

Aetna

Initial Point of Contact

- MMAIAetnaBetterHealthCMReferral@AETNA.com

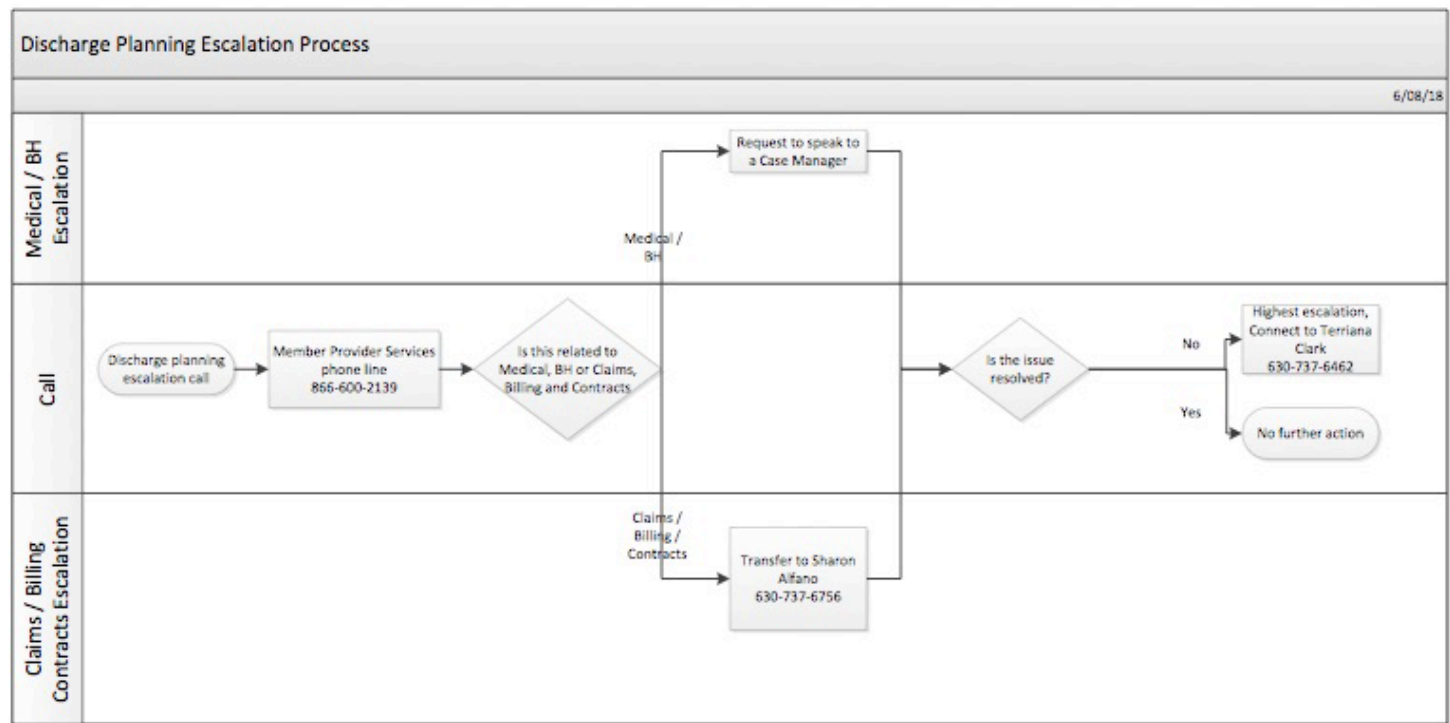
Escalation Point of Contact

- AlfanoS@aetna.com
- ClarkT9@aetna.com

After Hour/Weekend Point of Contact

- 866-600-2139

| Contact | Email | Phone | Purpose |
|-------------------------|---|--------------|----------------------------|
| Care Manager | MMAIAetnaBetterHealthCMReferral@AETNA.com | 866-600-2139 | Medical Escalation level 1 |
| Care Manager Supervisor | MMAIAetnaBetterHealthCMReferral@AETNA.com | 866-600-2139 | Medical Escalation level 2 |
| Sharon Alfano | AlfanoS@aetna.com | 630-737-6756 | PR Escalation level 1 |
| Terriana Clark | ClarkT9@aetna.com | 630-737-6462 | PR Escalation level 2 |



