

# Provider Network Resources

Amerigroup Community Care appreciates your commitment to providing quality care to our members. We understand the hard work and dedication involved in providing quality care and are committed to supporting you with teams of local and national professionals, and convenient online tools.

## Online provider tools

Visit the provider website (<https://provider.amerigroup.com/ga>) to access a variety of self-service tools. From here, you can submit claims and preauthorization requests, as well as access real-time eligibility information, claims status, and paid claims history.

## Provider Services

If you have questions involving claims payments and issues, call Provider Services at **800-454-3730**.

## Local Network Management presence

Our local Network Management team delivers personalized help for all of your needs, including provider orientation, health education material for your patients, strategies for growing your practice, and other quality services, including services related to HEDIS<sup>®</sup> measures.

Contact your local Provider Relations representative to receive in-person, one-on-one assistance. To find your Provider Relations representative, see below.

### Ancillary Contracting and Provider Solutions representatives — ambulance, audiology, dialysis, DME, hearing aids, home health agencies, home infusion, hospice, orthotics and prosthetics, reference labs, and skilled nursing facilities

Name	Title	Counties/territories	Office/cell phone	Email
Natasha Baker	Provider Network Manager	Dialysis	469-454-6584	Natasha.Baker@anthem.com
Theresa Ruggiero	Provider Network Manager II	Skilled nursing facilities	203-677-8067	Theresa.Ruggiero@anthem.com
Rafael Batista	Provider Network Manager II	Reference laboratories	203-677-8379	Rafael.batista@anthem.com
Denise Ferguson	Provider Network Manager II	Audiology, hearing aids and registered dietician	678-587-7147	Denise.Ferguson@anthem.com
Cara Goodman	Provider Network Manager II	Home health and hospice	502-889-2675	Cara.Goodman@anthem.com

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<https://provider.amerigroup.com/ga>

Kayla Fregine	Provider Network Manager I	Home infusion	715-471-0606	Kayla.Fregine@anthem.com
Deb Szatalowicz	Provider Network Manager, Sr.	Durable medical equipment, orthotics and Prosthetics	678-587-7150	Deb.Szatalowicz@anthem.com
Thomas Witkowski	Provider Network Manager, II	Ground and air ambulance	317-287-5016	Thomas.Witkowski@anthem.com

## Behavioral and Physical Health Provider Experience representatives: Acute care hospitals, PCPs, specialists, FQHCs, public health, and RHCs

### Atlanta Provider Experience representatives

Name	Title	Counties/territories	Office/cell phone	Email
Althea Brown	Provider Experience Consultant	<b>Provider Experience counties:</b> Bartow, Cherokee, Cobb, Pickens	678-516-2891	Althea.Brown@amerigroup.com
Altavese Dickens	Provider Experience Consultant	<b>Provider Experience counties:</b> Butts, Clayton, DeKalb, Henry, Jasper, Newton, Rockdale, Walton	404-831-3153	Altavese.Dickens@amerigroup.com
Cheryle Hartman	Provider Experience Manager Sr.	<b>Facilities/providers:</b> Children's Healthcare of Atlanta, Emory Healthcare, Wellstar Health System	404-548-1887	Cheryle.Hartman@amerigroup.com
Michelle Howell	Provider Experience Manager	<b>Provider Experience counties</b> North Fulton County (Zip code(s): 30004-30009, 30022, 30075-30076, 30305-30309, 30312, 30318-30328, 30332, 30342, 30350, 30361-30363, 30376) <b>Facilities/Providers:</b> Tanner Health System	404-719-7451	Michelle.Howell@amerigroup.com
Annie John-Baptiste	Provider Experience Consultant	<b>Provider Experience counties</b> Barrow, Gwinnett, Forsyth <b>Facilities/providers:</b> Grady Health System	770-687-3591	Annie.John-baptiste@amerigroup.com
Tomiko Vann	Provider Experience Consultant	<b>Provider Experience counties</b> Carroll, Coweta, Douglas, Fayette, Haralson, Paulding, South Fulton (Zip code(s): 30213, 30268, 30291, 30303-30304, 30310-30311, 30313-30315, 30330-30331, 30334-30337, 30344-30349, 30354, 30368-30375, 30379-31196), Spalding <b>Facilities/providers:</b> Shepherd Center	470-728-4042	Tomiko.Vann@amerigroup.com

