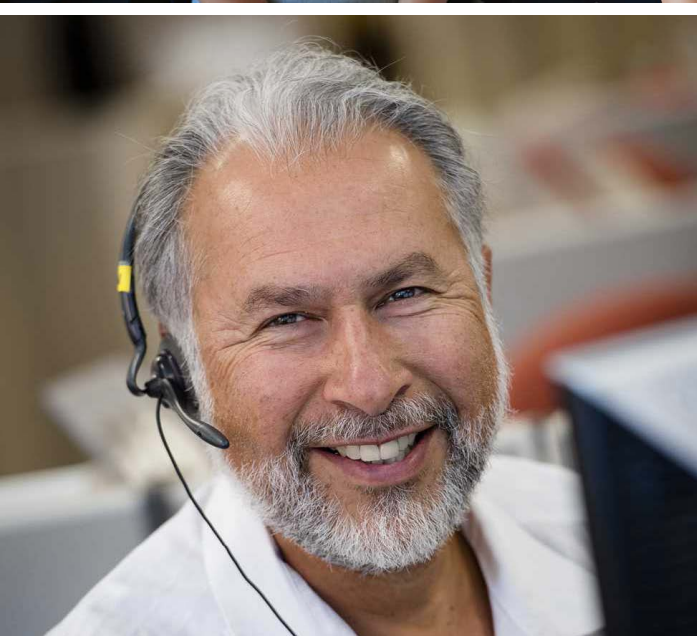
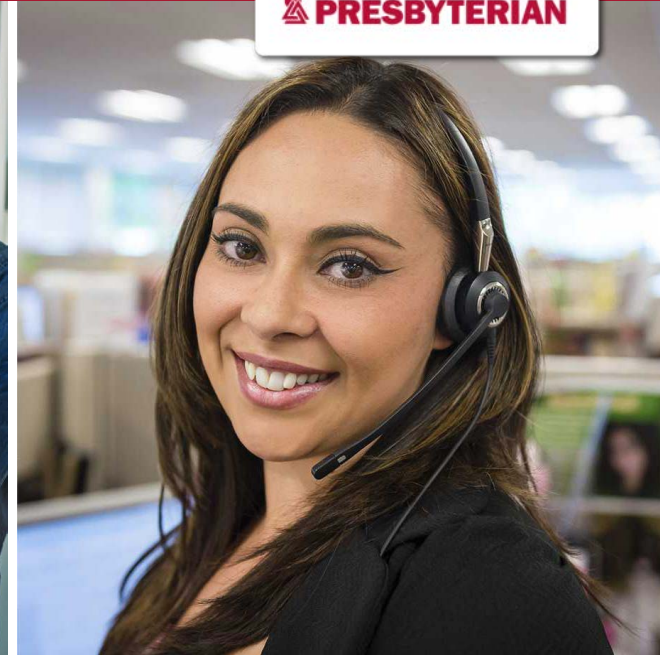


Provider Services Contact Guide

A Resource for Questions and Support

 **PRESBYTERIAN**





Provider Services Contact Guide Contents

Behavioral Health 3

Behavioral health providers can find the Presbyterian Behavioral Health Provider Services representative dedicated to their office based on their specialty, service area and/or facility type.

Long-Term Care 4-5

Long-term care providers can find their Provider Relationship Executive by searching via location and large groups/facilities.

Physical Health 6-9

Physical health providers can find their Presbyterian Provider Services representative by searching via location, specialty, hospital, and large and multi-specialty group.

Contracting 10-14

Both physical and behavioral health providers can find their network contract manager by searching via contract type, location, specialty, hospital, and large and multi-specialty group.

Additional Contacts 15-16

Providers can find administrative contacts, contracting specialists, value-based purchasing, credentialing and pharmacy contacts.

