



Texas Provider Experience Contact List

Harris and Jefferson service delivery areas		
LTSS	Phone	Email
Kristal Babino	469-984-8671	kristal.babino@anthem.com
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Jefferson service delivery area		
Hospital/physician	Phone	Email
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Marquishi Threats	409-617-1024	marquishi.threats@amerigroup.com
Harris service delivery area		
Hospital/physician	Phone	Email
Tiffany Nguyen	713-562-1549	tiffany.nguyen@amerigroup.com
Kim Branch	346-241-2077	kim.branch@anthem.com
Latina Small	346-237-0834	latina.small@anthem.com
Chandria Watkins	346-426-6077	chandria.watkins@anthem.com
Latina Small	346-237-0834	latina.small@anthem.com
Bexar and Travis service delivery areas		
Hospital/physician	Phone	Email
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Stephanie Short	210-238-2804	stephanie.short@anthem.com
LTSS	Phone	Email
Jennifer Pena	210-835-6573	jennifer.pena@anthem.com
El Paso service delivery area		
Hospital/physician	Phone	Email
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LTSS	Phone	Email
Maribel Martinez	915-330-0004	maribel.martinez@anthem.com
Tarrant service delivery area		
Hospital/physician	Phone	Email
Jeannette Concepcion	682-277-5009	jeannette.concepcion@amerigroup.com
Ashley Barnes	281-910-1995	ashley.barnes@amerigroup.com
Mindy Wiggins	281-254-1988	mindy.wiggins@amerigroup.com
LTSS	Phone	Email
Deidre Haynie	682-321-8207	deidre.haynie@amerigroup.com
Medicaid rural service area — central		
Hospital/physician	Phone	Email
Mendy Boggs	682-284-2789	mendy.boggs@amerigroup.com

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Coverage provided by Amerigroup Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

Medicaid rural service area — northeast		
Hospital/physician	Phone	Email
Whitney Lemire	903-417-2773	whitney.lemire@amerigroup.com
Medicaid rural service area — west		
Hospital/physician	Phone	Email
Joe Rodriguez	325-812-5215	joe.rodriguez@amerigroup.com
Mindy Wiggins	281-254-1988	mindy.wiggins@amerigroup.com
LTSS	Phone	Email
Nancy Belcher	325-514-8909	nancy.belcher@amerigroup.com
Dallas service delivery area		
Hospital/physician	Phone	Email
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Lubbock service delivery area		
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Behavioral Health
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MRSA northeast SDA , MRSA west SDA, Tarrant SDA, and Dallas SDA PE consultant
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Harris SDA and statewide psychiatric hospitals PE consultant
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Travis SDA and MRSA central SDA PE consultant
Amber Harris
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Jefferson SDA and state hospitals PE consultant
Gabrielle Donley
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gabrielle.donley@anthem.com

Texas ancillary provider experience consultants:

- Lisa Caraway — **214-531-0972**, lisa.caraway@amerigroup.com
 - Home and Ambulatory Infusion Therapy
 - Home Health Agencies (those not managed by LTSS team)
 - Hospice Agencies
 - Ground and Air Ambulance Providers
- Mayra Tellez — **214-531-9242**, mayra.tellez@amerigroup.com
 - Reference Labs
 - Audiologists and Hearing Aid Suppliers
 - Skilled Nursing Facilities (those not managed by LTSS team)
 - DME/O&P/disposable supply the following providers:
 - Allcare Medical Supply

- BEK Medical
- BritKare Home Medical
- Cook Children’s Home Health
- Diabetic Solutions
- HealthLine Medical Equipment
- Longhorn
- Shield Healthcare
- Sun Country Medical Equipment
- Travis Medical
- Sheryl Holmes — **281-928-8208**, sheryl.holmes@amerigroup.com
 - Dialysis
 - DME/O&P/disposable supply the following providers:
 - Abba Medical Equipment
 - Aerocare Home Medical/Express Medical Supply/Edge Medical Supply
 - American Home Patient
 - Braden Partners
 - Cranial Technologies
 - Lincare
 - Medical Plus Supplies
 - Premier Specialties
 - Rhema Medical
 - Immunization clinics
 - Nutritionists/dieticians/acupuncturists

Nursing facilities PE consultants:

- provider.amerigroup.com/dam/publicdocuments/TXTX_NFPRRepList.pdf

Physical/occupational/speech therapists — assigned by alpha

PE consultants	Alpha	Phone	Email
Sheryl Holmes	A-C	281-928-8208	sheryl.holmes@amerigroup.com
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Latina Small	F-H	346-237-0834	latina.small@anthem.com
Tiffany Nguyen	I-J	713-562-1549	tiffany.nguyen@amerigroup.com
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Stephanie Short	N-O	210-238-2804	stephanie.short@anthem.com
Bonnie Rivera	P-R	210-243-7574	yvonne.rivera@amerigroup.com
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