BCBS

Initial Point of Contact

- Andrea Ketza, Unit Manager for Physical Health Transition of Care
 - Andrea_P_Ketza@bcbsil.com
 - 630-824-6632
- Suzanne Letang, Unit Manager for Behavioral Health Transition of Care
 - Suzanne_Letang@bcbsil.com
 - 312-653-7531
- Marty McLaughlin, Sr. Manager, BH Case Management
 - marty_B_mclaughlin@bcbsil.com
 - 630-824-5544
- Cara Wahmann, Sr. Manager, Govt. Programs, Clinical Operations
 - cara_wahmann@bcbsil.com
 - 630-824-6197

Escalation Point of Contact

- Maribeth Rex, Director BH Clinical Operations
 - maribeth_k_Rex@bcbsil.com
 - 312-653-3949
- Patti Grady, Sr. Director Govt. Solutions, UM Clinical Operations
 - patti_a_grady@bcbsil.com
 - 972-766-6821
- Tamara Guterz, Sr. Manager for Physical Health Transition of Care
 - tamara_L_guterz@bcbsil.com
 - 630-824-6072
- General UM Escalation Mailbox: GPD_PHUMEscalations@bcbsil.com

After Hours/Weekend Point of Contact

- 877-860-2837 (follow prompts which will direct you to after hour staff)