### Central Provider Experience representatives

Name	Title	Counties/territories	Office/cell phone	Email
Joyelle Brown	Provider Experience Manager	<b>Provider Experience counties:</b> Chattahoochee, Marion	229-733-1561	Joyelle.Brown@amerigroup.com

Curtis Green	Provider Experience Consultant	<p><b>Provider Experience counties:</b> Baldwin, Bibb, Bleckley, Crisp, Dodge, Dooly, Houston, Johnson, Jones, Laurens, Peach, Pulaski, Telfair, Treutlen, Twiggs, Wheeler, Wilcox, Wilkinson</p> <p><b>Facilities/providers:</b> Bleckley Memorial Hospital, Central Georgia Health Network (professional), Central Georgia Medical Care Network, Crisp Regional Hospital, Dodge County Hospital, Houston Healthcare, Jasper Memorial Hospital, Navicent Health (The Medical Center, Navicent Health Baldwin (Oconee), The Medical Center of Peach County), Taylor Regional Hospital</p>	478-206-5215	Curtis.Green@amerigroup.com
Sherry Sanders	Provider Experience Manager	<p><b>Provider Experience counties:</b> Crawford, Harris, Heard, Lamar, Macon, Meriwether, Monroe, Muscogee, Pike, Talbot, Taylor, Troup, Upson</p> <p><b>Facilities/providers:</b> Flint River Community Hospital, Monroe County Hospital, Select Specialty Hospitals (LTACH), Upson Regional Medical Center, Warm Springs Medical Center, Privia Medical Group</p>	706-506-7132	Sherry.Sanders@amerigroup.com

East Provider Experience representatives				
Name	Title	Counties/territories	Office/cell phone	Email
Rebecca Freestone	Provider Experience Consultant	<p><b>Provider Experience counties:</b> Columbia, Greene, Hancock, Lincoln, Putnam, Richmond (all zip codes EXCEPT 30909 and 30912), Taliaferro, Warren, Wilkes,</p> <p><b>Facilities/providers:</b> Premier Health PHO, Burke Medical Center, HealthSouth Walton Rehabilitation Hospital, Putnam General Hospital, University Hospital, University Hospital McDuffie, University Hospital Summerville, Wills Memorial Hospital</p>	678-313-9034	Rebecca.Freestone@anthem.com
Marreon Haskell	Provider Experience Consultant	<p><b>Provider Experience counties:</b> Burke, Emanuel, Glascock, Jefferson, Jenkins, McDuffie, Richmond, (zip codes 30909 &amp; 30912), Washington</p> <p><b>Facilities/providers:</b> Augusta Medical Physicians (PPG), Augusta University Medical Center, Emanuel Medical Center, Jefferson Hospital, Washington County Regional Medical Center</p>	706-329-5067	Marreon.Haskell@amerigroup.com

