

MCO EARLY INTERVENTION CONTACT INFORMATION

HEALTH PLAN	EI LEADS	CLAIMS ISSUE CONTACT	IFSP FAX/EMAIL/Interpreter Services
 Aetna Better Health® of Virginia	For EI Claims – Robert Dix dixr@aetna.com For Case Management Needs - Lindsey Montesflores 959-230-3533 MontesfloresL@aetna.com	Primary Contact: Aetnabetterhealth-VAProviderRelations@aetna.com DMAS Requests: DMAS@aetna.com	Email IFSP's to: Earlyinterventionservices@aetna.com Or Fax to: 1-866-261-0581 Interpreter Services Call 1.800.279.1878 866-261-0581
 Anthem HealthKeepers Plus Offered by HealthKeepers, Inc.	Dawn Agee 804-839-6046 Dawn.Agee@anthem.com Claudia Balcarcel 804-772-0015 Claudia.Balcarcel@anthem.com	Bernard P. Christmas (804) 337-7165 bernard.christmas@anthem.com Medallion 4 anthemmedallion@anthem.com CCC Plus anthemcccplus@anthem.com Anthem HK Translation anthemHKPtranslation@anthem.com	Fax IFSPs : 866-920-4097 EarlyinterventionServicesSupport@anthem.com Interpreter Services Families/Serv Coord: 1-800-901-0020 Serv. Coord w/ Care Coord: 1-844-533-1994 Care Management Coordination 804-588-4521
	Pamela Aldridge pamela.aldridge@molinahealthcare.com Jennifer Tse Jennifer.tse@MolinaHealthcare.com Director of Network Development	Primary Contact for Issues: mccva-provider@molinahealthcare.com and mccva-nwkcompliance@molinahealthcare.com Toll Free: 1-800-424-4518	Fax IFSPs: (800) 614-7934 Interpreter Services Providers 1-800-424-4518
	Holly Dunn 800-881-2166 ext 54087 hldunn@sentara.com Sentara Community Plan – Group Number SCP CeCe Cowans 800-881-2166 ext 55318 chcowans@sentara.com	Reporting or Compliance Issues: MCD_Compliance@Sentara.com Initial Claims Issues: SentaraMedicaid@Sentara.com Escalated Claims Issues: Tammy McIntosh, Provider Services TGMCI2@Sentara.com *Optima (formerly Virginia Premier) Group Number: VP The above is correct for past claim issues. Effective 1/1/24, it would be Sentara Community Plan – Group Number SCP	IFSP Fax 757-390-4449 (Medallion 4/CCC Plus) Email highriskpeds@sentara.com Email: SentaraMedicaid@Sentara.com Interpreter Services highriskpeds@sentara.com Email: OFC_CBCM@sentara.com Interpreter Services: Members: 1-855-687-6260 (TTY 711) Providers: 1-800-229-8822 languagehelp@sentara.com
	Ajah Amos 804-267-5211 Ajah_amos@uhc.com Shane Ashby shane_ashby@uhc.com	Primary: Advocacy Support va_hcbs_pr@uhc.com Escalation: Ajah Amos 804-267-5211 ajah_amos@uhc.com Compliance Mailbox va_medicaid_ccc@uhc.com	IFSP Email: va_cac@uhc.com IFSP Fax: 855-770-7088 Interpreter Services Provider Services-844-284-0146 Live Chat for Support file:///C:/Users/mxq82859/Downloads/pow-er-of-chat.pdf