CountyCare

Initial Point of Contact

- CountyCarereferrals@cookcountyhhs.org

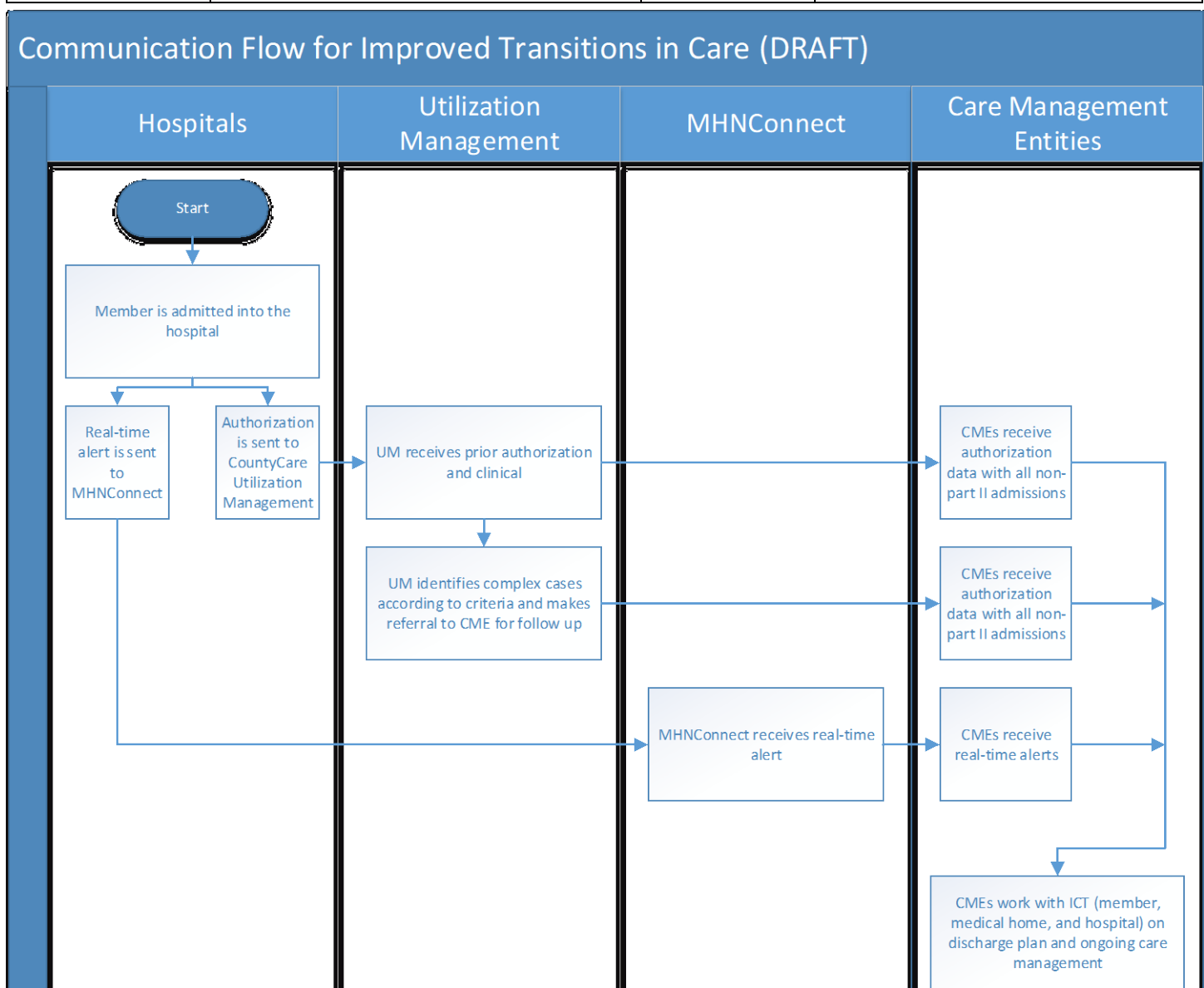
Escalation Point of Contact

- Daniel Byars, Manager, Care Management, 312-466-2934, daniel.byars@cookcountyhhs.org
- Andrea McGlynn, Director, Clinical Services, 312-466-2906, andrea.mcglynn@cookcountyhhs.org

After Hours/Weekends Point of Contact

- CountyCarereferrals@cookcountyhhs.org

| Contact | Email | Phone | Purpose |
|----------------|----------------------------------|--------------|-----------------------------------|
| Daniel Byars | Daniel.byars@cookcountyhhs.org | 312-466-2934 | Discharge Coordination Escalation |
| Andrea McGlynn | Andrea.McGlynn@cookcountyhhs.org | 312-466-2906 | Discharge Coordination Escalation |



Harmony

Initial Point of Contact

- Email Regina Porter: regina.porter2@wellcare.com
- (for Special Needs Children) Email Emily Cassidy: Emily.cassidy@wellcare.com