North Provider Experience representatives				
Name	Title	Counties/territories	Office/cell phone	Email
Althea Brown	Provider Experience Consultant	<b>Provider Experience counties:</b> Catoosa, Chattooga, Dade, Floyd, Gordon, Murray, Polk, Walker, Whitfield <b>Facilities/providers:</b> CHI Memorial Georgia, Hamilton Medical Center	678-516-2891	Althea.Brown@amerigroup.com
Ayana Graham	Provider Experience Consultant	<b>Provider Experience counties:</b> Banks, Clarke Elbert, Fannin, Franklin, Habersham, Hart, Jackson, Madison, Morgan, Oconee, Oglethorpe, Rabun, Towns, Stephens, Union, White <b>Facilities/providers:</b> Fannin Regional Hospital, Habersham Medical Center, Morgan Memorial Hospital, Mountain Lakes Medical Center, Northeast Georgia Health System, Stephens County Hospital	678-836-8381	Ayana.Graham@amerigroup.com
Michelle Howell	Provider Experience Manager	<b>Facilities/providers:</b> AdventHealth Gordon, AdventHealth Murray, Elbert Memorial Hospital, Floyd Medical Center, Polk Medical Center, Gordon Physicians Group, Harbin Clinic, Health One Alliance	404-719-7451	Michelle.Howell@amerigroup.com
Annie John-Baptiste	Provider Experience Consultant	<b>Provider Experience counties:</b> Dawson, Gilmer, Hall, Jackson, Lumpkin <b>Facilities/providers:</b> St. Mary's Good Samaritan Hospital, St. Mary's Sacred Heart Hospital, St. Mary's Hospital of Athens	770-687-3591	Annie.John-baptiste@amerigroup.com

Southeast Provider Experience representatives				
Name	Title	Counties/territories	Office/cell phone	Email
Matthew Ellis	Provider Experience Consultant	<b>Provider Experience counties:</b> Bryan, Bulloch, Candler, Effingham, Evans, Liberty, Long, Montgomery, Screven, Tattnall, Toombs <b>Facilities/providers:</b> Candler County Hospital, East Georgia Regional Medical Center, Effingham Hospital, Evans Memorial Hospital, Liberty Regional Medical Center, Meadows Regional Medical Center, Optim Medical Center Screven/Tattnall	912-438-7290	Matthew.Ellis@amerigroup.com
Tracy Wilson	Provider Experience Consultant	<b>Provider Experience counties:</b> Appling, Bacon, Brantley, Camden, Charlton, Chatham, Glynn, Jeff Davis, McIntosh, Pierce, Ware, Wayne <b>Facilities/providers:</b> Appling Healthcare System, Bacon County Hospital, Jeff Davis Hospital, Southeast	912-667-6357	Tracy.Wilson@amerigroup.com

		Georgia Health System Brunswick/Camden, Wayne Memorial Hospital		
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### Southwest Provider Experience representatives

Name	Title	Counties/territories/providers	Office/cell phone	Email
Dondi Cagle	Provider Experience Manager	<b>Provider Experience counties:</b> Atkinson, Ben Hill, Berrien, Brooks, Clinch, Coffee, Colquitt, Cook, Echols, Irwin, Lanier, Lowndes, Tift, Turner, Worth <b>Facilities/providers:</b> Coffee Regional Medical Center, Colquitt Regional Medical Center, Cook Medical Center (Memorial Hospital of Adel-Tift), Irwin County Hospital, South Georgia Medical Center Berrien/Lanier, Tift Regional Medical Center	229-376-2714	Dondi.Cagle@amerigroup.com
Joyelle Brown	Provider Experience Manager	<b>Provider Experience counties:</b> Baker, Calhoun, Clay, Decatur, Dougherty, Early, Grady, Lee, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Webster <b>Facilities/providers:</b> Brooks County Hospital, Donalsonville Hospital, Grady General Hospital, John D. Archbold Memorial Hospital, LifeBrite Community Hospital of Early, Memorial Hospital and Manor-Bainbridge, Miller County Hospital, Mitchell County Hospital, Phoebe Health System	229-733-1561	Joyelle.Brown@amerigroup.com

### Behavioral Health Facility Provider Experience representatives

Name	Title	Counties/territories	Office/cell phone	Email
Elizabeth O'Brien	Provider Experience Manager Sr.	<b>Facilities:</b> Acadia Healthcare (Laurel Heights Hospital & Riverwoods Behavioral Health System), Anchor Hospital, Coastal Behavioral Health, Coastal Harbor Treatment Center, Devereux Advanced Behavior Health GA, Greenleaf Behavioral Health, Hillside, Lakeview Behavioral Health, Laurel Woods Psychiatric Hospital, Lighthouse Care Center of Augusta, Peachford Hospital, Ridgeview Institute – Smyrna, Ridgeview Institute – Monroe, Saint Simons By The Sea, SummitRidge Hospital, Turning Point Care Center, Veritas Collaborative, Walden Behavioral Care, Youth Villages	404-357-3682	Elizabeth.O'Brien@anthem.com

