|  |  |  |  |
| --- | --- | --- | --- |
| **MCO EARLY INTERVENTION CONTACT INFORMATION** | | | |
| **HEALTH PLAN** | **EI LEADS** | **CLAIMS ISSUE CONTACT** | **IFSP FAX/EMAIL/Interpreter Services** |
|  | **For EI Claims – Robert Dix**  [**dixr@aetna.com**](mailto:dixr@aetna.com)  **For Case Management Needs - Lindsey Montesflores**  959-230-3533  [MontesfloresL@aetna.com](mailto:MontesfloresL@aetna.com) | **Primary Contact:**  **[Aetnabetterhealth-VAProvider Relations@aetna.com](mailto:Aetnabetterhealth-VAProvider Relations@aetna.com)**  **DMAS Requests:**  [**DMAS@aetna.com**](mailto:DMAS@aetna.com) | **Email IFSP’s to:** [Earlyinterventionservices@aetna.com](mailto:Earlyinterventionservices@aetna.com)  Or Fax to: 1-866-261-0581  **Interpreter Services**  Call 1.800.279.1878866-261-0581 |
|  | **Dawn Agee**  804-839-6046  [Dawn.Agee@anthem.com](mailto:Dawn.Agee@anthem.com)  **Claudia Balcarcel**  804-772-0015  [Claudia.Balcarcel@anthem.com](mailto:Claudia.Balcarcel@anthem.com) | **Bernard P. Christmas**  (804) 337-7165  [bernard.christmas@anthem.com](mailto:bernard.christmas@anthem.com)  **Medallion 4**  [anthemmedallion@anthem.com](mailto:anthemmedallion@anthem.com)  **CCC Plus**  [anthemcccplus@anthem.com](mailto:anthemcccplus@anthem.com)  **Anthem HK Translation**  [anthemHKPtranslation@anthem.com](mailto:anthemHKPtranslation@anthem.com) | **Fax IFSPs : 866-920-4097**  [EarlyinterventionServicesSupport@anthem.com](mailto: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 |
| **C:\Users\mxq82859\Desktop\DESKTOP ITEMS\DMAS Logos\Molina Complete Care Logo.PNG** | **Pamela Aldridge**  [pamela.aldridge@molinahealthcare.com](mailto:pamela.aldridge@molinahealthcare.com)  **Jennifer Tse**  Jennifer.tse@MolinaHealthcare.com  **Director of Network Development** | **Primary Contact for Issues:**  [mccva-provider@molinahealthcare.com](mailto:mccva-provider@molinahealthcare.com) and [mccva-nwkcompliance@molinahealthcare.com](mailto:mccva-nwkcompliance@molinahealthcare.com)  Toll Free: 1-800-424-4518 | **Fax IFSPs:**  (800) 614-7934  **Interpreter Services**  Providers 1-800-424-4518 |
|  | **Holly Dunn**  800-881-2166 ext 54087  [hldunn@sentara.com](mailto: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](mailto:Optima_Medicaid@sentara.com)  **Escalated Claims Issues:**  Tammy McIntosh, Provider Services  [TGMCINT2@Sentara.com](mailto: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@dsentara.com  Email:SentaraMedicaid@Sentara.com  Interpreter Services  Email: [OFC\_CBCM@sentara.com](mailto:OFC_CBCM@sentara.com)  **Interpreter Services:**  **Members**: 1-855-687-6260 (TTY 711)  **Providers:** 1-800-229-8822  [languagehelp@sentara.com](mailto:languagehelp@sentara.com) |
|  | **Ajah Amos**  804-267-5211  Ajah\_amos@uhc.com  **Shane Ashby**  [shane\_ashby@uhc.com](mailto:shane_ashby@uhc.com) | **Primary:**  **Advocacy Support**  [va\_hcbs\_pr@uhc.com](mailto:va_hcbs_pr@uhc.com)  **Escalation:**  Ajah Amos  804-267-5211  [ajah\_amos@uhc.com](mailto:ajah_amos@uhc.com)  **Compliance Mailbox**  va\_medicaid\_ccc@uhc.com | **IFSP Email:**  Cardinal\_care­cac@uhc.com  **IFSP Fax:**  855-770-7088  **Interpreter Services**  Provider Services-844-284-0146  **Live Chat for Support**  <file:///C:/Users/mxq82859/Downloads/power-of-chat.pdf> |