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| **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****For Case Management Needs - Lindsey Montesflores** 959-230-3533MontesfloresL@aetna.com | **Primary Contact:****Aetnabetterhealth-VAProvider Relations@aetna.com****DMAS Requests:****DMAS@aetna.com** | **Email IFSP’s to:** Earlyinterventionservices@aetna.comOr Fax to: 1-866-261-0581**Interpreter Services**Call 1.800.279.1878866-261-0581 |
|  | **Dawn Agee**  804-839-6046  Dawn.Agee@anthem.com **Claudia Balcarcel**804-772-0015Claudia.Balcarcel@anthem.com | **Bernard P. Christmas**(804) 337-7165bernard.christmas@anthem.com **Medallion 4** anthemmedallion@anthem.com**CCC Plus**anthemcccplus@anthem.com**Anthem HK Translation**anthemHKPtranslation@anthem.com  | **Fax IFSPs : 866-920-4097**EarlyinterventionServicesSupport@anthem.com**Interpreter Services**Families/Serv Coord: 1-800-901-0020Serv. 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 **Jennifer Tse**Jennifer.tse@MolinaHealthcare.com**Director of Network Development** | **Primary Contact for Issues:**mccva-provider@molinahealthcare.com and 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 54087hldunn@sentara.com **Sentara Community Plan – Group Number SCP****CeCe Cowans**800-881-2166 ext 55318chcowans@sentara.com | **Reporting or Compliance Issues:**MCD\_Compliance@Sentara.com**Initial Claims Issues:**SentaraMedicaid@Sentara.com**Escalated Claims Issues:**Tammy McIntosh, Provider ServicesTGMCINT2@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.comEmail:SentaraMedicaid@Sentara.comInterpreter ServicesEmail: OFC\_CBCM@sentara.com**Interpreter Services:****Members**: 1-855-687-6260 (TTY 711)**Providers:** 1-800-229-8822languagehelp@sentara.com |
|  | **Ajah Amos**804-267-5211Ajah\_amos@uhc.com**Shane Ashby**shane\_ashby@uhc.com | **Primary:** **Advocacy Support**va\_hcbs\_pr@uhc.com **Escalation:** Ajah Amos804-267-5211 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](file:///C%3A/Users/mxq82859/Downloads/power-of-chat.pdf) |