

Long-Term Care Escalation Guide

Introduction

This document serves as an all-encompassing guide for long-term care providers to connect with IAMHP member health plans on billing and clinical issues. Within the Guide:

- “*Long-Term Services and Supports (LTSS) Waiver Providers*” means providers of home and community-based waiver services.
- “*Nursing Home Providers*” means those providing care in a facility licensed by IDPH to provide intermediate care and registered under Provider Type 33 in IMPACT.
- “*Supportive Living Facility (SLF) Providers*” means those providing care in a facility certified by HFS to participate in the Supportive Living Program and registered under Provider Type 28 in IMPACT.

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Aetna Better Health - Medicaid

LTSS Waiver Providers – Billing

Initial Point of Contact			
Steve Inzerello	Provider Relations	773-687-5475	inzerelloS@aetna.com
Escalation Contact			
Christine Fox-Zapata	Provider Relations	312-547-3589	FoxC@AETNA.com

LTSS Waiver Providers – Clinical

Initial Point of Contact			
Corin Hammond	Health Care Services Manager	312-350-2021	HammondC@AETNA.com
Escalation Contact			
Joanna Lambert	Principal Clinical Leader	331-201-8179	LambertJ3@AETNA.com

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Nursing Home Providers – Billing

Initial Point of Contact			
Steve Inzerello	Provider Relations	773-687-5475	inzerelloS@aetna.com
Escalation Contact			
Christine Fox-Zapata	Provider Relations	312-547-3589	FoxC@AETNA.com

Nursing Home Providers – Clinical

Initial Point of Contact			
Maria Torres-Natividad	Sr. Manager, Clinical Health Services	312-350-2021	Torres-NatividadM@AETNA.com
Escalation Contact			
Joanna Lambert	Principal Clinical Leader	331-201-8179	LambertJ3@AETNA.com

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SLF Providers – Billing

Initial Point of Contact			
Steve Inzerello	Provider Relations	773-687-5475	inzerelloS@aetna.com
Escalation Contact			
Christine Fox-Zapata	Provider Relations	312-547-3589	FoxC@AETNA.com

SLF Providers – Clinical

Initial Point of Contact			
Corin Hammond	Health Care Services Manager	312-350-2021	HammondC@AETNA.com
Escalation Contact			
Joanna Lambert	Principal Clinical Leader	331-201-8179	LambertJ3@AETNA.com

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Aetna Premier MMAI

LTSS Waiver Providers – Billing

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-329-4701	
Initial Escalation			
Elizabeth Roy	Manager Network Relations	312-718-3722	roye1@aetna.com
Secondary Escalation			
Jason Harbitz	Chief Duals Officer	517-488-9242	HarbitzJ@aetna.com

LTSS Waiver Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-600-2319	
Initial Escalation			
Lacresha Roberts	Sr Manager Clinical Health Services	312-350-2021	RobertsL@aetna.com
Secondary Escalation			
Davi Novick	Principal Clinical Leader, Clinical Health Services	312-343-3486	NovickD@aetna.com

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Nursing Home Providers – Billing

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-329-4701	
Initial Escalation			
Elizabeth Roy	Manager Network Relations	312-718-3722	roye1@aetna.com
Secondary Escalation			
Jason Harbitz	Chief Duals Officer	517-488-9242	HarbitzJ@aetna.com

Nursing Home Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-600-2319	
Initial Escalation			
Lacresha Roberts	Sr Manager Clinical Health Services	312-350-2021	RobertsL@aetna.com
Secondary Escalation			
Davi Novick	Principal Clinical Leader, Clinical Health Services	312-343-3486	NovickD@aetna.com

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SLF Providers – Billing

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-329-4701	
Initial Escalation			
Elizabeth Roy	Manager Network Relations	312-718-3722	roye1@aetna.com
Secondary Escalation			
Jason Harbitz	Chief Duals Officer	517-488-9242	HarbitzJ@aetna.com

SLF Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Provider Services Contact Center		866-600-2319	
Initial Escalation			
Lacresha Roberts	Sr Manager Clinical Health Services	312-350-2021	RobertsL@aetna.com
Secondary Escalation			
Davi Novick	Principal Clinical Leader, Clinical Health Services	312-343-3486	NovickD@aetna.com

