

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 and Blue Essentials

Genesis Guzman
Genesis_Guzman@bcbstx.com

CIGNA HealthCare of Texas – Commercial

Provider Services: Number on back of the Insurance card.
CIGNA HealthCare
2700 Post Oak Blvd., Suite 700
Houston, TX 77056

City of Lufkin Employee Benefit Plan

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

HealthSpring-Health Care Service Corporation

All Claims must be sent to TXMACContracting@cigna.com
The specified Spreadsheet must be filled out.
See Ink Files or call POET for a copy of the spreadsheet.
Please CC Jim.Denman@CignaHealthcare.com

Humana

Dawnya Hostetler CPC, CRC
Executive | Provider Engagement
South Central Region | Arkansas, Oklahoma, & Texas
Z (918) 387-8380
F (918) 730-9725
E dhostetler@humana.com

For Front-End “Availity” claims processing issues
[Ashley Hurst](#) ahurst2@humana.com [POET verifying this](#)
Phone: 502 476 7423
Fax: 502 318 2432

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 Medicaid

WellCare by Allwell Medicare

(Government Contracts)

Vicki Wilson, Account Management Team Lead– Provider Relations Department

Phone: (866) 529-0294 Option 3

Vicki.Wilson@superiorhealthplan.com

UnitedHealthcare-All Products

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