## Out of State Provider Experience representatives

Name	Title	Counties/territories	Office/cell phone	Email
Matthew Ellis	Provider Experience Consultant	<b>TN Facilities/providers:</b> HCA — Parkridge East <b>Florida Provider Experience counties:</b> Baker, Columbia <b>SC Provider Relations counties:</b> Aiken, Allendale, Barnwell, Beaufort, Edgefield, Hampton, Jasper, McCormick, Oconee	912-438-7290	Matthew.Ellis@amerigroup.com
Dondi Cagle	Provider Experience Manager	<b>Alabama Provider Experience counties:</b> Barbour, Henry, Houston <b>Florida Provider Experience counties:</b> Gadsden, Hamilton, Jackson, Jefferson, Leon, Madison	229-376-2714	Dondi.Cagle@amerigroup.com
Ayana Graham	Provider Experience Consultant	<b>NC Provider Experience counties:</b> Cherokee, Clay Macon <b>SC Provider Experience counties:</b> Abbeville, Anderson <b>SC Facilities/providers:</b> Anderson Area Medical Center	678-836-8381	Ayana.Graham@amerigroup.com
Althea Brown	Provider Experience Consultant	<b>TN Provider Experience counties:</b> Bradley, Hamilton <b>TN Facilities/providers:</b> CHI Memorial Hospital – Chattanooga/Hixon	678-516-2891	Althea.Brown@anthem.com
Annie John-Baptiste	Provider Experience Consultant	<b>NC Facilities/providers:</b> Angel Medical Center, Murphy Medical Center <b>TN Facilities/providers:</b> Erlanger Health System	770-687-3591	Annie.John-baptiste@amerigroup.com
Sherry Sanders	Provider Experience Manager	<b>Alabama Provider Experience counties:</b> Chambers, Cleburne, Lee, Randolph, Russell	706-506-7132	Sherry.sanders@amerigroup.com
Tomiko Vann	Provider Experience Consultant	<b>Alabama Provider Experience counties:</b> Calhoun, Cherokee, DeKalb, Jackson <b>TN Provider Experience counties:</b> Polk	470-728-4042	Tomiko.Vann@amerigroup.com
Tracy Wilson	Provider Experience Consultant	<b>FL Provider Experience counties:</b> Duval, Nassau <b>FL Facilities/providers:</b> Baptist Health	912-667-6357	Tracy.Wilson@amerigroup.com

## Contracting representatives: Acute care hospitals, PCPs, specialists, FQHCs, public health, and RHCs

### Atlanta Contracting representatives

Name	Title	Counties/territories	Office/cell phone	Email
Kendra Avery	Provider Network Manager Sr.	<b>Contracting counties:</b> Barrow, Bartow, Butts, Cherokee, Fayette, Gwinnett, Jasper, Newton, Spalding	404-548-1889	Kendra.Avery@amerigroup.com
Roland Bland	Provider Network Manager	<b>Contracting counties:</b> Carroll, Cobb, Coweta, Douglas, South Fulton (Zip code(s)): 30213, 30268, 30291, 30303-30304, 30310-30311, 30313-30315,	678-925-5200	Roland.Bland@amerigroup.com

		30330-30331, 30334-30337, 30344-30349, 30354, 30368-30375, 30379-31196), Haralson, Paulding,		
Shamika Malone	Provider Network Manager Sr.	<b>Contracting counties:</b> Clayton, DeKalb, Forsyth, North Fulton County (Zip code(s)): 30004-30009, 30022, 30075-30076, 30305-30309, 30312, 30318-30328, 30332, 30342, 30350, 30361-30363, 30376), Henry, Pickens, Rockdale, Walton	<b>404-947-1382</b>	Shamika.Malone@amerigroup.com

