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 Imagine 360)
Provider Services: Number on back of the Insurance Card.

BlueChoice
Please call POET until further notice

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–Medicare Advantage
Jim Denman, Provider Relations Representative
Jim.denman@cigna.com
Mobile: 936-635-0612

City of Lufkin Employee Benefit Plan (Administered by Imagine 360)
Provider Services: Number on back of the Insurance Card.

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

Health Plan Representatives

Molina Healthcare of Texas, Inc.
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
Vicki Wilson, Account Management Team Lead– Provider Relations Department
Phone: (866) 529-0294 Option 3
Vicki.Wilson@superiorhealthplan.com

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