

Hospital Billing Escalation Guide

Aetna

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Sharon Alfano	Network Relations Manager	630-737-6756	alfanoS@Aetna.com
Nathaly Figueroa	Network Relations Manager	331-903-0044	figueroaN@aetna.com
Arleta Barnes	Network Relations Manager	224-477-8890	barnesA4@aetna.com
Initial Escalation			
Terriana Robinson (Clark)	Manager of Provider Relations	630-737-66462	robinsonclarkt@aetna.com
Secondary Escalation			
Corey Taliaferro	Director of Operations	312-821-6503	taliaferroC@aetna.com

BCBS

Initial Point of Contact	
Phone	Form Link
BCCHP: 877-860-2837 MMAI: 877-723-7702	https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf
General Information: All claim status inquiries, authorization disputes, payment disputes, check status or check reissue should be referred to customer service. Disputes can also be filed by mail or fax using the online form and sent to the corresponding fax number for inquiry or dispute on the form.	
Initial Escalation Point of Contact	
Webpage Link	Listing Link
https://www.bcbsil.com/provider/network/provider_network_consultant.html	https://www.bcbsil.com/pdf/education/gov_provider_network_consultant_list.xlsx

General Information: Escalations for unresolved claim disputes, contract rate disputes, unresolved authorization disputes should be referred to the network consultant assigned to that provider type or region. Please see the BCBSIL website for listing.		
Secondary Escalation Point of Contact		
Name	Title	Email
Ben Pierce	Sr. Operations Manager	ILMedicaidOperations@bcbsil.com
Courtney Boileau	Operations Director	ILMedicaidOperations@bcbsil.com
General Information: Escalations that are unresolved by the network consultants can be referred to theILMedicaidOperations@bcbsil.com inbox. You will receive an acknowledgement of receipt within 2 business days.		

CountyCare

Initial Point of Contact			
Website	http://www.countycare.com/providers/provider-billing-resources		
Phone	312-864-8200, Option 6		
Fax	312-548-9940		
Email	ProviderServices@countycare.com		
Mail	Claims Appeals CountyCare Health Plan P.O. Box 211592 Eagan, MN 55121-2892		
Initial Escalation Point of Contact			
Name	Webpage Link		
Provider Representative	http://www.countycare.com/Media/Default/pdf/PR_Rep_Team_Notice_02062018_B.pdf		
Secondary Escalation			
Name	Title	Phone Number	Email Address
LaVonda Deahl	Manager	312-273-6632	ldeahl@countycare.com

Humana

Initial Point of Contact			
Name		Phone Number	
Medicare and Medicaid customer service		1-800-457-4708	
Initial Escalation			
Name	Title	Phone Number	Email Address
Erin Maday	Medicaid Consultant	502-302-3619	Esmith35@humana.com
Secondary Escalation			
Kevin Sebaski	Market Development Advisor	312-441-5369	ksebaski@humana.com

Illinicare

Initial Point of Contact			
Provider Network Specialist Contact List Website Link:		https://www.illinicare.com/providers/resources.html	
Provider Network Team		PROVIDERRELATIONS_IL@CENTENE.COM	
Initial Escalation			
Name	Title	Phone Number	Email Address
Angelic Williams	Manager	312-260-5831	Angelic.S.Williams@illinicare.com
Luis Montalvo	Supervisor	312-260-5643	Luis.A.Montalvo@illinicare.com
Shatina Jackson	Supervisor	312-260-5451	Shatina.Jackson@illinicare.com
Margarita Childress	Supervisor	312-260-5671	Margarita.Childress@illinicare.com
Lindsay	Supervisor	312-515-6361	Lindsay.N.Tolcou@illinicare.com
Secondary Escalation			
Keive Dixon	Director	630-203-9162	Keive.J.Dixon@illinicare.com

Meridian

Initial Point of Contact			
Name	Webpage Link		
Network Development Representatives	https://corp.mhplan.com/en/provider/illinois/meridianhealthplan/join/plan-information/service-area/		
Initial Escalation			
Name	Title	Phone Number	Email Address
Crystal Klier	Manager, Network Development - North IL Region	312-415-7170	crystal.klier@mhplan.com
Stephanie Bell	Manager, Network Development - North IL Region	312-516-5811	stephanie.Bell@mhplan.com
Karen Amazigo	Manager, Network Development - North IL Region	312-516-5915	Karen.Amazigo@mhplan.com
Beth Smith	Manager, Network Development – Central IL Region	217-419-8507	Beth.smith@mhplan.com
Malissa Vance	Manager, Network Development – Southern IL Region	618-225-7851	Malissa.Vance@mhplan.com
Secondary Escalation			
Tasha Brown	Director, Network Development – North IL Region	312-516-4929	Tasha.brown@mhplan.com
Derek Punzalan	Director, Network Development – Central and Southern Regions	312-980-2371	derek.punzalan@mhplan.com

Molina

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
<p>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.</p> <p>For all other issues, or if the provider has questions related to a formally filed appeal or dispute, they can contact their Provider Network Manager. The Provider Network Manager assignments are found on our website and are updated as changes occur.</p>			

NextLevel Health

Initial Point of Contact			
Name			Email Address
NLH Provider Services Team			Provider.Services@nlhpartners.com
Initial Escalation			
Name	Title	Phone Number	Email Address
Dianne Glenn	Director	312-724-7950	dianne.glenn@nlhpartners.com

Secondary Escalation			
Garfield Collins	COO	312-767-9618	garfield.collins@nlhpartners.com