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| **MEDALLION 4.0 MCO EI CONTACT INFORMATION** |
| **HEALTH PLAN** | **EI LEADS** | **CLAIMS ISSUE CONTACT** | **IFSP FAX/EMAIL/Interpreter Services** |
|  | **Maggie Wise**757-274-5944 wisem@aetna.com **Lindsey Montesflores** 959-230-3533MontesfloresL@aetna.com | **Aetnabetterhealth-VAProvider Relations@aetna.com****DMAS@aetna.com** **– DMAS requests** | Email IFSP’s to: Earlyinterventionservices@aetna.comOr Fax to: 1-866-261-0581Interpreter ServicesCall 1.800.279.1878866-261-0581 |
|  | **Dawn Agee**  804-839-6046  Dawn.Agee@anthem.com **Claudia Balcarcel**804-772-0015Claudia.Balcarcel@anthem.com | **Bernard P. Christmas**(804) 337-7165bernard.christmas@anthem.com Medallion 4 anthemmedallion@anthem.comCCC Plus – anthemcccplus@anthem.comAnthem HK TranslationanthemHKPtranslation@anthem.com  | Fax IFSPs : 866-920-4097EarlyinterventionServicesSupport@anthem.comInterpreter ServicesFamilies/Serv Coord: 1-800-901-0020Serv. Coord w/ Care Coord: 1-844-533-1994Care Coordination1-844-533-1994 |
| **C:\Users\mxq82859\Desktop\DESKTOP ITEMS\DMAS Logos\Molina Complete Care Logo.PNG** | **Pamela Aldridge** pamela.aldridge@molinahealthcare.com  **Jennifer Tse**Jennifer.tse@MolinaHealthcare.com**Director of Network Development** | mccva-provider@molinahealthcare.com and mccva-nwkcompliance@molinahealthcare.com Toll Free: 1-800-424-4518 | Fax IFSPs: (800) 614-7934Interpreter ServicesProviders 1-800-424-4518 |
|  | Erin McClaughry757-800-2162exmcclau@sentara.com**\*Optima (formerly Virginia Premier) Group Number: VP**Brandi Barnes804-819-5151 ext. 54489Bmbaldw1@sentara.com | Reporting or Compliance Issues:MCD\_Compliance@Sentara.comInitial Claims Issues:SentaraMedicaid@Sentara.comEscalated Claims IssuesAshley Shell, Provider ServicesANBATES@Sentara.com804-660-8644**\*Optima (formerly Virginia Premier) Group Number: VP**Initial Claims Issues:Optima\_Medicaid@sentara.comEscalated Claims Issues:Tammy McIntosh, Provider ServicesTGMCINT2@Sentara.com | IFSP Fax 757-390-4449 (Medallion 4)Email OFC\_CBCM@sentara.comIFSP Fax 1-844-552-7508 (CCC Plus)Email:SentaraMedicaid@Sentara.comInterpreter ServicesEmail: OFC\_CBCM@sentara.comMembers: 1-855-687-6260 (TTY 711)Providers: 1-800-229-8822languagehelp@sentara.com**\*Optima (formerly Virginia Premier) Group Number: VP**Fax IFSP: 804-200-1967 (Medallion 4)MedallionCMReports@sentara.com Fax 804-200-1968 (CCC Plus)MLTSSCCReports@sentara.comInterpreter Services:The Language Group: 1-844-DIAL-SLL (1-844-342-5755)**Kaiser Permanente:**John.Szczech@kp.org |
|  | **Ajah Amos** 804-267-5211 ajah\_amos@uhc.com **Lisa Forrester**lisa\_forrester@uhc.com**Shane Ashby**shane\_ashby@uhc.com | **Primary:** va\_hcbs\_pr@uhc.com **Escalation:** Ajah Amos804-267-5211 ajah\_amos@uhc.comCompliance Mailboxva\_medicaid\_ccc@uhc.com | **Virginia Medicaid**Fax -844-207-2913Contact – lisa\_forrester@uhc.com **LTSS**Fax 855-770-7088va\_medicaid\_ccc@uhc.comContact – lisa\_forrester@uhc.com **Interpreter Services**Provider Services-844-284-0146  |