Legend

ABA	Applied Behavior Analysis
BHC	Behavioral Health Collaborative
CDE	Certified Diabetes Educator
ENT	Ears, Nose and Throat
HSO	Health Service Organization
FQHC	Federally Qualified Health Center
IPA	Independent Physician Association
OT	Occupational Therapy
PHO	Physician Hospital Organization
PT	Physical Therapy
SBHC	School-Based Health Center
ST	Speech-Language Therapy
*	Indicates statewide locations

Provider Services Contact Guide

Behavioral Health

Behavioral health providers can find the Presbyterian Behavioral Health Provider Services representative dedicated to their office below based on their specialty, service area and/or facility type.

Provider Relations Liaison

Specialty, Service Area and/or Facility Type

Shalynn Bryan-Kelly
(314) 238-8093
sbryankel@phs.org

- All organizations/facilities in the following counties: Bernalillo, Sandoval, Torrance and Valencia
- Department of Health (statewide), University of New Mexico Hospital, Presbyterian Healthcare Services

Donna Duran
(602) 273-2563
dduran10@phs.org

- Specialty: ABA (statewide)
- All providers in Santa Fe County

Emma Pulido
(602) 572-2327 ext. 82327
epulido2@phs.org

- Specialty: FQHC, IPA, SBHC (statewide) and Behavior Change Institute - Aprendamos
- All providers in the following counties: Doña Ana, Hidalgo, Luna, Otero, Grant, Sierra and Socorro

Caleb Martinez
(619) 326 9528
cmartinez133@phs.org

- Talkspace and out-of-state providers
- All providers in the following counties: Guadalupe, Quay and Taos
- Bernalillo County individual providers G - L

Stephanie Lucero
(602) 273-2526
slucero40@phs.org

- Bernalillo County individual providers M - Z
- All providers in the following counties: Chavez, Curry, De Baca, Eddy, Lea, Lincoln and Roosevelt

Shaterica Dillard
(602) 572-2309
sdillard2@phs.org

- Bernalillo and Sandoval County provider groups and individuals A - F
- All providers in the following counties: Cantron, Cibola, Colfax, Harding, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel and Union

Provider Services Contact Guide

Long-Term Care Providers



Long-term care providers can find their Provider Relationship Executive by using the table below. Providers are grouped in the following ways:

- Large groups and multi-branch facilities should search for your facility name next to the relationship executives listed in this section.
- Providers located at a single location in the five-county area (Bernalillo, Sandoval, Santa Fe, Torrance and Valencia) are assigned by the first letter(s) in the agency name. Providers starting with the letter “A” are assigned by the first/second letter of the agency name.
- Single-location providers located outside the five-county area are assigned by the county their facility is located in.

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Large Groups/Facilities	
Open Phone: TBD Email: TBD	<ul style="list-style-type: none">• O - Ab• Q - Z	<ul style="list-style-type: none">• Cibola, NM• McKinley, NM• Rio Arriba, NM• San Juan, NM	<ul style="list-style-type: none">• Alliance Home Healthcare• Ambercare Home Healthcare• Department of Health• Enchanted Circle Solutions• Good Samaritan Society• Heritage Health Care	<ul style="list-style-type: none">• Independent Living Resource Center• Links II• New Mexico Behavioral Health Institute (NMBHI)• Professional Home Healthcare
Open Phone: TBD Email: TBD	<ul style="list-style-type: none">• Ac - Ai• L - P	<ul style="list-style-type: none">• Colfax, NM• Harding, NM• Los Alamos, NM• Mora, NM• San Miguel, NM• Taos, NM• Union, NM	<ul style="list-style-type: none">• Armada• Casas• Diamond Care	<ul style="list-style-type: none">• New Mexico Ageless Living• Share Your Care• Victory Personal Care

