

MCO EARLY INTERVENTION CONTACT INFORMATION

HEALTH PLAN	EI LEADS	CLAIMS ISSUE CONTACT	IFSP FAX/EMAIL/Interpreter Services
 Aetna Better Health® of Virginia	For EI Claims – Robert Dix dixr@aetna.com For Case Management Needs - Lindsey Montesflores 959-230-3533 MontesfloresL@aetna.com	Primary Contact: Aetnabetterhealth-VAProvider Relations@aetna.com DMAS Requests: DMAS@aetna.com	Email IFSP's to: Earlyinterventionservices@aetna.com Or Fax to: 1-866-261-0581 Interpreter Services Call 1.800.279.1878 866-261-0581
 Anthem. HealthKeepers Plus Offered by HealthKeepers, Inc.	Dawn Agee 804-839-6046 Dawn.Agee@anthem.com Claudia Balcarcel 804-772-0015 Claudia.Balcarcel@anthem.com	EI Claim Webform: https://www.anthem.com/provider/individual-commercial/contact-us/email Anthem CardinalCare AnthemCardinalCare@anthem.com Anthem HK Translation anthemHKPtranslation@anthem.com	Fax IFSPs : 866-920-4097 EarlyinterventionServicesSupport@anthem.com Interpreter Services Families/Serv Coord: 1-800-901-0020 Serv. Coord w/ Care Coord: 1-844-533-1994 Care Management Coordination 804-588-4521 Foster Care Specialty Plan 833-838-2605
 Healthy Horizons® in Virginia	Sequoia Clay 804-456-4548 SClay4@humana.com Hope Myers 884-881-4482 ext 1434704 KMyers187@humana.com Brandi Fuller 276-240-5501 Bfuller5@humana.co	Leroy Holliman LHolliman3@humana.com vamedicaidclaimsresolution@humana.com Reporting or Compliance Issues: HumanaHealthyHorizonsVirginia@humana.com	IFSP Fax: 888-241-3745 IFSP Email: VAMCDCareManagement@humana.com Interpreter Services: 844-992-2444 (TTY: 711) or 877-320-1235 option 9 accessibility@humana.com Care Management: 844-881-4482
 Sentara® Health Plans	Holly Dunn 800-881-2166 ext 54087 hldunn@sentara.com Sentara Community Plan – Group Number SCP CeCe Cowans 800-881-2166 ext 55318 chcowans@sentara.com	Reporting or Compliance Issues: MCD_Compliance@Sentara.com Initial Claims Issues: SentaraMedicaid@Sentara.com Escalated Claims Issues: Tammy McIntosh, Provider Services TGMCINT2@Sentara.com *Optima (formerly Virginia Premier) Group Number: VP The above is correct for past claim issues. Effective 1/1/24, it would be Sentara Community Plan – Group Number SCP	IFSP Fax 757-390-4449 (Medallion 4/CCC Plus) Email highriskpeds@sentara.com Email: SentaraMedicaid@Sentara.com Interpreter Services: Members: 1-855-687-6260 (TTY 711) Providers: 1-800-229-8822 languagehelp@sentara.com or email OFC_CBCM@sentara.com

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