Long-Term Care Escalation Guide

Blue Cross Blue Shield

LTSS Waiver Providers – Billing

Initial Point of Contact		
General Information: All claim status inquiries, authorization disputes, payment disputes, check status or check reissue should be referred to customer service. Disputes can also be filed by mail or fax using the online form and sent to the corresponding fax number for inquiry or dispute on the form.		
Phone	Form Link	
BCCHP: 877-860-2837 MMAI: 877-723-7702	https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf	
Initial Escalation Point of Contact		
Webpage Link	Listing Link	
https://www.bcbsil.com/provider/network/provider_network_consultant.html	https://www.bcbsil.com/pdf/education/gov_prov_network_consultant_list.xlsx	
General Information: Escalations for unresolved claim disputes, contract rate disputes, unresolved authorization disputes should be referred to the network consultant assigned to that provider type or region. Please see the BCBSIL website for listing.		
Name	Title	Email
Courtney Boileau	Operations Director	ILMedicaidOperations@bcbsil.com
General Information: Escalations that are unresolved by the network consultants can be referred to the ILMedicaidOperations@bcbsil.com inbox. You will receive an acknowledgement of receipt within 2 business days.		

LTSS Waiver Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Main Care Coordination Line		877-860-2837	
Care Coordination Mailbox: ILMMAIICPCareCoordinationManagementTeam@bcbsil.com . Please send any correspondence related to Care Coordination needs to this mailbox			
LTSS Mailbox: LTSS_SupportCtr@bcbsil.com Please send any correspondence related to LTSS needs to this mailbox.			
Initial Escalation			
MMAI			
Lawanda Hightower	Director of Clinical Operations	505-816-2908	Lawanda_Hightower@bcbsil.com
BCCHP			
Donnamarie Malone	Director of Clinical Operations	630-824-6839	Donnamarie_Malone@bcbsil.com
MMAI/BCCHP for LTC/SLP or LTSS Services			
Stacey Stewart	Director of LTSS	312-653-8301	Stacey_Stewart@bcbsil.com

Long-Term Care Escalation Guide

SLF Providers – Billing

Initial Point of Contact		
General Information: All claim status inquiries, authorization disputes, payment disputes, check status or check reissue should be referred to customer service. Disputes can also be filed by mail or fax using the online form and sent to the corresponding fax number for inquiry or dispute on the form.		
Phone	Form Link	
BCCHP: 877-860-2837 MMAI: 877-723-7702	https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf	
Initial Escalation Point of Contact		
Webpage Link	Listing Link	
https://www.bcbsil.com/provider/network/provider_network_consultant.html	https://www.bcbsil.com/pdf/education/gov_prov_network_consultant_list.xlsx	
General Information: Escalations for unresolved claim disputes, contract rate disputes, unresolved authorization disputes should be referred to the network consultant assigned to that provider type or region. Please see the BCBSIL website for listing.		
Name	Title	Email
Jen Sanchez	Provider Network Consultant	Jennifer_X_Sanchez@bcbsil.com
Shanquinnell Bullock	Senior Manager, Medicaid Operations	Shanquinnell_Bullock@bcbsil.com
General Information: Escalations that are unresolved by the network consultants can be referred to the ILMedicaidOperations@bcbsil.com inbox. You will receive an acknowledgement of receipt within 2 business days.		

SLF Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Main Care Coordination Line		877-860-2837	
Care Coordination Mailbox: ILMMAIICPCareCoordinationManagementTeam@bcbsil.com . Please send any correspondence related to Care Coordination needs to this mailbox			
LTSS Mailbox: LTSS_SupportCtr@bcbsil.com			
Please send any correspondence related to LTSS needs to this mailbox.			
Initial Escalation			
<i>MMAI</i>			
Lawanda Hightower	Director of Clinical Operations	505-816-2908	Lawanda_Hightower@bcbsil.com
<i>BCCHP</i>			
Donnamarie Malone	Director of Clinical Operations	630-824-6839	Donnamarie_Malone@bcbsil.com
<i>MMAI/BCCHP for LTC/SLP or LTSS Services</i>			
Stacey Stewart	Director of LTSS	312-653-8301	Stacey_Stewart@bcbsil.com