Provider Services Contact Guide

Long-Term Care Providers



Relationship Executive	Inside Five-County Area	Outside Five-County Area	Large Groups/Facilities	
Andrea Franco (505) 923-2826 afranco@phs.org	<ul style="list-style-type: none">• Aj - An• B - D	<ul style="list-style-type: none">• Catron, NM• Dona Ana, NM• Grant, NM• Hidalgo, NM• Luna, NM• Sierra, NM• Socorro, NM	<ul style="list-style-type: none">• Abanza• Abarim Home Health Care• Angelwings Coordinated• Consumer Direct Personal Care• El Paraiso• Fundamental	<ul style="list-style-type: none">• Genesis• Next Phase (Comfort Keepers)• Preferred Assisted Living Facilities• Quilted Care• TLC Home Health
Brandie Dominguez (505) 923-4639 bdominique@phs.org	<ul style="list-style-type: none">• Ao - Az• E - K	<ul style="list-style-type: none">• Chavez, NM• Curry, NM• De Baca, NM• Eddy, NM• Guadalupe, NM• Lea, NM• Lincoln, NM• Roosevelt, NM• Otero, NM• Quay, NM	<ul style="list-style-type: none">• Alpenglow• Calibre• Canyon Creek• Community Homecare• Compassus• Corus/OnPoint• El Mirador• Encompass• Haverland Carter Lifestyle Group	<ul style="list-style-type: none">• Home Modifications• Inteli-Care• Interim Healthcare• K-Bee Homecare• Kindred Home Health/Hospice• Quality Care• St. Anthony's Home Healthcare



Provider Services Contact Guide

Physical Health



Physical health providers can find their Presbyterian Provider Services representative by using the table below. Additional contacts are listed on page 9. Generally, providers are grouped in the following ways:

- Practices and specialties located in the five-county area (Bernalillo, Sandoval, Santa Fe, Torrance and Valencia)
- Practices and specialties located outside the five-county area as well as out-of-state
- Large and multi-branch groups
- Hospitals

Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
Executive: Open Phone: TBD Email: TBD Associate: Terri Lopez (505) 923-7302 tlopez26@phs.org	<ul style="list-style-type: none">• A - E	<ul style="list-style-type: none">• Chaves, NM• Cibola, NM• Guadalupe, NM• Los Alamos, NM• McKinley, NM• Quay, NM• San Miguel, NM	<ul style="list-style-type: none">• Babylon Health• BCA Medical Associates• Department of Health• Eye Associates of New Mexico*• First Nations• Conduent• First Nations Community Healthsource• Rehoboth McKinley Christian Healthcare Services• Covenant Health Systems*• Gypsum Medical Association/Mobile Health• Gypsum Medical Associates/Medcor• Indian Health Services• Roswell Clinic Corporation• St. Vincent Medical Group	<ul style="list-style-type: none">• Alta Vista Regional Hospital• Cibola General Hospital• Eastern New Mexico Medical• Guadalupe County Hospital• Indian Health Services and Tribal Hospitals• Lea Regional (Covenant)• Los Alamos Medical Care and Physician Practice• Rehoboth McKinley Christian• St. Vincent Regional Medical Center

Provider Services Contact Guide

Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
Executive: Karen Bounds (505) 923-6667 kbounds2@phs.org Associate: Leonora Benavidez (505) 923-8534 lbenavide5@phs.org	<ul style="list-style-type: none">• L - N	<ul style="list-style-type: none">• Arizona• Dona Ana, NM• Nevada• Minnesota• Texas	<ul style="list-style-type: none">• Deming Clinic Corporation• Deming Women's Center• FQHCs• Hidalgo Medical• Las Cruces Physician Practice• Las Cruces Physician Services• Minute Clinic (CVS)• IPA of New Mexico• Rio Grande Medical Group• Rise IPA	<ul style="list-style-type: none">• BHC Mesilla Valley Hospital• Gila Regional• Memorial Medical Center• Mimbres Memorial• Mountain View Regional Medical Center• Sierra Vista Hospital
Executive: Tiffany Corona (505) 923-5406 tcorona2@phs.org Associate: Yvonne Kingston (505) 923-8405 ykingston@phs.org	<ul style="list-style-type: none">• S - T	<ul style="list-style-type: none">• Colorado• Curry, NM• De Baca, NM• Grant, NM• Hidalgo, NM• Luna, NM• Roosevelt, NM• Sierra, NM	<ul style="list-style-type: none">• Anesthesia Associates• Durango Network• NIA Magellan• Radiology Associates• San Lewis Valley• TriCore Lab*• University Physician Group• University of New Mexico (UNM) Hospital & UNM Medical Group	<ul style="list-style-type: none">• Denver Children's Hospital• Mercy Regional• Roosevelt General• University of New Mexico Hospital• University of New Mexico Sandoval Regional Center

