## Aetna Better Health of Illinois

<table>
<thead>
<tr>
<th>Track</th>
<th>Discharge Planning 1: Contact Name</th>
<th>Discharge Planning 1: Phone Number</th>
<th>Discharge Planning 1: Email</th>
<th>Discharge Planning 1: Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>PH</td>
<td>General UM Mailbox</td>
<td></td>
<td><a href="mailto:UMInquiryABHIL@aetna.com">UMInquiryABHIL@aetna.com</a></td>
<td></td>
</tr>
<tr>
<td>BH</td>
<td>General Care Management Mailbox</td>
<td></td>
<td><a href="mailto:ABHILCOMMUNITYCMFAX@AETNA.com">ABHILCOMMUNITYCMFAX@AETNA.com</a></td>
<td></td>
</tr>
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<td>Track</td>
<td>Discharge Planning 2: Contact Name</td>
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<td>Discharge Planning 2: Email</td>
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</tr>
<tr>
<td>BH</td>
<td>Liz Konrad</td>
<td>331-233-4919</td>
<td><a href="mailto:konrade@aetna.com">konrade@aetna.com</a></td>
<td>BH UM Manager</td>
</tr>
<tr>
<td>PH</td>
<td>Loue Gequiniana</td>
<td>312-547-3610</td>
<td><a href="mailto:Gequinianal@AETNA.com">Gequinianal@AETNA.com</a></td>
<td>RN Case Manager</td>
</tr>
<tr>
<td>Track</td>
<td>Discharge Planning 3: Contact Name</td>
<td>Discharge Planning 3: Phone Number</td>
<td>Discharge Planning 3: Email</td>
<td>Discharge Planning 3: Title</td>
</tr>
<tr>
<td>BH</td>
<td>Sarah Gregory</td>
<td>959-255-2038</td>
<td><a href="mailto:GregoryS4@AETNA.com">GregoryS4@AETNA.com</a></td>
<td>Clinical Case Manager</td>
</tr>
<tr>
<td>PH</td>
<td>Sharon Powers-Landis</td>
<td>959-255-2325</td>
<td><a href="mailto:Powers-LandisS@AETNA.com">Powers-LandisS@AETNA.com</a></td>
<td>RN Case Manager</td>
</tr>
<tr>
<td>Track</td>
<td>Discharge Planning 3: Contact Name</td>
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</tr>
<tr>
<td>BH</td>
<td>Ryan Walsh</td>
<td>959-255-2078</td>
<td><a href="mailto:WalshR@AETNA.com">WalshR@AETNA.com</a></td>
<td>Lead Clinical BH CM</td>
</tr>
<tr>
<td>PH</td>
<td>Tammy Noonan</td>
<td>959-255-2383</td>
<td><a href="mailto:noonant@aetna.com">noonant@aetna.com</a></td>
<td>RN Case Manager</td>
</tr>
</tbody>
</table>

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![Discharge planning escalation process](image-url)
Aetna MMAI

Initial Point of Contact
• MMAIAetnaBetterHealthCMReferral@AETNA.com

Escalation Point of Contact
• NovickD@AETNA.com
• JezJ@aetna.com

After Hour/Weekend Point of Contact
• 866-600-2139

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<th>Contact</th>
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<tr>
<td>Care Manager</td>
<td><a href="mailto:MMAIAetnaBetterHealthCMReferral@AETNA.com">MMAIAetnaBetterHealthCMReferral@AETNA.com</a></td>
<td>866-600-2139</td>
<td>Medical Escalation level 1</td>
</tr>
<tr>
<td>Davi Novick</td>
<td><a href="mailto:NovickD@AETNA.com">NovickD@AETNA.com</a></td>
<td>312-343-3486</td>
<td>Escalation level 2</td>
</tr>
<tr>
<td>Jennifer Jez</td>
<td><a href="mailto:JezJ@aetna.com">JezJ@aetna.com</a></td>
<td>312-343-6335</td>
<td>Escalation level 2</td>
</tr>
<tr>
<td>Marie Teylan</td>
<td><a href="mailto:TeylanM@aetna.com">TeylanM@aetna.com</a></td>
<td>224-724-1752</td>
<td>PR Escalation level 1</td>
</tr>
<tr>
<td>Ashley Rogers</td>
<td><a href="mailto:RogersA4@aetna.com">RogersA4@aetna.com</a></td>
<td>630-737-6791</td>
<td>PR Escalation level 2</td>
</tr>
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</table>