Long-Term Care Escalation Guide

SLF Providers – Billing

Initial Point of Contact		
General Information: All claim status inquiries, authorization disputes, payment disputes, check status or check reissue should be referred to customer service. Disputes can also be filed by mail or fax using the online form and sent to the corresponding fax number for inquiry or dispute on the form.		
Phone	Form Link	
BCCHP: 877-860-2837 MMAI: 877-723-7702	https://www.bcbsil.com/pdf/network/medicaid_claims_inquiry_dispute_request_form.pdf	
Initial Escalation Point of Contact		
Webpage Link	Listing Link	
https://www.bcbsil.com/provider/network/provider_network_consultant.html	https://www.bcbsil.com/pdf/education/gov_prov_network_consultant_list.xlsx	
General Information: Escalations for unresolved claim disputes, contract rate disputes, unresolved authorization disputes should be referred to the network consultant assigned to that provider type or region. Please see the BCBSIL website for listing.		
Name	Title	Email
Jen Sanchez	Provider Network Consultant	Jennifer X Sanchez@bcbsil.com
Shanquinnell Bullock	Senior Manager, Medicaid Operations	Shanquinnell Bullock@bcbsil.com
General Information: Escalations that are unresolved by the network consultants can be referred to the ILMedicaidOperations@bcbsil.com inbox. You will receive an acknowledgement of receipt within 2 business days.		

SLF Providers – Clinical

Initial Point of Contact			
Name		Phone Number	
Main Care Coordination Line		877-860-2837	
Care Coordination Mailbox: ILMMAIICPCareCoordinationManagementTeam@bcbsil.com . Please send any correspondence related to Care Coordination needs to this mailbox			
LTSS Mailbox: LTSS_SupportCtr@bcbsil.com Please send any correspondence related to LTSS needs to this mailbox.			
Initial Escalation			
<i>MMAI</i>			
Lawanda Hightower	Director of Clinical Operations	505-816-2908	Lawanda Hightower@bcbsil.com
<i>BCCHP</i>			
Donnamarie Malone	Director of Clinical Operations	630-824-6839	Donnamarie Malone@bcbsil.com
<i>MMAI/BCCHP for LTC/SLP or LTSS Services</i>			
Stacey Stewart	Director of LTSS	312-653-8301	Stacey Stewart@bcbsil.com

Long-Term Care Escalation Guide

CountyCare

LTSS Waiver Providers – Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
<ul style="list-style-type: none"> • WEBSITE: www.countycare.com • PHONE: CountyCare Provider Services 312-864-8200 Option 5 • FAX: 312 548-9940 • EMAIL: countycareproviderservices@cookcountyhhs.org • MAIL: Claims Dispute, CountyCare Health Plan P.O. Box 211592, Eagan, MN 55121-2892 • PORTAL: Claims Dispute, http://countycareproviderdispute.jira.evolutionlath.com 			
Initial Escalation			
Eva Jones	Provider Relations Representative	773-919-3643	eva.jones@cookcountyhealth.org
Ta-Neshia Brandon	Manager, Provider Relations	312-965-2944	taneshia.brandon@cookcountyhealth.org
Secondary Escalation			
Margarita Childress	Director, Provider Relations	312-466-2952	margarita.childress@cookcountyhealth.org

LTSS Waiver Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
CountyCare LTSS-Waiver central email inbox: countycarewaivers@cookcountyhhs.org Member Services: 312-864-8200 for contacting Member's care coordinator			
Initial Escalation			
Gaganjit Kler	AGING Waiver Director, Complex Care Coord	312-864-1192	gaganjit.kler@cookcountyhhs.org
Vivian Moore	DRS Waivers Director, Complex Care Coord	312-864-0323	vivian.moore@cookcountyhhs.org
Secondary Escalation			
Marcy Elamin	Director of LTSS	312-864-0345	melamin@cookcountyhhs.org