Provider Services Contact Guide

Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
Executive: Dee Garcia (505) 923-6317 dgarcia109@phs.org	<ul style="list-style-type: none"> F - K 	<ul style="list-style-type: none"> El Paso, TX San Juan, NM 	<ul style="list-style-type: none"> Birthing Options Program Community Health Workers* Doulas* First Choice Community Health Center Epiphany New Mexico Oncology and Hematology/New Mexico Cancer Center Pediatric Medical Group/Pediatric Cardiology Planned Parenthood of the Rocky Mountains San Juan IPA Superior Vision/Versant Tenet - El Paso/Arizona Women's Specialist 	<ul style="list-style-type: none"> Albuquerque AMG Specialty Hospital Del Sol Medical Las Palmas Medical Center Providence Memorial Hospital San Juan Regional Medical Center Sierra Medical Center Sierra Providence East
Associate: Veronica Trejo (505) 923-8726 vtrejo@phs.org				
Executive: Jocelyn Armijo (505) 923-5785 jarmijo24@phs.org	<ul style="list-style-type: none"> U - Z 	<ul style="list-style-type: none"> Catron, NM Colfax, NM Eddy, NM Harding, NM Lea, NM Otero, NM Socorro, NM Union, NM 	<ul style="list-style-type: none"> Denta Quest* Desert States* Medicaid Home Visiting Program New Mexico Orthopedics Associates Presbyterian Medical Services White Sands PHO Youth Development, Inc. (YDI) 	<ul style="list-style-type: none"> Artesia General Hospital Carlsbad Medical Center Gerald Champion Miners Colfax Nor Lea General Union County General
Associate: Melissa Saavedra-Martinez (505) 923-8667 msaavedra11@phs.org				

Provider Services Contact Guide

Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
Executive: Sarah Candelaria (505) 923-5282 scandelar3@phs.org Associate: Brittany Larranaga (505) 923-5930 blarranag2@phs.org	<ul style="list-style-type: none">• O - R	<ul style="list-style-type: none">• Lincoln, NM• Rio Arriba, NM• Taos, NM	<ul style="list-style-type: none">• Animas Ambulatory Surgical Center• Durango Network• MeMD (Video Visits)• New Mexico Orthopedics Surgical Center• Presbyterian Medical Group (PMG)• Take Care (Intel) PMG• Taos PHO• Texas Tech - El Paso/Lubbock	<ul style="list-style-type: none">• Covenant Medical Center Lubbock• Holy Cross• Presbyterian:<ul style="list-style-type: none">- Dan C. Trigg Memorial- Espanola Hospital- Lincoln County- Plains Regional- Presbyterian Hospital- Kaseman- Rust Medical Center- Santa Fe Medical Center- Socorro General• Texas Tech University• University Medical Center Lubbock

