

# 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** 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 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® measures.

Our current process is to intake all questions and outreaches through the Provider Experience web form if you are unable to resolve your concern with customer service using live chat or by phone. You must include the reference number provided to you during your live chat or phone call in your submission. **Email a Provider Experience associate | Amerigroup**

### 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
Philip Garber	Network Relations Consultant Sr.	Dialysis
Jennifer Zeigler	Provider Network Manager Sr.	Skilled nursing facilities
Rafael Batista	Provider Network Manager Sr.	Reference laboratories
Denise Ferguson	Provider Network Manager II	Audiology, hearing aids, and registered dietician

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[provider.amerigroup.com/GA](http://provider.amerigroup.com/GA)

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Jennifer Zeigler	Provider Network Manager Sr.	Home health and hospice
Von Davis	Provider Network Manager Sr.	Home infusion
Nina Stone	Provider Network Manager Sr.	Durable medical equipment, orthotics, and Prosthetics
Derek Stratman	Provider Network Manager Sr.	Ground and air ambulance

<b>Behavioral and physical health provider relationship representatives: Acute care hospitals, PCPs, specialists, FQHCs, public health, and RHCs</b>		
<b>Atlanta provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Althea Brown	Provider Relationship Account Consultant	<b>Counties:</b> Cobb, Douglas, Paulding
Michelle Howell	Provider Relationship Account Manager	<b>County:</b> South Fulton County (ZIP Code(s): 30213, 30268, 30291, 30303-30304, 30310-30311, 30313-30315, 30330-30331
Chiquila Turner	Provider Relationship Account Consultant	<b>Counties:</b> Carrol, Clayton, Coweta, Fayette, Haralson, Spalding,
Antwanette Pitts	Provider Relationship Account Manager	<b>Counties:</b> Heard, Lamar, South DeKalb County (ZIP Codes(s)): 30012, 30021, 30032, 30035, 30038, 30039, 30058, 30083, 30087, 30088, 30094, 30288, 30294, 30315, 30316, 30317, 30034
Michelle Howell	Provider Relationship Account Manager	<b>Counties:</b> South Fulton County (ZIP Code(s)): 30334-30337, 30344-30349, 30354, 30368-30375, 30379-31196
<b>Central provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Misty McCray	Provider Relationship Account Manager	<b>Counties:</b> Atkinson, Bleckley, Crawford, Dodge, Dooly, Johnson, Jones, Laurens, Monroe, Montgomery, Peach, Pulaski, Putnam, Telfair, Treutlen, Twiggs, Wheeler, Wilcox
Tay Menafield	Provider Relationship Account Manager	<b>Counties:</b> Chattahoochee, Harris, Macon, Marion, Meriwether, Monroe, Muscogee, Quitman, Stewart, Talbot, Taylor, Troup, Upson, Webster
Amanda Strength	Provider Relationship Account Manager	<b>Counties:</b> Gwinnett, North DeKalb County (ZIP Code(s): 30002, 30030, 30033, 30079, 30084, 30306, 30307, 30319, 30324, 30328, 30329, 30338, 30340, 30341, 30345, 30346, 30350, 30360
Kelline Higdon	Provider Relationship Account Consultant	<b>Counties:</b> Bartow, North Fulton County (ZIP Code(s): 30004-30009, 30022, 30075-30076, 30305-30309,

<b>Behavioral and physical health provider relationship representatives: Acute care hospitals, PCPs, specialists, FQHCs, public health, and RHCs</b>		
		30312, 30318-30328, 30332, 30342, 30350, 30361-30363, 30376)
<b>East provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Dottie McLaughlin	Provider Relationship Account Manager	<b>Counties:</b> Baldwin, Wilkinson
Marreon Haskell	Provider Relationship Account Consultant	<b>Counties:</b> Burke, Emanuel, Glascock, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Richmond, Taliaferro, Warren, Washington, Wilkes
<b>Southeast provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Marla Whitehead	Provider Relationship Account Consultant	<b>Counties:</b> Appling, Bacon, Bryan, Bulloch, Candler, Evans, Glynn, Long, Pierce, Screven, Tattnall, Toombs, Ware
Tracy Wilson	Provider Relationship Account Consultant	<b>Counties:</b> Brantley, Camden, Charlton, Chatham, Effingham, Jeff Davis, Liberty, McIntosh
<b>Southwest provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Laura Cook	Provider Relationship Account Consultant	<b>Counties:</b> Baker, Coffee, Cook, Early, Echols, Grady, Irwin, Lanier, Lee, Miller, Mitchell, Randolph, Schley, Sumter, Terrell, Tift, Turner, Worth
Debra Gee	Provider Relationship Account Manager Sr,	<b>Counties:</b> Ben Hill, Brooks, Calhoun, Clay, Clinch, Crisp, Decatur, Dougherty, Seminole
Tiffany Howard	Provider Relationship Account Consultant	<b>Counties:</b> Berrien, Butts, Colquitt, Henry, Jasper, Lowndes, Newton, Rockdale, Thomas, Walton
<b>North provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Ernest Marton	Provider Relationship Account Consultant	<b>Counties:</b> Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Murray, Pickens, Walker, Whitfield
Haviland Harden	Provider Relationship Account Consultant	<b>Counties:</b> Cherokee, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens
Latrice Locus	Provider Relationship Account Manager	<b>Counties:</b> Banks, Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Oconee, Oglethorpe
Amanda Strength	Provider Relationship Account Manager	<b>Counties:</b> Towns, Union, White
<b>Out-of-state provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Avis Boswell	Provider Relationship Account Manager	<b>Florida counties:</b> Duval, Hamilton, Jackson, Jefferson, Leon, Madison, Nassau

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Dottie McLaughlin	Provider Relationship Account Manager	<b>South Carolina counties:</b> Aiken, Anderson, Beaufort; Jasper
Misty McCray	Provider Relationship Account Manager	<b>Alabama counties:</b> Barbour, Chambers, Cleburne, Houston, Jackson, Lee, Randolph, Russell
Amanda Strength	Provider Relationship Account Manager	<b>North Carolina counties:</b> Cherokee, Clay, Macon
Ernest Marton	Provider Relationship Account Consultant	<b>Tennessee counties:</b> Bradley, Hamilton, Polk
Marreon Haskell	Provider Relationship Account Consultant	<b>South Carolina counties:</b> Abbeville, Allendale, Barnwell, Edgefield, Oconee

<b>Behavioral Health Facility provider relationship account representatives</b>		
<b>Name</b>	<b>Title</b>	<b>Facilities</b>
Elizabeth O'Brien	Provider Relationship Account Manager Sr.	Acadia Healthcare (Laurel Heights Hospital and Riverwoods Behavioral Health System), Anchor Hospital, Coastal Behavioral Health, Coastal Harbor Treatment Center, Devereux Advanced Behavior Health Greenleaf Behavioral Health, Hillside, Lakeview Behavioral Health, Laurel Woods Psychiatric Hospital, Lighthouse Care Center of Augusta, Peach Ford Hospital, Ridgeview Institute Smyrna, Ridgeview Institute Monroe, Saint Simons by The Sea, Summit Ridge Hospital, Turning Point Care Center, Veritas Collaborative, Walden Behavioral Care, Youth Villages

<b>Georgia Healthcare Network Leadership</b>		
<b>Name</b>	<b>Title</b>	<b>Counties/territories</b>
Monica Lester	Director, Network Management	Contracting – statewide
Noel Gallagher	Director, Provider Relationship Account Management	Provider Relationship Account Management – statewide
Mary Acosta	Manager, Provider Relationship Account Management	Provider Relationship Account Management – statewide