

CCC Plus Early Intervention Contacts

Health Plan	General Number (Including to find out the name of the Member's Care Coordinator)	Clinical Contacts	Provider Relations Contacts	Claims Issues Contact	IFSP Fax	Translation Interpretation Services
Aetna Better Health	1-800-279-1878 Option 5	Sarah Cobus, Mgr, Clinical Health Services, CCCPlus cobuss@aetna.com Escalation Contact: Amy Smith Director, Health Services Smitha41@aetna.com	Robert Dix (RJ), Mgr, Provider Relations DixR@aetna.com	Aetnabetterhealth-VAProviderRelations@aetna.com for assistance.	866-261-0581 Providers may also email: earlyinterventionservices@aetna.com	Call 1-800-279-1878 or Follow the Aetna Interpreter Services Job Aid
Anthem HealthKeepers Plus	1-855-323-4687 Option 4	Jamie Dixon Manager of Health Care Management jamie.dixon@anthem.com 804-217-1189 Escalation Contact: Kimberly White kimberly.white@anthem.com 804-258-0045	1-855-323-4687 Bernard Christmas Provider Network Manager Bernard.Christmas@anthem.com 804-354-2848	For all Claims Issues, providers should contact Provider Services at 1-855-323-4687. If Provider Services is unable to assist in resolving the provider's issue, the provider can escalate to Bernard Christmas. Bernard.Christmas@anthem.com	866-920-4097	Bernard Christmas Provider Network Manager Bernard.Christmas@Anthem.com 804-354-2848

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Magellan Complete Care	General Care Coordination 800-424-4524	Patricia Stone, RN (540)-368-4279 Pstone2@magellanhealth.com Escalation Contact: Lisa Johnston (804)- 762-6103 johnstonl@magellanhealth.com	Jeanne Bellucci Director of Provider Relations Tel: 540-881-0347 belluccij@magellanhealth.com Carrie Beck Director of Network Tel # (636) 459-0358 cell; Carrie.Becker@molinahealthcare.com	For claims inquiries, please contact Magellan Complete Care of Virginia at 800-424-4524. Escalation Contact: Tanya Contreras Sr. Director MCC Claims contrerast@magellanhealth.com	866-210-1523	800-424-4524
Optima Health Community Plan	Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line	Main Number 757-552-8398 or Toll Free 866-546-7924 Main Care Coordination line Escalation Contact: Malinda Sant, Sr. Director, Program Care Services sscoyner@sentara.com Office: (757) 983-4021	Assigned Network Educator based on Provider location. Escalation Contact: Ashley Shell anbates@sentara.com	Escalation Contact: Primary: Provider Service Representatives 757-552-8370 or 1-844-512-3172 Email: ProviderRelations@sentara.com Escalation: Assigned Network Educator	844-552-7508 Optima Health Community Care	Optima Provider Relations 1-800-229-8822

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Virginia Premier	Main Toll Free Number: 877-719-7358; Medical Management Prompt	<p>Amy Honeycutt Amy.Honeycutt@virginiapremier.com 804.819.5151 ext. 54678</p> <p>Escalation Contacts: Jamie Gautier Jamie.Gautier@virginiapremier.com 757-807-0924</p>	<p>Cassandra Arnold Cassandra.arnold@virginiapremier.com</p> <p>Contact Our Provider Services Call Center: 877-719-7358, Provider Services Prompt</p>	<p>Cassandra Arnold Cassandra.arnold@virginiapremier.com</p> <p>Main Toll Free Number: 877-719-7358; Claims Customer Service Prompt</p>	804- 200-1968	Main Toll Free Number: 877-719-7358
UnitedHealth Care	1-877-843-4366 www.unitedhealthcareonline.com	<p>Kathryn Folks, RN 952-406-6275 kathryn_folks@uhc.com</p> <p>Escalation Contact: Saffie Kamara, RN 763-361-3430 saffie_kamara@uhc.com</p>	<p>Provider Relations: northeastprteam@uhc.com</p> <p>Escalation Contact: Ajah Amos 804-267-5211 ajah_amos@uhc.com</p>	1-877-843-4366 www.unitedhealthcareonline.com	855-770-7088	Language line solution 1-844-695-5371