

LTSS Escalation Guide

Aetna

Billing

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-600-2319	
Initial Escalation			
Amber Epps	Network Account Manager	630-737-6791	EppsA1@aetna.com
Secondary Escalation			
Corey Taliaferro	Director, Operations	312-821-6503	Taliaferroc@aetna.com

Clinical

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-600-2139	
Initial Escalation			
Lacresha Roberts	Supervisor, Clinical Health Services	630-737-6417	RobertsL@aetna.com
Secondary Escalation			
Susan Garrison	Director, Clinical Health Services	630-737-6479	GarrisonS3@aetna.com

BCBS

Initial Point of Contact		
<p>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.</p>		
Phone	Form Link	
<p>BCCHP: 877-860-2837 MMAI: 877-723-7702</p>	<p>https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf</p>	
Initial Escalation Point of Contact		
Webpage Link	Listing Link	
<p>https://www.bcbsil.com/provider/network/provider_network_consultant.html</p>	<p>https://www.bcbsil.com/pdf/education/gov_prov_network_consultant_list.xlsx</p>	
<p>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.</p>		
Secondary Escalation Point of Contact		
Name	Title	Email
Ben Pierce	Operations Director	ILMedicaidOperations@bcbsil.com
<p>General Information: Escalations that are unresolved by the network consultants can be referred to the ILMedicaidOperations@bcbsil.com inbox. You will receive an acknowledgement of receipt within 2 business days.</p>		

CountyCare

Billing

Initial Point of Contact			
<ul style="list-style-type: none"> • 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 Appeals CountyCare Health Plan P.O. Box 211592 Eagan, MN 55121-2892 			
Initial Escalation			
Sabrina Rodriguez	Network Manager	312-277-6300 x 4973	srodriguez@countycare.com
Tanisha H. Williams	Provider Representative (Skilled Nursing)	312-277-6300 x 4972	THarvey@countycare.com
Secondary Escalation			
Marleen Severino	Associate Director of Network	312-277-6300 x4392	mseverino@countycare.com

Clinical

Initial Point of Contact			
Provider must call Member Services to obtain Care Management Entity information if not known to be connected with Member's Care Manager			
Name		Phone Number	
Member Services Line		303-864-8200	
Initial Escalation			
Marcy Elamin	LTSSS Manager	312-466-2955	melamin@cookcountyhhs.org
Secondary Escalation			
Andrea McGlynn	Dir of Clinical Services	312-466-2906	amcglynn@cookcountyhhs.org

Humana

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Pela Chacon	Client Services Manager	631.881.2494 extension 801257	Pchacon@ilshealth.com
Initial Escalation			
Keith McCann	Account Executive	305.262.1292 extension 507323	Kmccann@ilshealth.com
Secondary Escalation			
Mariela Fermin	Chief Strategy Officer	305.262.1292 extension 106402	Mfermin@ilshealth.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Heather Scalia	Executive Director	305.262.1292 extension 407233	hscaliam@ilshealth.com
Initial Escalation			
Keith McCann	Account Executive	305.262.1292 extension 507323	Kmccann@ilshealth.com
Secondary Escalation			
Mariela Fermin	Chief Strategy Officer	305.262.1292 extension 106402	Mfermin@ilshealth.com

Illinicare

Billing

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

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Rachel Patis	Clinical Director	630-655-7785	Rachel.B.Patis@illinicare.com
Initial Escalation			
Emily Cassidy	Clinical Director	630-382-6600	Emily.K.Cassidy@illinicare.com
Secondary Escalation			
Sebastion Williams	Clinical Director	630-655-7872	s.a.williams@illinicare.com

Meridian

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Marie Teylan- City of Chicago, North Cook County Suburbs, DuPage, Kane, McHenry, Lake	Network Development Representative	312-259-9062	marie.teylan@mhplan.com
Joseph Hathaway- South and West Cook County Suburbs, Region 2 West, Region 3	Network Development Representative	312-705-6861	Joseph.Hathaway@mhplan.com
Stephen Craig – Region 1, Region 2 East, Kendall, Will, Grundy, Kankakee	Network Development Representative	312-607-2434	Stephen.Craig@mhplan.com
Initial Escalation			
Stephanie Huston	Network Development, Team Lead	312-505-0614	Stephanie.Huston@mhplan.com
Secondary Escalation			
Aissa Bell	Network Manager	217-299-8131	Aissa.Bell@mhplan.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
LTSS Email Inbox	LTSS Email inbox		LTSS@mhplan.com
Nora Espinoza	LTSS Compliance Specialist	312-705-2900 ext. 28448	Nora.Espinoza@mhplan.com
Initial Escalation			
Cortney Kincaid	Care Coordination Team Lead	313-324-3700 ext. 21725	Cortney.Kincaid@mhplan.com
Secondary Escalation			
Kelsey LeBlanc	Manager of Care Coordination	312-401-9064	Kelsey.LeBlanc@mhplan.com

Molina

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Dajae Robinson	Provider Network Manager	888-562-5442 x 161104	Dajae.robinson@molinahealthcare.com
Initial Escalation			
Mike Welton	Manager – Provider Network Management	630-203-3982	Michael.welton@molinahealthcare.com
Secondary Escalation			
Natalie Kasper	Director – Provider Network Management	262-271-6525	Natalie.kasper@molinahealthcare.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Kelly McLaughlin, RN	Supervisor – Healthcare Service LTC	217-801-9208	Kelly.mclaughlin@molinahealthcare.com
Please include this mailbox in all initial correspondence			LTSETI@molinahealthcare.com
Initial Escalation			
Topaz Gunderson	Supervisor – Healthcare Services HCBS Waiver	888-562-5442 x 165453	Topaz.gunderson-schweska@molinahealthcare.com
Secondary Escalation			
Lori Lomahan, LCSW CCM	Director – Healthcare Services	630-203-3981	Lori.lomahan@molinahealthcare.com

NextLevel Health

Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Garfield Collins	COO	312-300-5780x337	Garfield.collins@nlhpartners.com
Initial Escalation			
Garfield Collins	COO	312-300-5780x337	Garfield.collins@nlhpartners.com
Secondary Escalation			
Garfield Collins	COO	312-300-5780x337	Garfield.collins@nlhpartners.com

Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Dr. Dianna Grant	CMO	312-300-5780x296	Dianna.grant@nlhpartners.com
Initial Escalation			
Dr. Astrid Larsen	VP Population Health	312-300-5780x1039	Astrid.larsen@nlhpartners.com
Secondary Escalation			
Dr. Earl Fredrick	Medical Director	312-300-5780x309	earl.fredrick@nlhpartners.com