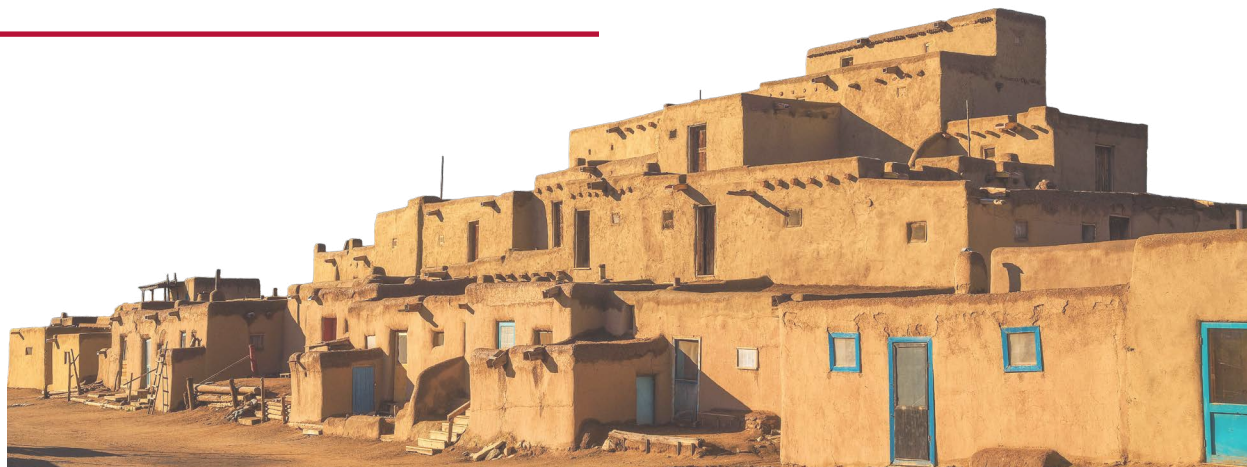
Other Provider Services Relationship Contacts

Executive:
Charlie Messer
(505) 923-5649
cmesser@phs.org

- Optum*

Executive:
Taneil Tanuz
(505) 923-5292
ttanuz@phs.org

- SBHC*
- Lovelace Medical Group



Provider Services Contact Guide

Behavioral Health Contracting



Behavioral health providers can find the Presbyterian Behavioral Health network management specialist dedicated to their office below based on their alphabetical contract type and specialty.

Network Management Specialist

Alphabetical Contract Type and Specialty

Bianka Perry

(410) 953-1178
bperry6@phs.org

- All organizations: Numeric - S

Denise Torrez

(602) 572-2521
dtorrez8@phs.org

- All groups and private practices: E - L
- Presbyterian Medical Services

Santana Schroeder

(305) 901-0603
sschroede@phs.org

- All groups and provider practices: M - R
- Mental Health Resources
- University of New Mexico Hospital, Presbyterian Healthcare Services and Texas Tech University

Bobbie Sower

(305) 718-7852
bsower@phs.org

- All organizations: T – Z
- All ABA groups and organizations statewide

GiJuan Thomas

(619) 326-9394
gthomas3@phs.org

- All groups and private practices: S - Z

Luke Akers

(619) 326-9284
lakers2@phs.org

- All groups and private practices: Numeric – D
- Specialty: SBHCs, IPAs and PHOs

Provider Services Contact Guide

Physical Health Contracting



Physical health providers can find their network contract manager by using the table below. Providers are grouped in the following ways:

- Family practice, pediatricians, general practice and internal medicine providers located in the five-county area (Bernalillo, Sandoval, Santa Fe, Tarrant and Valencia) are assigned by the first letter of their practice name
- Providers located outside the five county area as well as out-of-state
- Specialties in the five-county area (Bernalillo, Sandoval, Santa Fe, Tarrant and Valencia)
- Large and multi-specialty groups
- Hospitals

Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Open Phone: TBD Email: ProviderContract Inquiries@phs.org	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• Covenant Health Systems*• Davita/Optum• Department of Health• New Mexico Hematology and Oncology• San Juan IPA	<ul style="list-style-type: none">• Albuquerque AMG Specialty Hospital• BHC Mesilla Valley• Covenant Medical Center• San Juan Regional• St. Vincent Hospital• University Medical Center Lubbock
Brittany Brooks (505) 923-5219 bbrooks7@phs.org	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• Statewide Long-Term Care• Nutrition Services	<ul style="list-style-type: none">• None	<ul style="list-style-type: none">• None

