

Special Needs Children Escalation Guide

BCBS

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Mireya Cabral	Med Ops Specialist	312.653.1841	IL_Medicaid_Provider_Operations@BCBSIL.com
Initial Escalation			
Eugenia Horn	Manager Medicaid Operations	312.653.5662	Eugenia_Horn@bcbsil.com
Secondary Escalation			
Ben Pierce	Director Medicaid Operations	312.653.2583	Benjamin_D_Pierce@bcbsil.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Melissa Szala	Unit Manager Clinical Operations	630.824.6095	Melissa A Szala@bcbsil.com CC: GPD_PHUMEscalations@bcbsil.com
Initial Escalation			
Virginia Specchio	Sr Manager Clinical Operations	630.824.6051	Virginia_Specchio@bcbsil.com
Secondary Escalation			
Cara Wahmann	Director Clinical Operations	630.824.6197	Cara_Wahmann@bcbsil.com

Care Coordination

Initial Point of Contact		
Name and Title	Phone Number	Email Address
Care Coordination Line	855.334.4780	IL_GPD_PH_CareCoordination@bcbsil.com Subject: Special Needs Children Escalation
Initial Escalation		
LaShanda Tatum	Sr. Director Clinical Operations	312.653.7507 Lashanda_Tatum@bcbsil.com
Secondary Escalation		
Courtney Boileau	Sr. Director Medicaid Operations	312.653.5013 Courtney_boileau@bcbsil.com

CountyCare

Billing

Initial Point of Contact			
Website	Can self-service at: http://www.countycare.com/providers		
Phone	CountyCare Provider Services at 312.864.8200, Option 6		
Fax	fax questions or requests to 312.548.9940		
Email	ProviderServices@countycare.com		
Mail	Claims Dispute, CountyCare Health Plan P.O. Box 211592 Eagan, MN 55121-2892		
Initial Escalation			
LaVonda Deahl	Provider Network Manager	312.273.6632	LDeahl@countycare.com
Secondary Escalation			
Angelic Williams	Assoc Director, Provider Relations	312.466.2966	Angelic.williams@cookcountyhhs.org

Clinical

Initial Point of Contact			
Phone	CountyCare Member Services at 312.864.8200, Members press 4, Providers press 6		
Email	CountyCareReferrals@cookcountyhhs.org		
Initial Escalation			
Name	Title	Phone Number	Email Address
Anne McHugh	Director of Utilization Management	312.273.6604	amchugh@evolent.com
Secondary Escalation			
Chavahn Solomon	Director of Utilization Management	312.864.2919	chavahn.solomon@cookcountyhhs.org

Care Coordination

Initial Point of Contact			
Phone	CountyCare Member Services at 312.864.8200, Members press 4, Providers press 6		
Email	CountyCareReferrals@cookcountyhhs.org		
Initial Escalation			
Name	Title	Phone Number	Email Address
Anne McHugh	Director of Utilization Management	312.273.6604	amchugh@evolent.com
Secondary Escalation			
Chavahn Solomon	Director of Utilization Management	312.864.2919	chavahn.solomon@cookcountyhhs.org

Aetna Better Health

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Mrs. Keive (Keva) Dixon	Sr. Dir, Provider Operations	630.294.9835	DixonK2@Aetna.com
Megan L Smith	Supervisor, Provider Operations	406.868.3973	SmithM8@AETNA.com
Initial Escalation			
Megan L Smith	Supervisor, Provider Operations	406.868.3973	SmithM8@AETNA.com
Secondary Escalation			
Mrs. Keive (Keva) Dixon	Sr. Dir, Provider Operations	630.294.9835	DixonK2@Aetna.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Ashli Starcher	Dir, Case Management	304-348-2925	StarcherA@aetna.com
Lisa-Jasmin Ford	Clinical Manager	773-661-8426	FordL2@AETNA.com
Initial Escalation			
Ashli Starcher	Dir, Case Management	304-348-2925	StarcherA@aetna.com
Secondary Escalation			
Rashida Fearn	Clinical Manager	312-547-3572	FearnR@AETNA.com

Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Ashli Starcher	Dir, Case Management	304-348-2925	StarcherA@aetna.com
Lisa-Jasmin Ford	Clinical Manager	773-661-8426	FordL2@AETNA.com
Initial Escalation			
Ashli Starcher	Dir, Case Management	304-348-2925	StarcherA@aetna.com
Secondary Escalation			
Rashida Fearn	Clinical Manager	312-547-3572	FearnR@AETNA.com

Meridian

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Stephanie Bell	Manager, Network Development	312.705.2900 ext 28303	Stephanie.bell@mhplan.com
Initial Escalation			
Tasha Brown	Director, Network Development	312.516.4929	Tasha.brown@mhplan.com
Secondary Escalation			

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Rosanne Schmitz	Mgr Prior Authorization	312.706.0041	Rosanne.Schmitz@mhplan.com
Initial Escalation			
Dr. Elzbieta Rozmiej	Medical Director	313.720.8799	Elzbieta.rozmiej@mhplan.com
Secondary Escalation			
Dr. Cynthia Sanders	Sr. medical Director	312.416.5055	Cynthia.sanders@mhplan.com

Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Rogelio Ramirez	Dir. Care Coord.	312.705.2900 ext 20749	Rogelio.ramirez@mhplan.com
Amanda Propson	Sr. Mgr. Care Coord.	312.705.2900 ext 26329	Amanda.propson@mhplan.com
Initial Escalation			
Amanda Propson	Sr. Mgr. Care Coord.	312.705.2900 ext 26329	Amanda.propson@mhplan.com

Molina

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Mike Manade	Manager – Provider Network	630-200-8504	Michael.manade@molinahealthcare.com
Initial Escalation			
Natalie Kasper	Director – Provider Network	414-847-1782	Natalie.kasper@molinahealthcare.com
Secondary Escalation			
Tom Rodakowski	Director – Health Plan Operations	630-203-3972	Tom.rodakowski@molinahealthcare.com
General Information: Should the issue be related to a claim that the provider feels was incorrectly denied or paid at a different rate than expected, please follow our standard dispute and appeal process prior to escalating. Providers now have the option to file electronically via our Provider Portal.			

Clinical

Initial Escalation			
Nancy Bulin	Mgr—Utilization Management	888-858-2156 ext.162046	Nancy.bulin@molinahealthcare.com

Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
LaToya Bragg Finch	Supervisor, Care Management	888.562.5442, ext. 163938	LaToya.Bragg-finch@molinahealthcare.com
Initial Escalation			
Erin McArdle	Mgr, Healthcare Services	630.203.4758	Erin.mcardle@molinahealthcare.com
Secondary Escalation			
Lynsey Robertson	Director, Healthcare Services	888.562.5442, ext. 163208	Lynsey.robertson@molinahealthcare.com

NextLevel Health

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Danielle Loving	Manager, Claims	312.270.2951	Danielle.Loving@EnvolveHealth.com
Initial Escalation			
Gina Coyle	Director, Operations	312.270.2829	Gina.Coyle@EnvolveHealth.com
Secondary Escalation			
Mark Smith	Sr. Director, Operations	312.858.7479	Mark.Smith@nlhpartners.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Katherine Blum	Director, Maternal & Child	312.761.3485	Katherine.Blum@nlhpartners.com
Initial Escalation			
Astrid Larsen	VP, Population Health	312.263.0296	Astrid.Larsen@nlhpartners.com

Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Katherine Blum	Director, Maternal & Child	312.761.3485	Katherine.Blum@nlhpartners.com
Initial Escalation			
Katherine Blum	Director, Maternal & Child	312.263.0296	Astrid.Larsen@nlhpartners.com