Discharge Planning Escalation Process

2/15/2022

- Request Care Manager
- Highest escalation, Ashley Rogers (630) 737-6791
- Resolved?
- Yes
- No further action needed
- No
- Marie Teylan (224) 724-1752
- Member Provider Services phone line (556) 600-2139
- Related to Med, BH, Claims, Billing & Contracts
- Discharge planning escalation call
- Medical / BH Escalation

Updated 5-4-22
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
  - 630-824-5544

- Virginia Specchio, Sr. Manager, Govt. Programs, Clinical Operations
  - Virginia_Specchio@bcbsil.com
  - 630-824-6051

Escalation Point of Contact

- Maribeth Rex, Director BH Clinical Operations
  - maribeth_k_Rex@bcbsil.com
  - 312-653-3949

- Cara Wahmann, Director, Govt. Programs, Clinical Operations
  - cara_wahmann@bcbsil.com
  - 630-824-6197

- Tamara Guterz, Sr. Manager for Physical Health Transition of Care
  - tamara_L_guterz@bcbsil.com
  - 630-824-6072

- 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 hour staff)
Initial Point of Contact
- Provider contacts UM. UM assists provider with any authorization related needs and links caller with care management as needed.
- UM Contact information: 855-444-1661 option 4. After 5:30 pm and weekends select option for nurse on call.

Escalation Points of Contact
If initial outreach to UM does not address the issue:
- Ask to speak with a supervisor at 855-444-1661 -> option 4
- Contact Lorraine Powell, Manager, Transitions of Care, 312-350-3714 lorrraine.powell@cookcountyhealth.org
Humana

Initial Point of Contact
- Contact our UM nurse direct extension; or if not yet assigned a nurse:
- Contact our Utilization Management Department at 1-800-322-2758 and select option for IL Medicaid or extension 1500130.

After Hour / Weekend Point of Contact
- Contact our Utilization Management Department at 1-800-322-2758 and select option for IL Medicaid or extension 1500130.

Escalation Procedure
- Contact: Cindy Potter, RN BS CMCN – Associate Director, IL Medicaid Clinical
  - cpotter6@humana.com
  - T: 309-677-8530
  - C: 309-868-5995
Initial Point of Contact:
- Tracy DeBose (BH Discharge)

After Hour/Weekend Point of Contact
- Safurat Adelekan (Medical Discharge)
- Angela Wilson (Medical Discharge)
- Tracy DeBose (BH Discharge)

<table>
<thead>
<tr>
<th>Contact</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Tracy DeBose</td>
<td><a href="mailto:Tracy.DeBose@mhplan.com">Tracy.DeBose@mhplan.com</a></td>
<td>312-260-5851</td>
</tr>
<tr>
<td>Safurat Adelekan</td>
<td><a href="mailto:Safurat.I.Adelekan@centene.com">Safurat.I.Adelekan@centene.com</a></td>
<td>312-260-5869</td>
</tr>
<tr>
<td>Angela Wilson</td>
<td><a href="mailto:Angela.A.Wilson@Centene.com">Angela.A.Wilson@Centene.com</a></td>
<td>312-260-5332</td>
</tr>
</tbody>
</table>
### Molina

#### Initial Point of Contact
- Erin McArdle
- Also include: CMescalationIL@molinahealthcare.com

#### Escalation Point of Contact
- Amy Calvin
- Jennifer DeQuattro

#### After Hour/Weekend Point of Contact
- Erin McArdle

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<tbody>
<tr>
<td>Erin McArdle</td>
<td><a href="mailto:Erin.McArdle@Molinahealthcare.com">Erin.McArdle@Molinahealthcare.com</a></td>
<td>630-381-1985</td>
<td>All discharge planning call needs</td>
</tr>
<tr>
<td>Amy Calvin</td>
<td><a href="mailto:Amy.Calvin@molinahealthcare.com">Amy.Calvin@molinahealthcare.com</a></td>
<td>217-492-6608</td>
<td>All discharge planning call needs - Escalation</td>
</tr>
<tr>
<td>Jennifer DeQuattro</td>
<td><a href="mailto:Jennifer.Dequattro@molinahealthcare.com">Jennifer.Dequattro@molinahealthcare.com</a></td>
<td>630-203-3963</td>
<td>Unmet needs/complaints - Escalation Level 2</td>
</tr>
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</table>