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Nursing Home Providers – Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
<ul style="list-style-type: none"> • WEBSITE: www.countycare.com • PHONE: CountyCare Provider Services 312-864-8200 Option 5 • FAX: 312 548-9940 • EMAIL: countycareproviderservices@cookcountyhhs.org • MAIL: Claims Dispute, CountyCare Health Plan P.O. Box 211592, Eagan, MN 55121-2892 • PORTAL: Claims Dispute, http://countycareproviderdispute.jira.evoluthelath.com 			
Initial Escalation			
Eva Jones	Provider Relations Representative	773-919-3643	eva.jones@cookcountyhealth.org
Ta-Neshia Brandon	Manager, Provider Relations	312-965-2944	taneshia.brandon@cookcountyhealth.org
Secondary Escalation			
Margarita Childress	Director, Provider Relations	312-466-2952	margarita.childress@cookcountyhealth.org

Nursing Home Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
CountyCare LTSS-LTC central email inbox: countycareltc@cookcountyhhs.org Member Services: 312-864-8200 for contacting Member's care coordinator			
Initial Escalation			
Melissa Peel	Manager, Complex Care Coord	312-864-0387	melissa.peel@cookcountyhealth.org
Ladwina Rudolph	Manager, Complex Care Coord	312-758-2015	ladwina.rudolph@cookcountyhealth.org
Secondary Escalation			
Vivian Moore	Director, Complex Care Coord	312-864-0323	vivian.moore@cookcountyhhs.org

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SLF Providers – Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
<ul style="list-style-type: none"> • WEBSITE: www.countycare.com • PHONE: CountyCare Provider Services 312-864-8200 Option 5 • FAX: 312 548-9940 • EMAIL: countycareproviderservices@cookcountyhhs.org • MAIL: Claims Dispute, CountyCare Health Plan P.O. Box 211592, Eagan, MN 55121-2892 • PORTAL: Claims Dispute, http://countycareproviderdispute.jira.evolenthelath.com 			
Initial Escalation			
Eva Jones	Provider Relations Representative	773-919-3643	eva.jones@cookcountyhealth.org
Ta-Neshia Brandon	Manager, Provider Relations	312-965-2944	taneshia.brandon@cookcountyhealth.org
Secondary Escalation			
Margarita Childress	Director, Provider Relations	312-466-2952	margarita.childress@cookcountyhealth.org

SLF Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
CountyCare LTSS-Waiver central email inbox: countycarewaivers@cookcountyhhs.org Member Services: 312-864-8200 for contacting Member's care coordinator			
Initial Escalation			
Sandy Oliphant	Manager, Complex Care Coord	312-864-2462	soliphant@cookcountyhhs.org
Secondary Escalation			
Vivian Moore	Director, Complex Care Coord	312-864-0323	vivian.moore@cookcountyhhs.org

Long-Term Care Escalation Guide

Humana

LTSS Waiver Providers – Network

Title		Phone Number	Email Address
MCD LTSS Provider Contracting		N/A	LTSSContracting@humana.com
Escalation			
Name	Title	Phone Number	Email Address
Marlene Flickinger	Senior Provider Contracting, Professional	502-313-8001	mflickinger@humana.com
Terry King	Director, LTSS Provider Network	502-208-7402	TKing58@humana.com

LTSS Waiver Providers – Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
<ul style="list-style-type: none"> • CONTACT CENTER: 800-787-3311 • WEBSITE: www.humana.com • DEPARTMENT: Claim Payment Inquiry Resolution • EMAIL: HumanaProviderServices@humana.com • MAIL: Humana, Attn: Provider Complaints, P.O. Box, 14601, Lexington, KY, 40521-4601 			
Initial Escalation			
Name	Title	Email Address	
MCD Provider Claims Resolution	MCD Provider Relations Mailbox	ILMCDProvRelations@humana.com	
Secondary Escalation			
Name	Title	Phone Number	Email Address
Erin Maday	Senior Market Development, Medicaid Provider Relations	847-736-9031	Esmith35@humana.com

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LTSS Waiver Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Case Management Customer Service	Care Coordination Team Mailbox	866-445-9684	HumLTSSTransitions@humana.com
Initial Escalation			
Samantha Noble	Manager, Care Management, Illinois Medicaid	224-297-7237	SMorales30@humana.com
Secondary Escalation			
Ugo Ohale	Director, Health Services, Illinois Medicaid	502-919-0126	UOhale@humana.com

