services FerrisC@aetna.com	Robert Dix (RJ), Mgr, Provider Relations DixR@aetna.com	Aetnabetterhealth-VAProviderrelations@aetna.com	866-261-0581 Providers may also email: earlyinterventionerservices@aetna.com	Call 1-800-279-1878 or Follow the Aetna Interpreter Services Job Aid
 Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.	1-855-323-4687 Option 4	Jamie Dixon Manager of Health Care Management jamie.dixon@anthem.com 804-217-1189 Escalation Contact: Kimberly White kimberly.white@anthem.com 804-258-0045	Bernard Christmas Provider Network Manager Bernard.Christmas@anthem.com	For all Claims Issues, providers should contact Provider Services at 1-855-323-4687. If Provider Services is unable to assist in resolving the provider's issue, the provider can escalate to Bernard Christmas. Bernard.Christmas@anthem.com	866-920-4097	Bernard Christmas Provider Network Manager Bernard.Christmas@Anthem.com 804-354-2848

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	General Care Coordination 800-424-4524	<p>Lorie Johnson 757.350.5570 Lorie.Johnson@MolinaHealthcare.com</p> <p>Escalation Contact: Pamela Aldridge 804.664.2589 pamela.aldridge@molinahealthcare.com</p>	<p>Jeanne Bellucci Director of Provider Relations Tel: 540-881-0347 belluccij@magellanhealth.com</p> <p>Carrie Becker Director of Network Tel # (636) 459-0358 cell; Carrie.Becker@molinahealthcare.com</p> <p>MCCVA-Provider@molinahealthcare.com</p> <p>Toll Free: 1-800-424-4518</p>	<p>For claims inquiries, please contact Magellan Complete Care of Virginia at 800-424-4524.</p> <p>Escalation Contact: Tanya Contreras Sr. Director MCC Claims contrerast@magellanhealth.com</p>	<p>1.423.591.9127 is the local fax number 1.800.614.7934 is the toll free number</p>	<p>800-424-4524</p>
	<p>Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line</p>	<p>Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line</p> <p>Escalation Contact: Malinda Sant, Sr. Director, Program Care Services sscoyner@sentara.com Office: (757) 983-4021</p>	<p>Assigned Network Educator based on Provider location.</p> <p>Escalation Contact: Contract Manager -Ashley Shell anbates@sentara.com</p>	<p>Escalation Contact: Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 Email: ProviderRelations@sentara.com</p> <p>Escalation: Assigned Network Educator</p> <p>Second Escalation Contact: Contract Manager -Ashley Shell anbates@sentara.com</p>	<p>For OHCC: Care Coordination Fax 1-844-552-7508</p>	<p>Optima Provider Relations 1-800-229-8822</p>

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 <p>VirginiaPremier. Powered by VCU Health</p>	<p>Main Toll Free Number: 877-719-7358; Medical Management Prompt</p>	<p>Robin A Street robin.street@virginiapremier.com 304-887-7791 Ext 57568</p> <p>Escalation Contacts: Nora M Bell Nora.Bell@virginiapremier.com 540-613-9858 Ext 54141</p>	<p>contactmyrep@virginiapremier.com</p> <p>Contact Our Provider Services Call Center: 877-719-7358, Provider Services Prompt</p>	<p>contactmyrep@virginiapremier.com</p> <p>Main Toll Free Number: 877-719-7358; Claims Customer Service Prompt</p>	<p>804- 200-1968</p>	<p>Main Toll Free Number: 877-719-7358</p>
 <p>UnitedHealthcare Community Plan</p>	<p>1-877-843-4366 www.unitedhealthcareonline.com</p>	<p>Kathryn Folks, RN 952-406-6275 kathryn_folks@uhc.com</p> <p>Escalation Contact: Saffie Quarshie, RN 763-361-3430 saffie_quarshie@uhc.com</p>	<p>Provider Relations: northeastprteam@uhc.com</p> <p>Escalation Contact: Ajah Amos 804-267-5211 ajah_amos@uhc.com</p>	<p>1-877-843-4366 www.uhcprovider.com</p>	<p>855-770-7088</p>	<p>Language line solution 1-844-695-5371</p>