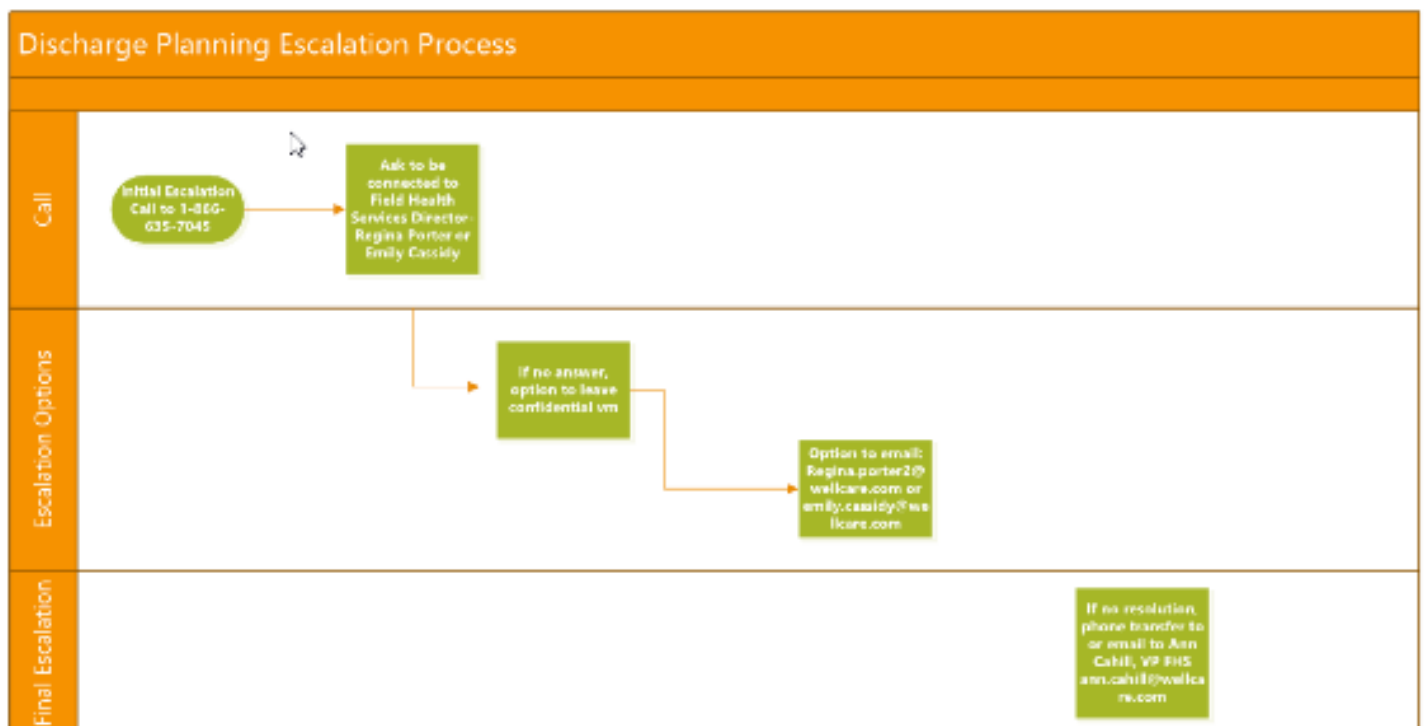
Escalation Point of Contact

- Call 1-866-635-7045 and ask for to be connected to:
 - Regina Porter, Dir Field Health Services Medicaid
 - Emily Cassidy, Dir Field Health Services, Special Needs Children
 - If needed, escalate to Ann Cahill, VP, Field Health Services
- Department hours are 8:00 a.m. – 5:00 p.m. (there is a confidential voicemail)

After Hour/Weekend Point of Contact

- 800-504-2766 (request supervisor on call)

| Contact | Email | Phone | Purpose |
|---------------|--|--------------|---|
| Regina Porter | regina.porter2@wellcare.com | 866-635-7045 | Discharge Coordination |
| Emily Cassidy | Emily.cassidy@wellcare.com | 866-635-7045 | Discharge Coordination (Special Needs Children) |
| Ann Cahill | Ann.Cahill@wellcare.com | 866-635-7045 | Discharge Coordination Escalation |



Humana

Initial Point of Contact

- Laurie Berg RN BS CCM CMCN - UM Manager, Senior Products North Central Region
 - T 309-677-8335
 - F 1-877-243-5813
 - C 309-256-8700
 - lberg@humana.com

Escalation Procedure

- Contact: Debra Hicks
 - dhicks2@humana.com
 - 312.441.5537

After Hour/Weekend Point of Contact

- 1-800-322-2758 x1500082

| Contact | Email | Phone | Purpose |
|-------------|--|------------------------------------|-----------------------------------|
| Laurie Berg | lberg@humana.com | T: 309-677-8335 C: 309-256-8700 | Discharge Coordination |
| Debra Hicks | dhicks2@humana.com | 312.441.5537 | Discharge Coordination Escalation |

