

# Aetna

## Initial Point of Contact

- MMAIAetnaBetterHealthCMReferral@AETNA.com

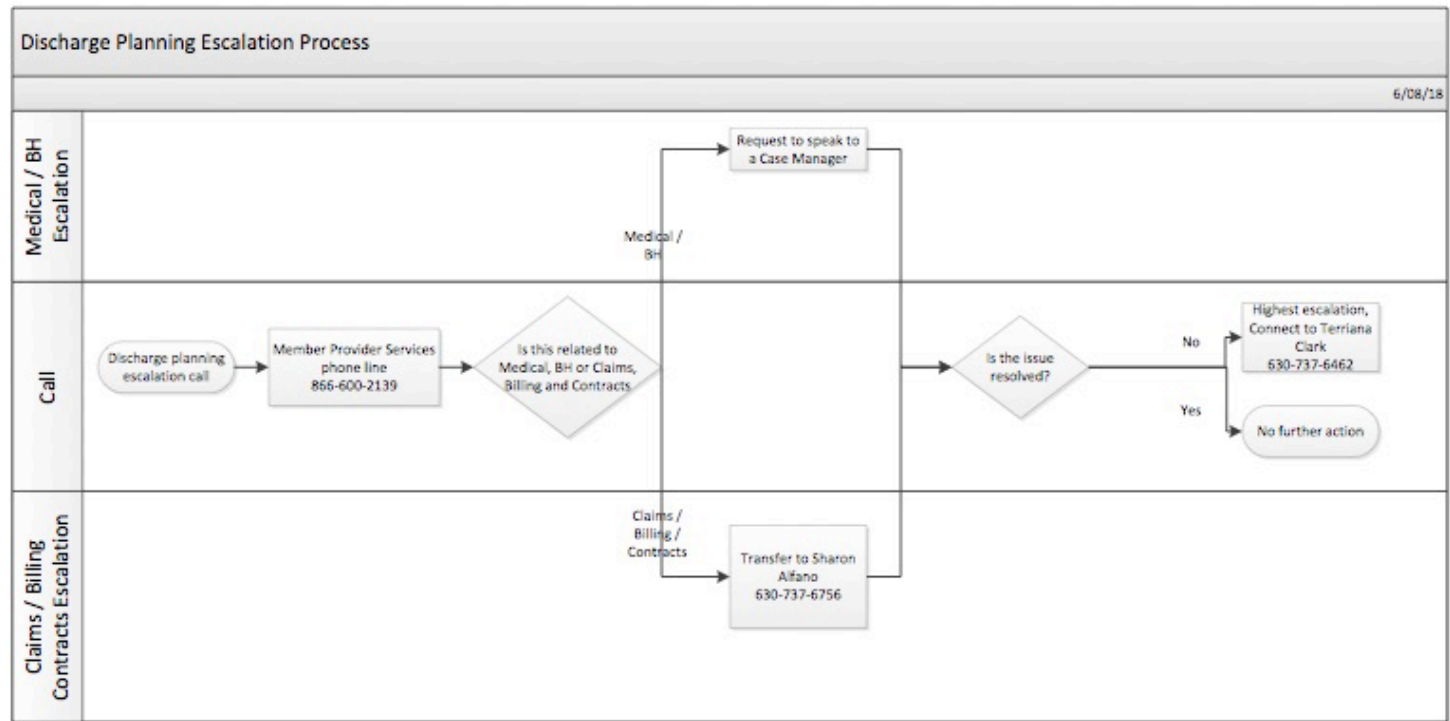
## Escalation Point of Contact

- 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](mailto:marty_B_mclaughlin@bcbsil.com)
  - 630-824-5544
  - Cara Wahmann, Sr. Manager, Govt. Programs, Clinical Operations

## **Escalation Point of Contact**

- Maribeth Rex, Director BH Clinical Operations
  - maribeth\_k\_Rex@bcbsil.com
  - 312-653-3949
- Courtney Sanchez, Director Utilization Management Physical Health
  - [Courtney\\_sanchez@bcbsil.com](mailto:Courtney_sanchez@bcbsil.com)
  - 630-824-5217
- 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 hours staff)

