

Managed Care Plan Escalation Process for Providers

Through stakeholder engagement, it has come to the attention of the Ohio Departments of Medicaid and Mental Health and Addiction Services that it would be beneficial to providers to have a managed care plan escalation process, beyond the managed care plan behavioral health directors.

Therefore, each of the managed care plans has supplied their specific escalation process that includes appropriate contact information for providers to use when they are unable to resolve issues through standard business processes.

Plan	Plan Escalation Contacts
<p>Aetna</p>	<p>First point of contact is BH Director Afet Kilinc, KilincA@AETNA.com.</p> <p>If unsuccessful, secondary points of contact include:</p> <ul style="list-style-type: none"> • Rick Welch, Director Provider Services: welchR@aetna.com or 614-933-8039 • Jason Smith, COO: smithT25@aetna.com
<p>Buckeye</p>	<p>First point of contact is BH Director Laura Paynter, lpaynter@centene.com.</p> <p>If unsuccessful, secondary points of contact include:</p> <ul style="list-style-type: none"> • Linda Julian, Sr. Director of Network Management, at lijulian@centene.com. Email subject line should indicate BH Escalation and email should include provider name, TIN, contact name, telephone number, and a brief explanation of the issue. Email is the preferred method of communication. However, providers may call 866-246-4356 ext. 24226. • Natalie Lukaszewicz, Vice President of Network Management, Natalie.A.Lukaszewicz@centene.com, 866-246-4356 ext. 24783
<p>CareSource</p>	<p>First point of contact is BH Director Terry Jones, Terry.Jones@caresource.com.</p> <p>If unsuccessful, secondary points of contact include:</p> <ul style="list-style-type: none"> • John Nisky, Manager, Behavioral Health, at john.nisky@caresource.com or 216-816-5426. • Toni Fortson-Bigby, Director of Regulatory & Consumer Advocacy, at toni.bigby@caresource.com or 614-255-4673. • Email: OhioBHinfo@caresource.com – this email box is monitored regularly and will be triaged to the appropriate BH regional coordinator, along with the BH leadership with outreach to the provider within 24 hours.

Molina	<p>First point of contact is BH Director Emily Higgins, Emily.Higgins@molinahealthcare.com.</p> <p>If unsuccessful, secondary point of contact is:</p> <ul style="list-style-type: none"> Holly Saelens at GovernmentContracts.MHO@MolinaHealthCare.com. This email box is monitored during all regular business hours and all escalated complaints will be shared with Ami Cole, the Molina Plan President.
Paramount	<p>First point of contact is BH Director Linda Nordahl, Linda.nordahl@promedica.org.</p> <p>If unsuccessful, secondary point of contact is:</p> <ul style="list-style-type: none"> Dale Ocheske at Dale.Ocheske@Promedica.org, 419-887-2804 office, 419-260-1630 cell
UHC	<p>First point of contact is BH Director Tracey Izzard, Tracey.izzard-everett@optum.com.</p> <p>If unsuccessful, secondary point of contact is:</p> <ul style="list-style-type: none"> Tim Binkley at Tim_Binkley@uhc.com, 740-907-0732 cell