






## MEDALLION 4.0 MCO EI CONTACT INFORMATION

HEALTH PLAN	EI LEADS	CLAIMS ISSUE CONTACT	IFSP FAX/EMAIL/Interpreter Services
 Aetna Better Health <sup>®</sup> of Virginia	<p><b>For EI Claims – Robert Dix</b>  <a href="mailto:dixr@aetna.com">dixr@aetna.com</a></p> <p><b>For Case Management Needs - Lindsey Montesflores</b>                      959-230-3533  <a href="mailto:MontesfloresL@aetna.com">MontesfloresL@aetna.com</a></p>	<p><a href="mailto:Aetnabetterhealth-VAProviderRelations@aetna.com">Aetnabetterhealth-VAProviderRelations@aetna.com</a></p> <p><a href="mailto:DMAS@aetna.com">DMAS@aetna.com</a> – DMAS requests</p>	<p>Email IFSP's to:  <a href="mailto:Earlyinterventionservices@aetna.com">Earlyinterventionservices@aetna.com</a>                      Or Fax to: 1-866-261-0581</p> <p>Interpreter Services                      Call 1.800.279.1878866-261-0581</p>
 Anthem. HealthKeepers Plus Offered by HealthKeepers, Inc.	<p><b>Dawn Agee</b>                      804-839-6046  <a href="mailto:Dawn.Agee@anthem.com">Dawn.Agee@anthem.com</a></p> <p><b>Claudia Balcarcel</b>                      804-772-0015  <a href="mailto:Claudia.Balcarcel@anthem.com">Claudia.Balcarcel@anthem.com</a></p>	<p><b>Bernard P. Christmas</b>                      (804) 337-7165  <a href="mailto:bernard.christmas@anthem.com">bernard.christmas@anthem.com</a></p> <p>Medallion 4  <a href="mailto:anthemmedallion@anthem.com">anthemmedallion@anthem.com</a></p> <p>CCC Plus –  <a href="mailto:anthemcccplus@anthem.com">anthemcccplus@anthem.com</a></p> <p>Anthem HK Translation  <a href="mailto:anthemHKPtranslation@anthem.com">anthemHKPtranslation@anthem.com</a></p>	<p>Fax IFSPs : 866-920-4097  <a href="mailto:EarlyinterventionServicesSupport@anthem.com">EarlyinterventionServicesSupport@anthem.com</a></p> <p>Interpreter Services                      Families/Serv Coord: 1-800-901-0020                      Serv. Coord w/ Care Coord: 1-844-533-1994                      Care Coordination                      1-844-533-1994</p>
	<p><b>Pamela Aldridge</b>  <a href="mailto:pamela.aldridge@molinahealthcare.com">pamela.aldridge@molinahealthcare.com</a></p> <p><b>Jennifer Tse</b>  <a href="mailto:Jennifer.tse@MolinaHealthcare.com">Jennifer.tse@MolinaHealthcare.com</a>                      Director of Network Development</p>	<p><a href="mailto:mccva-provider@molinahealthcare.com">mccva-provider@molinahealthcare.com</a> and  <a href="mailto:mccva-nwkcompliance@molinahealthcare.com">mccva-nwkcompliance@molinahealthcare.com</a></p> <p>Toll Free: 1-800-424-4518</p>	<p>Fax IFSPs:                      (800) 614-7934</p> <p>Interpreter Services                      Providers 1-800-424-4518</p>
	<p>Holly Dunn                      800-881-2166 ext 54087  <a href="mailto:hldunn@sentara.com">hldunn@sentara.com</a></p> <p><b><u>Sentara Community Plan – Group Number SCP</u></b></p> <p>CeCe Cowans                      800-881-2166 ext 55318  <a href="mailto:chcowans@sentara.com">chcowans@sentara.com</a></p>	<p>Reporting or Compliance Issues:  <a href="mailto:MCD_Compliance@Sentara.com">MCD_Compliance@Sentara.com</a></p> <p>Initial Claims Issues:  <a href="mailto:SentaraMedicaid@Sentara.com">SentaraMedicaid@Sentara.com</a></p> <p>Escalated Claims Issues                      Ashley Shell, Provider Services  <a href="mailto:ANBATES@Sentara.com">ANBATES@Sentara.com</a>                      804-660-8644</p> <p><b>*Optima (formerly Virginia Premier) Group Number: VP</b>                      The above is correct for past claim issues. Effective 1/1/24, it would be Sentara Community Plan – Group Number SCP</p> <p>Escalated Claims Issues:                      Tammy McIntosh, Provider Services</p>	<p><b>IFSP Fax</b> 757-390-4449 (Medallion 4/CCC Plus)                      Email <a href="mailto:highriskpeds@dsentara.com">highriskpeds@dsentara.com</a>                      Email: <a href="mailto:SentaraMedicaid@Sentara.com">SentaraMedicaid@Sentara.com</a>                      Interpreter Services                      Email: <a href="mailto:OFC_CBCM@sentara.com">OFC_CBCM@sentara.com</a>  <b>Members:</b> 1-855-687-6260 (TTY 711)  <b>Providers:</b> 1-800-229-8822  <a href="mailto:languagehelp@sentara.com">languagehelp@sentara.com</a></p> <p><b>*Optima (formerly Virginia Premier) Group Number: VP</b>                      The above is correct for past claim issues. Effective 1/1/24, it would be Sentara Community Plan – Group Number SCP</p> <p>Fax IFSP: 757-390-4449 (Medallion 4/CCC Plus)  <a href="mailto:MedallionCMReports@sentara.com">MedallionCMReports@sentara.com</a></p>

		TGMCIINT2@Sentara.com	<a href="mailto:MLTSSCCReports@sentara.com">MLTSSCCReports@sentara.com</a> <b>Interpreter Services:</b> The Language Group: 1-844-DIAL-SLL (1-844-342-5755) <b>Kaiser Permanente:</b> John.Szczeczek@kp.org
	<p><b>Ajah Amos</b>  804-267-5211  <a href="mailto:ajah_amos@uhc.com">ajah_amos@uhc.com</a></p> <p><b>Lisa Forrester</b>  <a href="mailto:lisa_forrester@uhc.com">lisa_forrester@uhc.com</a></p> <p><b>Shane Ashby</b>  <a href="mailto:shane_ashby@uhc.com">shane_ashby@uhc.com</a></p>	<p><b>Primary:</b>  <b>Advocacy Support</b>  <a href="mailto:va_hcbs_pr@uhc.com">va_hcbs_pr@uhc.com</a>  <b>Live Chat for Support</b>  <a href="file:///C:/Users/mxq82859/Downloads/power-of-chat.pdf">file:///C:/Users/mxq82859/Downloads/power-of-chat.pdf</a></p> <p><b>Escalation:</b>  Ajah Amos  804-267-5211  <a href="mailto:ajah_amos@uhc.com">ajah_amos@uhc.com</a></p> <p>Compliance Mailbox  <a href="mailto:va_medicaid_ccc@uhc.com">va_medicaid_ccc@uhc.com</a></p>	<p><b>Virginia Medicaid</b>  Fax -844-207-2913  Contact – <a href="mailto:lisa_forrester@uhc.com">lisa_forrester@uhc.com</a></p> <p><b>LTSS</b>  Fax 855-770-7088  <a href="mailto:va_medicaid_ccc@uhc.com">va_medicaid_ccc@uhc.com</a>  Contact – <a href="mailto:lisa_forrester@uhc.com">lisa_forrester@uhc.com</a></p> <p><b>Interpreter Services</b>  Provider Services-844-284-0146</p>