

MCO Directory by Region

HUMANA – Updated 10/14/2025

Health Plan Payer ID: 61101

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: VirginiaProviderUpdates@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: VirginiaProviderUpdates@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: VirginiaProviderUpdates@humana.com
Credentialing	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.com	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.com	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.com
Care Coordination	Lauren Hagood 434-231-6992 Lhagood@humana.com	Lauren Hagood 434-231-6992 Lhagood@humana.com	Lauren Hagood 434-231-6992 Lhagood@humana.com
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: VirginiaProviderUpdates@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: HumanaALTNproviderupdates@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: VirginiaProviderUpdates@humana.com
Credentialing	Credentialing Inquiry for Providers Phone: 844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 844-881-4482 Fax:
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.com	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.com	Claim Inquiry for Providers Gerald Nichols GNichols4@humana.co
Care Coordination	Lauren Hagood 434-231-6992 Lhagood@humana.com	Lauren Hagood 434-231-6992 Lhagood@humana.com	Lauren Hagood 434-231-6992 Lhagood@humana.com

HUMANA - Health Plan Payer ID: Updated 10/14/2025
61101

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com
Credentialing	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:
Notifications- Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Claim Inquiry for Providers Reina Perry RPerry13@humana.com	Claim Inquiry for Providers s Dominique Mayton DMayton@humana.com	Claim Inquiry for Providers Rafael Holland RHolland11@humana.com
Care Coordination	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: vamcdtransitioncoordination@humana.com	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: vamcdtransitioncoordination@humana.com	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: vamcdtransitioncoordination@humana.com
Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com	Provider Relations Call Center: 1-844-881-4482 Provider Relations Mailbox: LTSSContracting@humana.com
Credentialing	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:	Credentialing Inquiry for Providers Phone: 1-844-881-4482 Fax:
Notifications- Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Claim Inquiry for Providers Terri Anderson TAnderson96@humana.com	Claim Inquiry for Providers Monica Buchanan MBuchanan14@humana.com	Claim Inquiry for Providers Arerion Johnson AJohnson422@humana.com
Care Coordination	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: VAMCDLTSSUtilizationManagement@humana.com	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: :VAMCDLTSSUtilizationManagement@humana.com	Member Services 1-844-881-4482 For all Hospice 421A's - Fax # 1-866-222-4211 Email: VAMCDLTSSUtilizationManagement@humana.com

HUMANA - Health Plan Payer ID: Updated 10/14/2025
61101

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	LTSSContracting@humana.com	LTSSContracting@humana.com	LTSSContracting@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	LTSSContracting@humana.com	LTSSContracting@humana.com	LTSSContracting@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	HumanaALTNproviderupdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Member Services 1-844-881-4482 Andrea Burkett, Manager LTSS aburkett2@humana.com 540-251-6067 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732

HUMANA - Health Plan Payer ID: Updated 10/14/2025

61101

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Provider Relations: VAMedicaidProviderRelations@humana.com	Provider Relations: VAMedicaidProviderRelations@humana.com	Provider Relations: VAMedicaidProviderRelations@humana.com
Care Coordination	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502-508-1607	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502-508-1607	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502 508 1607
DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	VirginiaProviderUpdates@humana.com	HumanaALTNproviderupdates@humana.com	VirginiaProviderUpdates@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	HumanaALTNproviderupdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Provider Relations: VAMedicaidProviderRelations@humana.com	Provider Relations: VAMedicaidProviderRelations@humana.com	Provider Relations: VAMedicaidProviderRelations@humana.com
Care Coordination	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502 508 1607	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502 508 1607	Member Services 1-844-881-4482 VAMCDLTSSUtilizationManagement@humana.com Fax # 502 508 1607

HUMANA - Health Plan Payer ID: **Updated 10/14/2025**

DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com
Escalation Contact	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com	Tinita Lafond, Manager 844-881-4482 ext. 1440577 TLafond@humana.com
Escalation Contact	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732	Amanda Henry, Associate Director AHenry31@humana.com 434.231.5551 Shared LTSS inbox: VAMCDWaiverCareManagement@Humana.com FAX 502-508-1732

HUMANA - Health Plan Payer ID: Updated 10/14/2025

61101

ARTS	Tidewater	Central	Charlottesville/Western
Contracting	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com

HUMANA - Health Plan Payer ID: Updated 10/14/2025

61101

ARTS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Maggie Wise, Manager, ARTS Care Management- MWise9@humana.com

HUMANA - Health Plan Payer ID: Updated 10/14/2025

61101

Behavioral Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com

HUMANA - Health Plan Payer ID: Updated 10/14/2025
61101

Behavioral Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com	Paul Eike VA_BH_Medicaid@humana.com
Credentialing	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com	VirginiaProviderUpdates@humana.com
Authorizations	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com	Jamie Barton Associate Director Jbarton15@humana.com
Claims	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com	Leroy Holliman LHolliman3@humana.com
Care Coordination	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com	Jessica Vermont, Director of ARTS/BH Care Management- JVermont@humana.com Rusty Burger, Manager, BH Care Management- RLewis@humana.com