

FIDE SNP Resources: Key Contacts

(April 2026)

Aetna Medicare FIDE (HMO D-SNP)

- Provider Inbox: COEProviderServices@AETNA.com
- Care Coordination Inbox: ILFIDECM@AETNA.com
- Provider Education: [Aetna Medicare FIDE \(HMO D-SNP\)](#)

Humana Dual Fully Integrated (HMO D-SNP)

- Provider Inbox: ILProviderRelations@humana.com
- Care Coordination Inbox: IllinoisCareCoordinationAllPrograms@humana.com
- Provider Education: [Providers | Humana Dual Fully Integrated \(HMO D-SNP\) in Illinois](#)

Molina Medicare Complete Care Plus (HMO D-SNP)

- Provider Inbox: Latasha.Smith@MolinaHealthCare.com
- Care Coordination Inbox: CMescalationIL@MolinaHealthCare.com
- Provider Education: <https://www.molinahealthcare.com/providers/il/medicaid/comm/updatesevents>

WellCare Meridian Dual Align (HMO D-SNP)

- Provider Inbox: ilproviderrelations@mhplan.com
- Care Coordination Inbox: IL_Meridian_Case_Mgt@mhplan.com
- Provider Education Link: <https://wellcare.ilmeridian.com/for-providers.html>

HealthChoice Illinois Resources: Key Contacts

(April 2026)

Aetna Better Health of Illinois

- Provider Contact (email inbox):
 - Terriana Robinson- Lead Director of Provider Experience
 - Email: Robinsont6@aetna.com
 - Christine Fox-Zapata- Sr. Manager of Provider Experience
 - Email: FoxC@AETNA.com
 - Latahra Smith- Sr. Manager of Provider Experience
 - Email: Latahra.Smith@aetna.com
 - Steve Inzerelo- Sr. Manager of Provider Experience
 - Email: InzerelloS@aetna.com
 - Provider Experience Email Box: ilproviderrelations@aetna.com
- Care Coordination Contact (email inbox): Email: ABHILCOMMUNITYCMFAX@AETNA.com
 - Primary Escalation Lisa-Jasmin Ford, Director of ICM Care Coordination: FordL2@AETNA.com
 - Secondary Escalation Rashida Fearn, Sr Manager ICM Care Coordination: FearnR@AETNA.com
 - Secondary Patricia Smith, Sr Manager ICM Care Coordination: Smith-HuntoonP@AETNA.com
- Illinois Medicaid Provider Education Webpage: <https://www.aetnabetterhealth.com/illinois-medicaid/providers/index.html>

BlueCross BlueShield of Illinois Community Health Plan

- Provider Contact (email inbox): govproviders@bcbsil.com
- Care Coordination Contact (email inbox): IL_GPD_PH_CareCoordination@bcbsil.com
- Illinois Medicaid Provider Education Webpage:
 - <https://www.bcbsil.com/provider/network/network/medicaid>
 - Provider network assignments: <https://www.bcbsil.com/provider/network/network/provider-network-consultant>

CountyCare Health Plan

- Provider Contact (email inbox): countycareproviderservices@cookcountyhhs.org
- Care Coordination Contact (email inbox): Countycarereferrals@cookcountyhhs.org
- Illinois Medicaid Provider Education Webpage: [Providers – CountyCare Health Plan](#)

Molina Healthcare

- Molina Provider Inbox: Latasha.Smith@MolinaHealthCare.com
- Care Coordination Inbox: CMescalationIL@MolinaHealthCare.com
- Provider Education: <https://www.molinahealthcare.com/providers/il/medicaid/comm/updatesevents>

Meridian/YouthCare

- Meridian Provider Inbox: ilproviderrelations@mhplan.com
- Care Coordination Inbox: IL_Meridian_Case_Mgt@mhplan.com
- Provider Education: <https://www.ilmeridian.com/providers.html>