IlliniCare

Initial Point of Contact

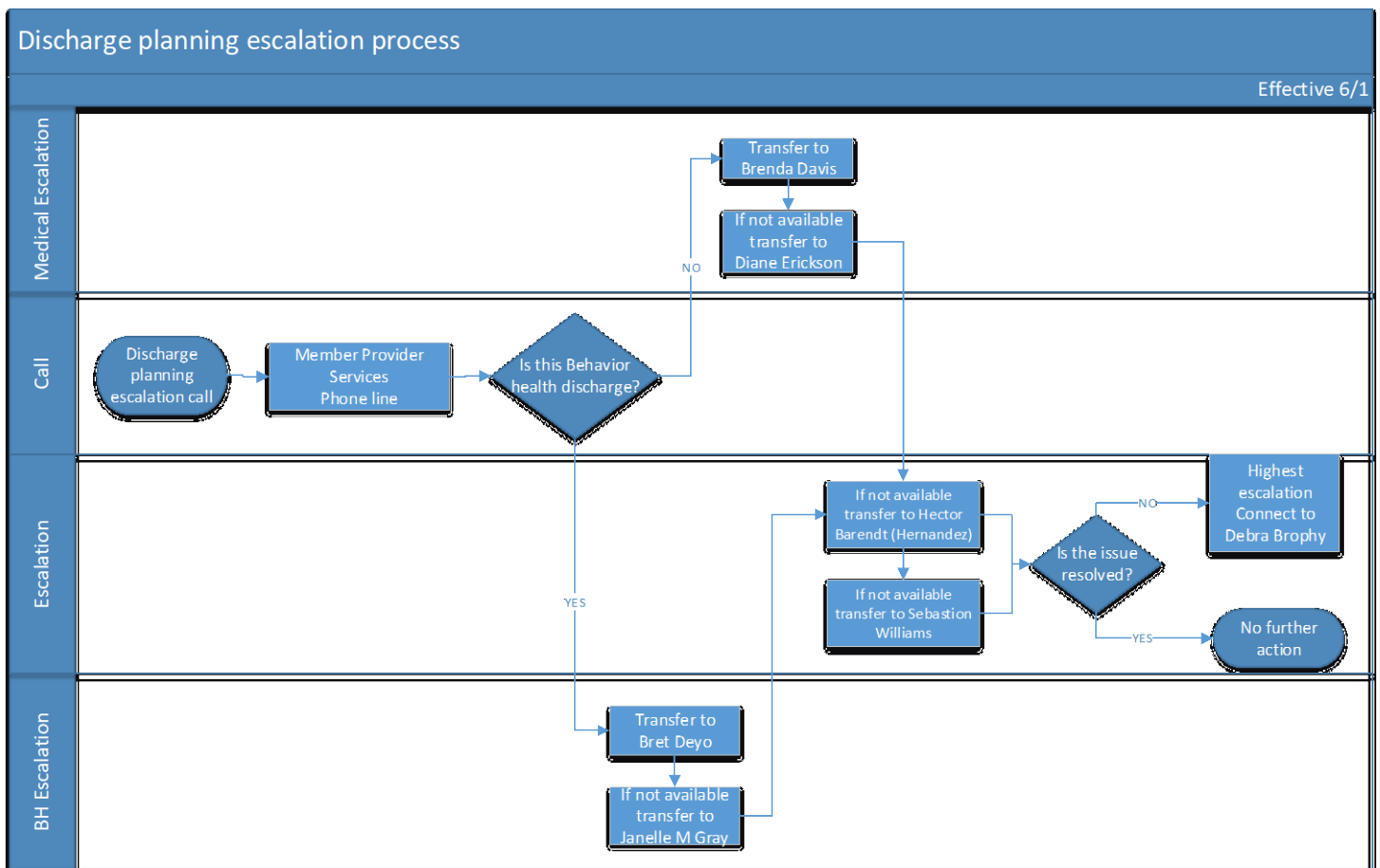
- 866-329-4701

Escalation Point of Contact

- Brenda Davis
- Diana N. Erickson
- Bret M. Deyo
- Janell M. Gray
- Hector Hernandez

After Hour/Weekend Point of Contact

- 866-329-4701



| Contact | Email | Phone | Purpose |
|-------------------|---------------------------------|---------------|--------------------|
| Brenda Davis | BREDAVIS@illinicare.com | 630- 655-7880 | Medical Escalation |
| Diana N. Erickson | Diana.N.Erickson@illinicare.com | 630- 203-9150 | Medical Escalation |
| Bret M. Deyo | Bret.M.Deyo@illinicare.com | 312- 260-5550 | BH Escalation |
| Janelle M. Gray | Janelle.M.Gray@illinicare.com | 630- 655-7875 | BH Escalation |
| Hector Hernandez | HERNANDEZ@illinicare.com | 630-655-7883 | Escalation 2 |

Meridian

Initial Point of Contact

- Lisa Thurmond (Medical Discharge)
- Laura Sulak (BH Discharge)

