

Health Plan Representatives

Aetna

Member Services/Claims (All PPO Based Products)

Customer Service: 888-632-3862

Claim Reconsideration:

Aetna

P.O. Box 14586

Lexington, KY 40512-4586

Angelina County Employee Benefit Plan (Administered by Group & Pension Administrators)

Yolanda Molina

yolandam@gpatpa.com

Phone: 800-594-3973

Alt.: 210-558-1646

Fax: 972-808-3170

GPA Customer Service Eligibility and Claim Status

Phone: 800-827-7223

P.O. Box 830248 Richardson,

TX 75083-0248

Pre-certification: Medical Information Service (MIS)

Phone: Healthwatch: 800-206-3224

Alt: 972-744-2486

BlueChoice

Heather Swearingen, Network Provider Representative

heather_swearingen@bcbstx.com

Phone: 409-896-0141

CIGNA HealthCare of Texas – Commercial (CIGNA – Direct Contract)

Provider Services: Number on back of the Insurance Card.

CIGNA HealthCare

2700 Post Oak Blvd., Suite 700

Houston, TX 77056

CIGNA HealthSpring –Medicare Advantage

Mandy Hamilton, Network Operations Representative

(Mandy is the 1st line of defense)

amanda.lhamilton@careallies.com

Mobile: (936) 707-5846

2900 North Loop West, Suite 1300

Houston, TX 77092

Leslie Anders, Senior Provider Relation Representative

leslie.anders@careallies.com

Phone: 866-949-6745, Option 5

Mobile: 936-641-2604

Fax: 866-214-5122

HealthSmart Preferred Care, Inc. (NO covered Lives, at this time)

Provider Relations Team pr.south@healthsmart.com

Phone: 800-687-0500

222 W. Las Colinas Blvd, Suite 500N

Irving, TX 75039

Health Plan Representatives

Humana

Gloria Levario, MPA, Provider Engagement Executive.

GLEvario@humana.com

Phone: 469-759-4221

For Front-End "Availity" claims processing issues

Ashley Hurst

ahurst2@humana.com

Phone: 502 476 7423

Fax: 502 318 2432

9 Greenway Plaza Suite 2000

Houston, TX 77046

Methodist Retirement Communities (Administered by Group & Pension Administrators)

Veronica Brannan, Account Manager (MRC claims)

veronicab@gpatpa.com

Phone Direct: 972-744-2597

12770 Merit Dr., Suite 200

Dallas, TX 75251-1233

Molina Healthcare of Texas, Inc.

Please contact POET- (936) 637-7638

We are working with a Temp Rep at this time.

Molina Provider Services

Phone: 866-449-6849 – Jefferson Service Area, CHIP, STAR & STAR+PLUS

Phone: 877-319-6826 – Rural Service Area, CHIP & CHIP Perinate

Fax: 713-623-0645

Nexcaliber (Employer Specific, Brookshire Bros. LTD)

Member Services/Claims

Customer Service: 800-741-0185

Marina Kononovitch, PPO Development and Administration

mkonen@nexcaliber.com

Phone: 800-741-0185, ext. 134

Fax: 972-248-1405

Pre-Certification: 800-258-5055

Superior HealthPlan-Government Programs Only

Kim Pridgin, Provider Representative

kimberly.pridgin@superiorhealthplan.com

Phone: 866-529-0294 ext. 42493

UnitedHealthcare

For claims reconsideration use the "Link Portal".

(You must get a reference number)

For unresolved issues email all documentation

plus reference number to

providerservicentx@uhc.com