# CountyCare

## Initial Point of Contact

- CountyCarereferrals@cookcountyhhs.org

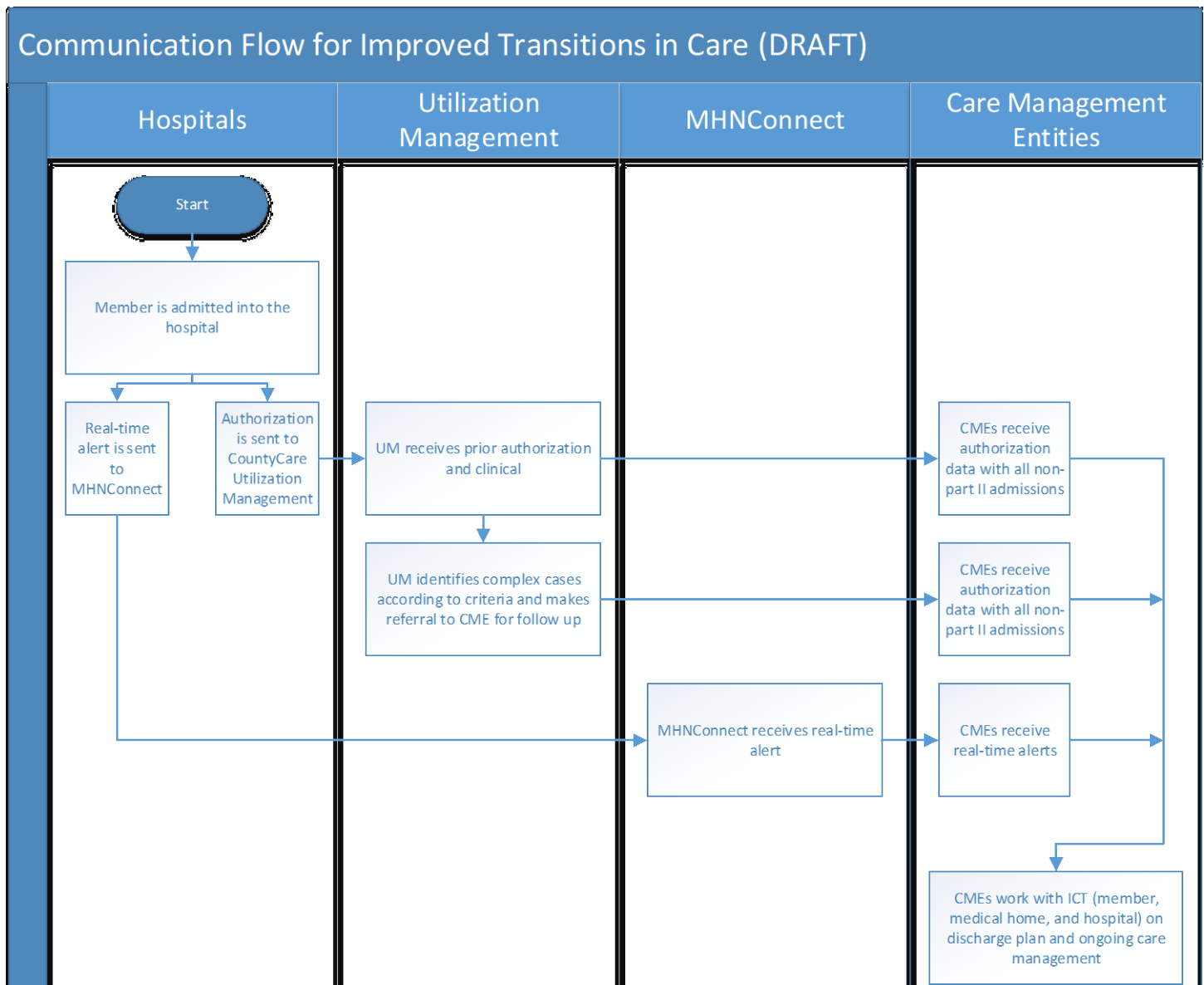
## Escalation Point of Contact

- 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](mailto:regina.porter2@wellcare.com)
- (for Special Needs Children) Email Emily Cassidy: [Emily.cassidy@wellcare.com](mailto:Emily.cassidy@wellcare.com)

