

## NBES MMA Provider Contacts for Regions 3 & 4 – 12/06/2023

### Humana

- ❖ **ELBA MARTINEZ:** Provider Contracting Professional II | FL Medicaid Network Administration LTC
  - 3401 SW 160th Avenue, Miramar, FL 33027
  - Email: [Emartinez1@humana.com](mailto:Emartinez1@humana.com)
  - C 754 230 7899 | O 305 626 5505 | F 305 370 6065

#### Other contacts:

- **Humana** LTC Provider Claims Inquiries and Complaints: 1-888-998-7735
- **Humana** HHA exchange-EVV: 1-855-762-2237
- **Humana** To Join the LTC Network: [LTCnetworkrequests@humana.com](mailto:LTCnetworkrequests@humana.com)
- **Humana** LTC Claims Assistance: [LTCproviderrelations@humana.com](mailto:LTCproviderrelations@humana.com)
- **Humana** Provider Self Service: Eligibility, Referrals/Authorizations, Claims, ERA/EFT. Register at [www.Availity.com](http://www.Availity.com)
- **Humana** MMA Crossover Claims: 1-800-457-4708
- **Humana** Request to Join the MMA Network: <https://www.humana.com/provider/medical-providers/network/>
- **Humana** For MMA Resources: [www.humana.com/floridamedicaid](http://www.humana.com/floridamedicaid)

### SunshineHealth/CMS

- ❖ **PRIMARY CONTACT BEULAH SIMMONS** – Provider Network Specialist I (assigned to Early Steps providers)
  - Phone: (904) 323-4056 Email: [Beulah.S.Simmons@sunshinehealth.com](mailto:Beulah.S.Simmons@sunshinehealth.com)
  - Handles all inquiries regarding Early Steps
- ❖ **EIS BILLING CONTACTS**
  - Sylvia Allen work mobile (813) 678-6482 [sallen@sunshinehealth.com](mailto:sallen@sunshinehealth.com)
  - [New person](#)
- ❖ **CAROLYN WADE** – Contract Negotiator Email: [Carolyn.Wade@SunshineHealth.com](mailto:Carolyn.Wade@SunshineHealth.com)
- ❖ **ERIK HARRIS, Sr. Manager, EIS MMA Services Coordinator - ALL NBES-**
  - (Supervision after speaking with Beulah) Phone: (954) 495-5510 Email: [erharris@sunshinehealth.com](mailto:erharris@sunshinehealth.com)

#### Other contacts:

- ❖ **PAULINE B. LINDSTROM STRAW** – Trainer II, Provider Partnership Management for Early Steps providers
  - Ph) office: (904) 316-3245; Email: [plindstrom@sunshinehealth.com](mailto:plindstrom@sunshinehealth.com)
    - Handles all information regarding new Provider Portal Training, and portal questions for Early Steps providers.
- ❖ **JUDITH TURNER** – Provider Resolutions (Appeals, etc.) for Region 3 & 4 [jturner@centene.com](mailto:jturner@centene.com)

- ❖ MARAGARET O'BAR – Contract Negotiator Email: [Margaret.A.Oba@SunshineHealth.com](mailto:Margaret.A.Oba@SunshineHealth.com)
- ❖ PROVIDER CUSTOMER SERVICE (8am – 8pm, M-F) PHONE: 1(844) 477-8313

## United Healthcare

### ❖ EIS & TCM

- **HEATHER SIMPSON - EIS/TCM/MFC** - Phone: (615) 986-2078; Email: [heather.simpson@optum.com](mailto:heather.simpson@optum.com)
- **LISA BLACKSTOCK - Senior Provider Relations Advocate, Behavioral Network Services -** Phone: (763) 797-4069; Email: [lisa.blackstock@optum.com](mailto:lisa.blackstock@optum.com)
- **JAY CUMMINGS – Regional Provider Relations Advocate –** Email: [jay\\_cummings@optum.com](mailto:jay_cummings@optum.com)
- **CHRIS SPALL – Behavioral Health/EI Executive Director –** Phone: (763) 361-6164; Email: [chris.spall@optum.com](mailto:chris.spall@optum.com)

### ❖ Physical Health (OT, PT, ST)

- **CHRISTINE FOREMAN – Senior Product Manager –** Office: (763) 361-6984; Cell: (727) 741-2868; Email: [Christine.formeman@optum.com](mailto:Christine.formeman@optum.com)
- **DANIELLE PRESTON – Network Program Consultant –** Phone: (763) 347-6221; Email: [D.Preston@optum.com](mailto:D.Preston@optum.com)
- **AMBER HALFORD - Contract Manager, Network Development -** Phone: 612-428-6474; Email: [amber.halford@optum.com](mailto:amber.halford@optum.com)

### ❖ EIS BILLING CONTACTS

- Beverly Carter - (504) 849-3577 [beverly\\_d\\_carter@uhc.com](mailto:beverly_d_carter@uhc.com)
- Holly Graham - (954) 364-0668 [holly\\_graham@uhc.com](mailto:holly_graham@uhc.com)