

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	1-800-279-1878 Option 5	<p>Teresa Johnson, SR Mgr, Clinical Health Services, CCC Plus johnsont23@aetna.com</p> <p>Amanda Henry, SR Mgr, Clinical Health Services, CCC Plus henrya1@aetna.com</p> <p>Escalation Contact: Charles Ferris Director, Health Services FerrisC@aetna.com</p>	Robert Dix (RJ), Mgr, Provider Relations DixR@aetna.com	Aetnabetterhealth-VAProviderRelations@aetna.com for assistance.	866-261-0581 Providers may also email: earlyintervention@etna.com	Call 1-800-279-1878 or Follow the Aetna Interpreter Services Job Aid
Anthem HealthKeepers Plus	1-855-323-4687 Option 4	<p>Jamie Dixon Manager of Health Care Management jamie.dixon@anthem.com 804-217-1189</p> <p>Escalation Contact: Kimberly White kimberly.white@anthem.com 804-258-0045</p>	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 804-337-7165

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Molina Complete Care	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 AVP Core Operations Tanya.Contreras@MolinaHealthCare.Com</p>	<p>1.423.591.9127 is the local fax number 1.800.614.7934 is the toll free number</p>	<p>1.800.424.4518</p>

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Optima Health Community Plan	Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line	Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line Escalation Contact: Malinda Sant, Sr. Director, Program Care Services sscoyner@sentara.com Office: (757) 983-4021	Assigned Network Educator based on Provider location. Escalation Contact: Contract Manager - Ashley Shell anbates@sentara.com	Escalation Contact: <u>Primary:</u> Provider Service Representatives 757-552-8370 or 1-844-512-3172 Email: ProviderRelations@sentara.com <u>Escalation:</u> Assigned Network Educator Second Escalation Contact: Contract Manager - Ashley Shell anbates@sentara.com	For OHCC: Care Coordination Fax 1-844-552-7508	Optima Provider Relations 1-800-229-8822

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Virginia Premier	Main Toll Free Number: 877-719-7358; Medical Management Prompt	<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>	804- 200-1968	Main Toll Free Number: 877-719-7358
UnitedHealth Care	1-877-843-4366 www.uhcprovider.com	<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>	1-877-843-4366 www.uhcprovider.com	855-770-7088	Language line solution 1-844-695-5371