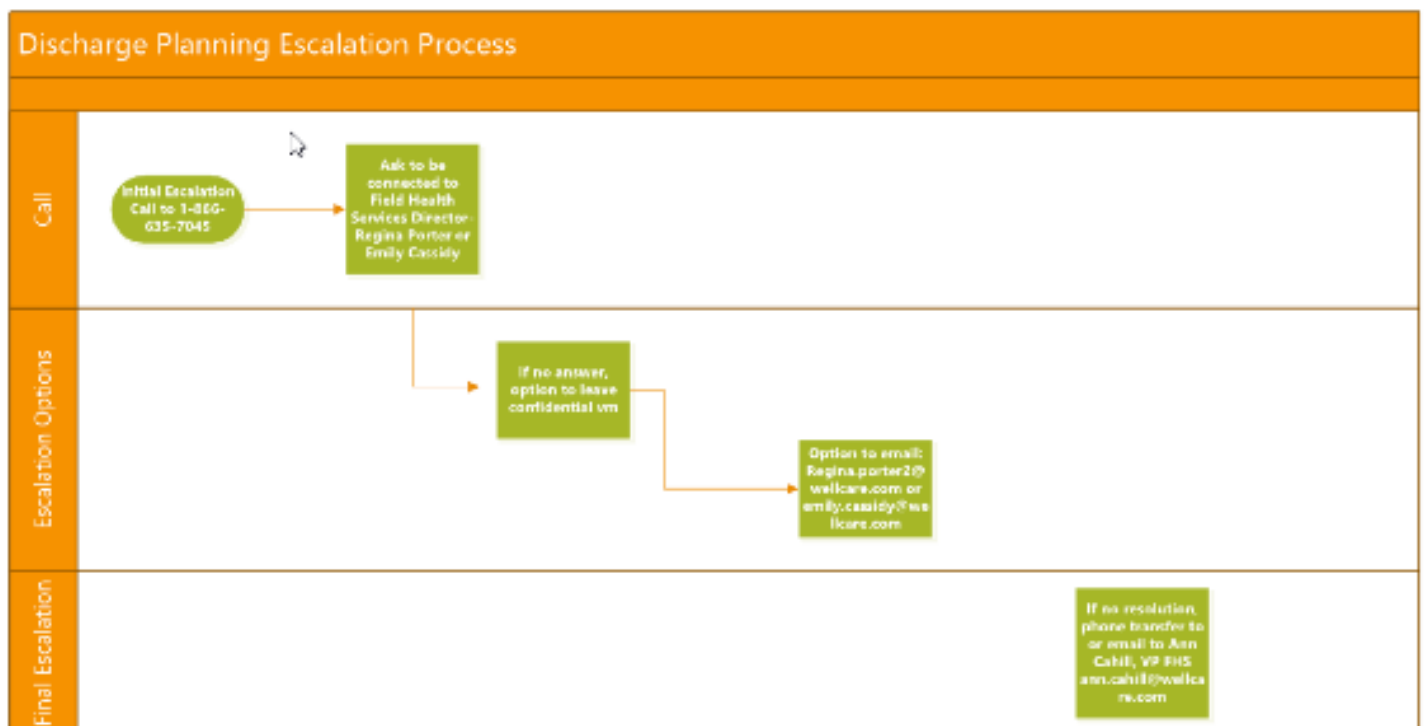
## Escalation Point of Contact

- 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	<a href="mailto:regina.porter2@wellcare.com">regina.porter2@wellcare.com</a>	866-635-7045	Discharge Coordination
Emily Cassidy	<a href="mailto:Emily.cassidy@wellcare.com">Emily.cassidy@wellcare.com</a>	866-635-7045	Discharge Coordination (Special Needs Children)
Ann Cahill	<a href="mailto:Ann.Cahill@wellcare.com">Ann.Cahill@wellcare.com</a>	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: Lori Green
  - lgreen@humana.com
  - 312.441.5537