Long-Term Care Escalation Guide

Nursing Home Providers – Network

Title	Phone Number	Email Address	
MCD LTSS Provider Contracting	N/A	LTSSContracting@humana.com	
Escalation			
Name	Title	Phone Number	Email Address
Marlene Flickinger	Senior Provider Contracting, Professional	502-313-8001	mflickinger@humana.com
Terry King	Director, LTSS Provider Network	502-208-7402	TKing58@humana.com

Nursing Home Providers – Billing

Initial Point of Contact			
Name	Title	Phone Number	Email Address
<ul style="list-style-type: none"> • CONTACT CENTER: 800-787-3311 • WEBSITE: www.humana.com • DEPARTMENT: Claim Payment Inquiry Resolution • EMAIL: HumanaProviderServices@humana.com • MAIL: Humana, Attn: Provider Complaints, P.O. Box, 14601, Lexington, KY, 40521-4601 			
Initial Escalation			
MCD Provider Claims Resolution	MCD Provider Relations Mailbox	ILMCDProvRelations@humana.com	
Secondary Escalation			
Name	Title	Phone Number	Email Address
Erin Maday	Senior Market Development, Medicaid Provider Relations	847-736-9031	esmith35@humana.com

Long-Term Care Escalation Guide

Nursing Home Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Case Management Customer Service	Care Coordination Team Mailbox	866-445-9684	HumLTSSTransitions@humana.com
Initial Escalation			
Name	Title	Phone Number	Email Address
Samantha Noble	Manager, Care Management, Illinois Medicaid	224-297-7237	SMorales30@humana.com
Secondary Escalation			
Name	Title	Phone Number	Email Address
Ugo Ohale	Director Health Services, Illinois Medicaid	502-919-0126	UHole@humana.com

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SLF Providers – Network

Title	Phone Number	Email Address	
MCD LTSS Provider Contracting	N/A	LTSSContracting@humana.com	
Escalation			
Name	Title	Phone Number	Email Address
Marlene Flickinger	Senior Provider Contracting, Professional	502-313-8001	mflickinger@humana.com
Terry King	Director, LTSS Provider Network	502-208-7402	TKing58@humana.com

SLF Providers – Billing

Initial Point of Contact			
Name	Phone Number	Email Address	
MCD Provider Claims Resolution	MCD Provider Relations Mailbox	ILMCDProvRelations@humana.com	
Initial Escalation			
Erin Maday	Senior Market Development Professional	847-736-9031	esmith35@humana.com
Secondary Escalation			
AnnaRose McGill	Market Development Advisor	502-539-9055	amcgill1@humana.com

Long-Term Care Escalation Guide

SLF Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Case Management Customer Service	Care Coordination Team Mailbox	866-445-9684	HumLTSSTransitions@humana.com
Initial Escalation			
Name	Title	Phone Number	Email Address
Samantha Noble	Manager	224-297-7237	SMorales30@humana.com
Secondary Escalation			
Name	Title	Phone Number	Email Address
Ugo Ohale	Director Health Services, Illinois Medicaid	502-919-0126	UOhale@humana.com

Long-Term Care Escalation Guide

Meridian

LTSS Waiver Providers – Network

Title		Phone Number	Email Address
Waiver Provider Relations Team		N/A	Waiver PR Team@centene.com
Escalation			
Name	Title	Phone Number	Email Address
Tasha Brown	Sr. Director, Provider Relations	312-728-0891	tasha.brown@mhplan.com
Aissa Bell	Manager, Provider Relations	217-299-8131	Aissa.bell@mhplan.com

LTSS Waiver Providers – Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
LTSS Email Inbox	LTSS Email Inbox		LTSS@mhplan.com
Initial Escalation			
Lauren Larson	Supervisor, Care Management	312-489-3121	Lauren.Larson@mhplan.com
Rosa Torina	Supervisor, Care Management	312-465-6013	Rosa.Torina@mhplan.com
Secondary Escalation			
Cortney Kincaid	Manager, Care Management	312-402-4271	Cortney.Kincaid@mhplan.com
Kelsey LeBlanc	Senior Manager, Field Care Management	312-401-9064	Kelsey.LeBlanc@mhplan.com