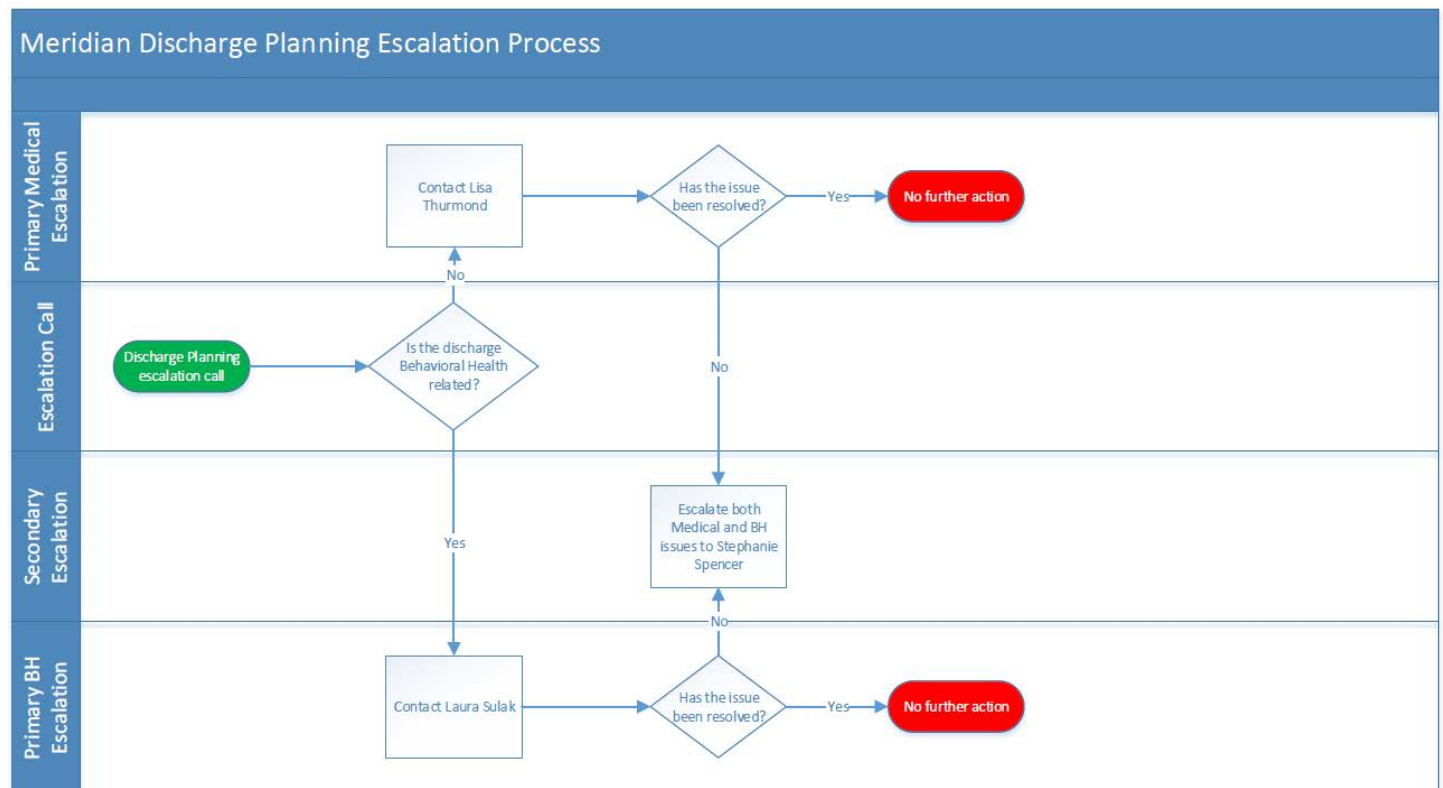
Escalation Procedure

- Medical and BH issues can be escalated to Stephanie Spencer

After Hour/Weekend Point of Contact

- Lisa Thurmond
- Laura Sulak
- Stephanie Spencer

| Contact | Email | Phone | Purpose |
|-------------------|------------------------------|---------------------|-------------------------------------|
| Lisa Thurmond | Lisa.Thurmond@mhplan.com | 312-705-2900 x20409 | Medical Discharge |
| Laura Sulak | laura.sulak@mhplan.com | 313-324-3700 x23218 | BH Discharge |
| Stephanie Spencer | stephanie.spencer@mhplan.com | 313-324-3700 x26326 | Medical and BH Discharge Escalation |



Molina

Initial Point of Contact

- Bettina Smith

Escalation Point of Contact

- Stephen Bord
- Oli Soto

After Hour/Weekend Point of Contact

- Bettina Smith

| Contact | Email | Phone | Purpose |
|---------------|------------------------------------|---------------------------|--|
| Bettina Smith | Bettina.Smith@molinahealthcare.com | (888) 858-2156 x162082 | All discharge planning call needs |
| Stephen Bord | Stephen.Bord1@molinahealthcare.com | (888) 858-2156 x161182 | All discharge planning call needs - Escalation |
| Oli Soto | Oli.Soto@molinahealthcare.com | (888) 858-2156 x163203 | Unmet needs/complaints - Escalation Level 2 |

NextLevel Health

Initial Point of Contact

- Email: ICM@nlhpartners.com

Escalation Procedure

- Facilities with embedded NLH Care Managers will be notified as such
- Facilities must email ICM@nlhpartners.com with following information
 - Put in the subject: Discharge Planning needed – “Hospital name”
 - Any other corresponding information that NLH needs to know must also be included
 - NLH will respond to the email within 24 hours
- If any issues need to be escalated, providers can call 312-975-1548 which has 24/7 coverage by NextLevel Health’s Medical Directors

After Hour/Weekend Point of Contact

- Medical Director Line - 312-975-1548

| Contact | Email | Phone | Purpose |
|------------------------|-------|--------------|------------|
| Medical Directors Line | | 312-975-1548 | Escalation |