## After Hour/Weekend Point of Contact

- 1-800-322-2758 x1500082

Contact	Email	Phone	Purpose
Laurie Berg	<a href="mailto:lberg@humana.com">lberg@humana.com</a>	T: 309-677-8335 C: 309-256-8700	Discharge Coordination
Debra Hicks	<a href="mailto:dhicks2@humana.com">dhicks2@humana.com</a>	312.441.5537	Discharge Coordination Escalation

# IlliniCare

## Initial Point of Contact

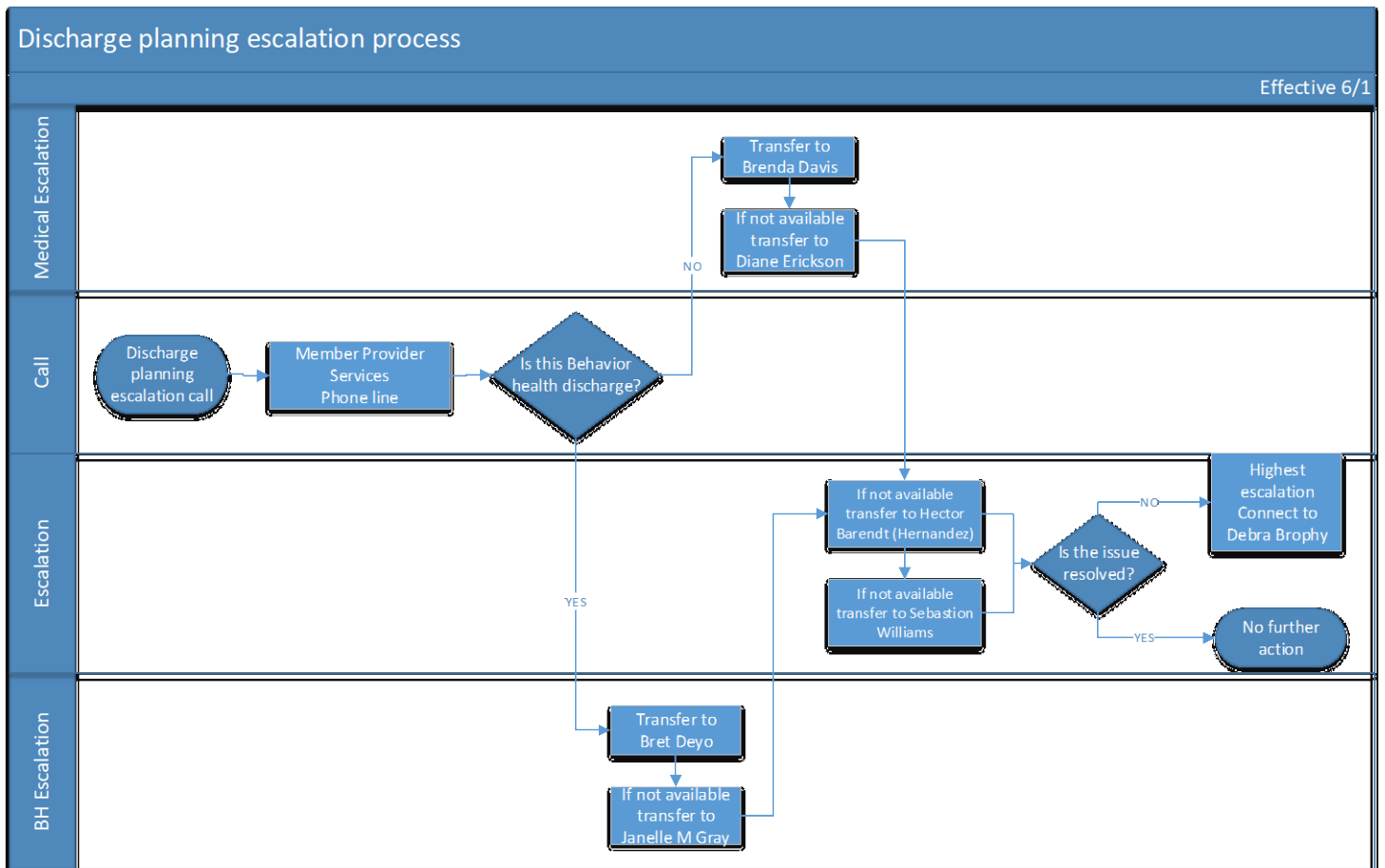
- 866-329-4701

## 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)

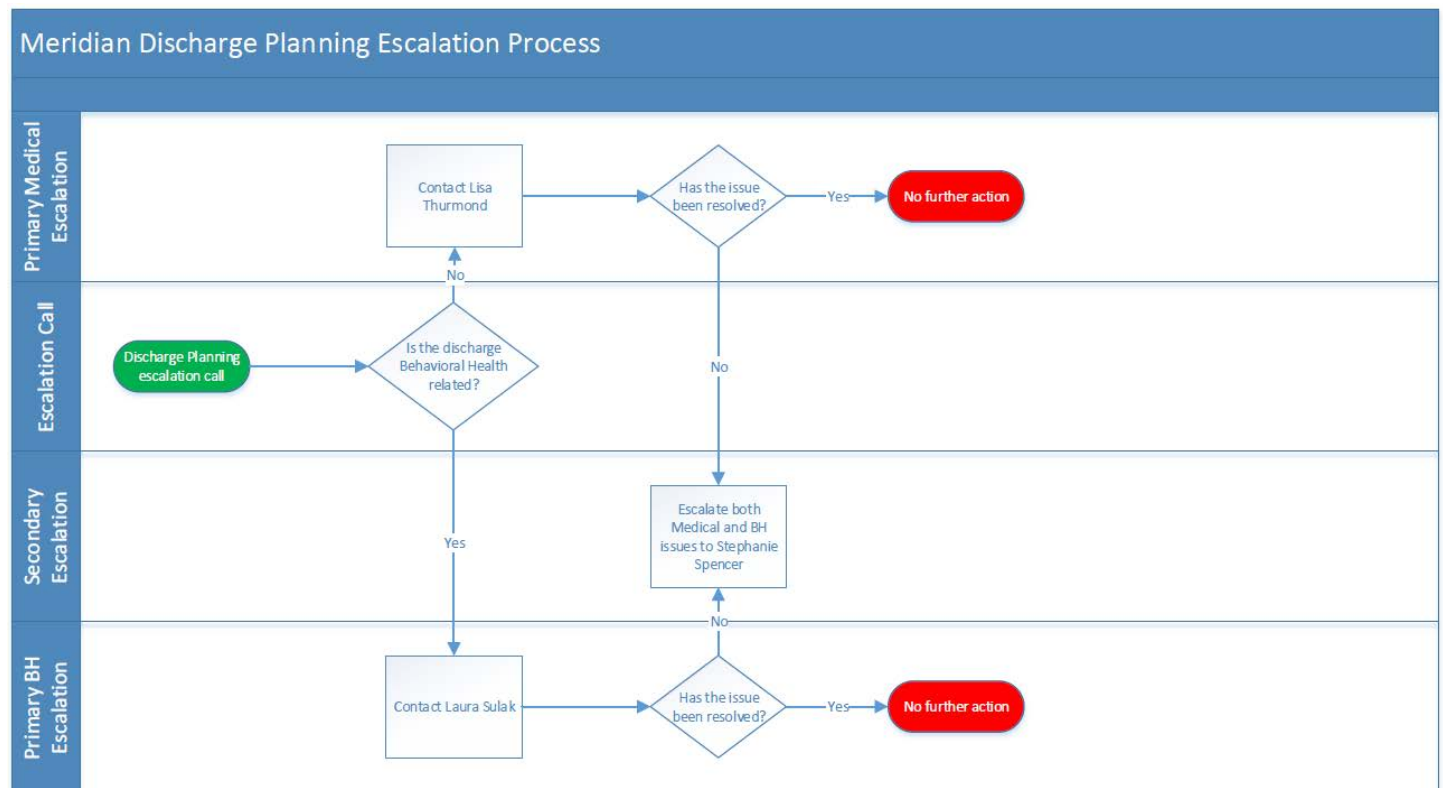
## Escalation Procedure

- 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