Long-Term Care Escalation Guide

Nursing Home Providers – Network

Title	Phone Number	Email Address
LTC Provider Relations Team		LTCPR@centene.com
Escalation		
Angelic Williams	331-260-2718	Angelic.williams@mhplan.com
Ashely Jackson	630-200-9827	Ashley.A.Jackson@mhplan.com

Nursing Home Providers – Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
LTSS Email Inbox	LTSS Email Inbox		LTSS@mhplan.com
Initial Escalation			
Lauren Larson	Supervisor, Care Management	312-489-3121	Lauren.Larson@mhplan.com
Rosa Torina	Supervisor, Care Management	312-465-6013	Rosa.Torina@mhplan.com
Secondary Escalation			
Cortney Kincaid	Manager, Care Management	312-402-4271	Cortney.Kincaid@mhplan.com
Kelsey LeBlanc	Senior Manager, Field Care Management	312-401-9064	Kelsey.LeBlanc@mhplan.com

Long-Term Care Escalation Guide

SLF Providers – Network

Title	Phone Number	Email Address
Waiver Provider Relations Team		Waiver PR Team@centene.com
Escalation		
Tasha Brown Sr. Director, Provider Relations	312-728-0891	tasha.brown@mhplan.com
Aissa Bell Manager, Provider Relations	217-299-8131	Aissa.bell@mhplan.com

SLF Providers – Care Coordination

Initial Point of Contact			
Name	Title	Phone Number	Email Address
LTSS Email Inbox	LTSS Email Inbox		LTSS@mhplan.com

Long-Term Care Escalation Guide

Molina

LTSS Waiver Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Please include this mailbox in all initial correspondence			LTSSETI@molinahealthcare.com
Initial Escalation			
Michael Roszyk, LCSW	Manager - Healthcare Services	630-381-8928	Michael.Roszyk@Molinahealthcare.com
Secondary Escalation			
Lori Lomahan, LCSW CCM	Director - Healthcare Services	630-381-1904	Lori.lomahan@molinahealthcare.com

LTSS Waiver Providers – Claims/Operational

Name	Title	Phone Number	Email Address
Ann Brookshire	Provider Network Manager	217-827-7838	Ann.Brookshire@Molinahealthcare.com
Dajae Robinson	Manager - Provider Network Management	562-505-1928	Dajae.Robinson@Molinahealthcare.com
LaTasha Smith	Director - Provider Network Management	630-385-0063	LaTasha.Smith@Molinahealthcare.com

Long-Term Care Escalation Guide

Nursing Home Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Please include this mailbox in all initial correspondence			LTSSETI@molinahealthcare.com
Initial Escalation			
Michael Roszyk, LCSW	Manager - Healthcare Services	630-381-8928	Michael.Roszyk@Molinahealthcare.com
Secondary Escalation			
Lori Lomahan, LCSW CCM	Director - Healthcare Services	630-381-1904	Lori.lomahan@molinahealthcare.com

Nursing Home Providers – Claims/Operational

Name	Title	Phone Number	Email Address
Robin Taylor	Provider Network Manager	630-681-0604	Robin.Taylor@Molinahealthcare.com
Dajae Robinson	Manager - Provider Network Management	562-505-1928	Dajae.Robinson@Molinahealthcare.com
LaTasha Smith	Director - Provider Network Management	630-385-0063	LaTasha.Smith@Molinahealthcare.com

Long-Term Care Escalation Guide

SLF Providers – Clinical

Initial Point of Contact			
Name	Title	Phone Number	Email Address
Please include this mailbox in all initial correspondence			LTSSETI@molinahealthcare.com
Initial Escalation			
Michael Roszyk, LCSW	Manager - Healthcare Services	630-381-8928	Michael.Roszyk@Molinahealthcare.com
Secondary Escalation			
Lori Lomahan, LCSW CCM	Director - Healthcare Services	630-381-1904	Lori.lomahan@molinahealthcare.com

SLF Providers – Claims/Operational

Name	Title	Phone Number	Email Address
Robin Taylor	Provider Network Manager	630-681-0604	Robin.Taylor@Molinahealthcare.com
Dajae Robinson	Manager - Provider Network Management	562-505-1928	Dajae.Robinson@Molinahealthcare.com
LaTasha Smith	Director - Provider Network Management	630-385-0063	LaTasha.Smith@Molinahealthcare.com