

NBES MMA Provider Contacts for Regions 3 & 4 – 01/20/2023

Humana

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

Other contacts:

- ❖ **NADYA REYES-CASTANEDA (QUINONES):** Provider Contracting Professional II | Central and North Florida Region
 - 4030 Boy Scout Blvd. Ste. 1000| Tampa, FL 33607
 - Email: nquinones@humana.com
 - O (813) 287-6139 | C (813) 753-5201 | F (813) 463-7887
- ❖ **Unknown at this time:** Director/ Medicaid Provider Relations and Network

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
- **Humana** LTC Claims Assistance: LTCproviderrelations@humana.com
- **Humana** Provider Self Service: Eligibility, Referrals/Authorizations, Claims, ERA/EFT. Register at 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

Sunshine/WellCare/Staywell/CMS

- ❖ **PRIMARY CONTACT BEULAH SIMMONS** – Provider Network Specialist I (assigned to Early Steps providers)
 - *Phone:* (904) 646-6353 *Email:* Beulah.S.Simmons@sunshinehealth.com
 - Handles all inquiries regarding Early Steps
- ❖ **ERIK HARRIS, Sr. Manager, EIS MMA Services Coordinator - ALL NBES-**
 - (*Supervision after speaking with Beulah*) *Phone:* (954) 495-5510 *Email:* 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

- 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
- ❖ CAROLYN WADE – Contract Negotiator Email: Carolyn.Wade@SunshineHealth.com
- ❖ MARAGARET O'BAR – Contract Negotiator Email: Margaret.A.Oba@SunshineHealth.com
- ❖ PROVIDER CUSTOMER SERVICE (8am – 8pm, M-F) PHONE: 1(844) 477-8313
- ❖ EIS BILLING CONTACTS
 - Noel Gubatan / (407)614-6767 / Noel.S.Gubatan@centene.com

United Healthcare

❖ EIS & TCM

- **HEATHER SIMPSON - EIS/TCM/MFC** - Phone: (615) 986-2078; Email: heather.simpson@optum.com
- **LISA BLACKSTOCK - Senior Provider Relations Advocate, Behavioral Network Services** - Phone: (763) 797-4069; Email: lisa.blackstock@optum.com
- **JAY CUMMINGS – Regional Provider Relations Advocate** – Email: jay_cummings@optum.com
- **CHRIS SPALL – Behavioral Health/EI Executive Director** – Phone: (763) 361-6164; Email: 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
- **DANIELLE PRESTON – Network Program Consultant** – Phone: (763) 347-6221; Email: D.Preston@optum.com
- **AMBER HALFORD - Contract Manager, Network Development** - Phone: 612-428-6474; Email: amber.halford@optum.com

❖ EIS BILLING CONTACTS

- Rosemary Austin - (952)202-7909 Office / (321)292-2266 (Mobile) / Rosemary_g_austin@uhc.com
- Kenneth McMillian - (952)202-9380 Office / (786)224-9562 (Mobile) / Kenneth_o_mcmillan@uhc.com