### Central contracting representatives

Name	Title	Counties/territories	Office/cell phone	Email
Sabrina Brinson	Provider Network Manager Sr.	<b>Contracting counties:</b> Baldwin, Bibb, Bleckley, Crawford, Crisp, Dodge, Dooly, Houston, Lamar, Macon, Meriwether, Monroe, Peach, Pike, Pulaski, Telfair, Upson, Wilcox	<b>470-599-2780</b>	Sabrina.Brinson@anthem.com
Deborah Moore	Provider Network Manager	<b>Contracting counties:</b> Chattahoochee, Harris, Heard, Johnson, Jones, Laurens, Marion, Muscogee, Talbot, Taylor, Treutlen, Troup, Twiggs, Wheeler, Wilkinson	<b>229-255-1603</b>	Deborah.Moore@amerigroup.com

### East contracting representatives

Name	Title	Counties/territories	Office/cell phone	Email
Sabrina Brinson	Provider Network Manager Sr.	<b>Contracting counties:</b> Burke, Columbia, Emanuel, Glascock, Greene, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Putnam, Richmond, Taliaferro, Warren, Washington, Wilkes	<b>470-599-2780</b>	Sabrina.Brinson@anthem.com

### North contracting representatives

Name	Title	Counties/territories	Office/cell phone	Email
Roland Bland	Provider Network Manager	<b>Contracting counties:</b> Dawson, Habersham, Lumpkin, Rabun, Towns, Union, White	<b>678-925-5200</b>	Roland.Bland@amerigroup.com
Shavaun Martin	Provider Contract Specialist Sr.	<b>Contracting counties:</b> Banks, Catoosa, Chattooga, Clarke, Dade, Elbert, Fannin, Floyd, Franklin, Gilmer, Gordon, Hall, Hart, Jackson, Madison, Morgan, Murray, Oconee, Oglethorpe, Polk, Stephens, Walker, Whitfield	<b>470-622-0288</b>	Shavaun.Martin2@anthem.com

<b>Southeast contracting representatives</b>				
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>	<b>Office/cell phone</b>	<b>Email</b>
Shamika Malone	Provider Network Manager Sr.	<b>Contracting counties:</b> Bryan, Chatham, Liberty, Long	<b>404-947-1382</b>	Shamika.Malone@amerigroup.com
Shavaun Martin	Provider Contract Specialist Sr.	<b>Contracting counties:</b> Appling, Bacon, Brantley, Bulloch, Camden, Candler, Charlton, Effingham, Evans, Glynn, Jeff Davis, McIntosh, Montgomery, Pierce, Screven, Tattnall, Toombs, Ware, Wayne	<b>470-622-0288</b>	Shavaun.Martin2@anthem.com

<b>Southwest contracting representatives</b>				
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>	<b>Office/cell phone</b>	<b>Email</b>
Deborah Moore	Provider Network Manager	<b>Contracting counties</b> Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Clay, Clinch, Coffee, Colquitt, Cook, Decatur, Dougherty, Early, Echols, Grady, Irwin, Lanier, Lee, Lowndes, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Tift, Turner, Webster, Worth	<b>229-255-1603</b>	Deborah.Moore@amerigroup.com

<b>Georgia provider leadership</b>				
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>	<b>Office/cell phone</b>	<b>Email</b>
Monica Lester	Director, Network Management	Contracting – Statewide	<b>404-353-6742</b>	Monica.Lester@amerigroup.com
Rosalyn Phillips	Manager, Provider Experience	Provider Experience - Statewide	<b>678-481-8428</b>	Rosalyn.Phillips@amerigroup.com
Vivian Scott	Director, Provider Experience	Provider Experience – Statewide	<b>404-693-5864</b>	Vivian.Scott@amerigroup.com