Provider Services Contact Guide

Physical Health Contracting



Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Angelena Casias (505) 923-5451 acasias@phs.org	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Colorado Curry, NM Lincoln, NM Socorro, NM 	<ul style="list-style-type: none"> Durable Medical Equipment* Home IV/Infusion Laboratory & Pathology* Ophthalmology Optometry Orthopedics/Surgery Orthopedics Pharmacy Prosthetics & Orthotics* Radiation Oncology Radiology 	<ul style="list-style-type: none"> Durango Network Eye Associates of New Mexico IPA of New Mexico Minute Clinics (CVS) National Jewish New Mexico Orthopedics Associates (NMOA) New Mexico Orthopedics Surgical Center (NMOSC) Pediatric Medical Group & Cardiology Presbyterian: <ul style="list-style-type: none"> - Health Services - Medical Group - Medical Services Radiology Associates San Luis Valley Tricare Labs* 	<ul style="list-style-type: none"> Animas Surgical Hospital (Durango) Denver Children's Hospital (Aurora) Lovelace Hospital/Medical Group Mercy Regional (Durango) Presbyterian Hospital Sandoval Regional Medical Center/Medical Group University of New Mexico Hospital/Medical Group University Physician Group (Colorado)



Provider Services Contact Guide

Physical Health Contracting



Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Danielle Baca 505) 923-8195 dbaca35@phs.org	<ul style="list-style-type: none"> • C - D • E - L • O - S 	<ul style="list-style-type: none"> • Arizona • Catron, NM • Colfax, NM • Grant, NM • Luna, NM • McKinley, NM • Mora, NM • Rio Arriba, NM • San Miguel, NM • Sierra, NM • Union, NM 	<ul style="list-style-type: none"> • Acupuncture* • Allergy • Audiology & Hearing Aid* • Chiropractic/ Naprapathy • Dentistry & Oral Surgery* • Diabetes & CDEs • Endocrinology • Nutrition • Occupational Medicine • Otolaryngology / ENT • Podiatry • PT, OT, ST* • Rheumatology • Sleep Medicine & Facilities • Surgery: <ul style="list-style-type: none"> - Colon/Rectal - General - Head & Neck - Pediatric - Plastic - Thoracic - Vascular • Urgent Care 	<ul style="list-style-type: none"> • Gila Multispecialty IPA • Rehoboth McKinley Christian Hospital/ Medical Group 	<ul style="list-style-type: none"> • Cibola General • Gila Regional • Los Alamos Medical Center • Memorial Medical Center (Dona Ana) • Miners Colfax • Nor Lea General • Roosevelt General • Sierra Vista Hospital • Union County General



Provider Services Contact Guide

Physical Health Contracting



Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
LuzDael Siegler (505) 923-5442 lsiegler3@phs.org	<ul style="list-style-type: none"> • A - B • M - N • T - Z 	<ul style="list-style-type: none"> • Chavez, NM • Cibola, NM • De Baca, NM • Dona Ana, NM • Eddy, NM • Guadalupe, NM • Harding, NM • Hidalgo, NM • Lea, NM • Los Alamos, NM • Otero, NM • Quay, NM • Roosevelt, NM • San Juan, NM • Taos, NM • Texas 	<ul style="list-style-type: none"> • Anesthesiology & Pain Management • Cardiovascular Disease • Dentistry & Oral Surgery* • Dermatology • Emergency Medicine • Gastroenterology • Hemodialysis* • Hospitalists • Maternal & Fetal • Neonatal • Neurology • Neuropsychology • OB/GYN • Perinatology • Physical Medicine and Rehab • Pulmonology • Reproductive Endocrinology • Urology 	<ul style="list-style-type: none"> • Anesthesia Associates • Birthing Options Program • Desert States Physical Therapy Network • FQHCs/Rural Health Clinics • Indian Health Services • Los Alamos PHO • SBHC 	<ul style="list-style-type: none"> • Alta Vista Regional • Carlsbad Medical Center • Eastern New Mexico Medical/Medical Group • Guadalupe County Hospital • Holy Cross • Las Cruces Medical Center • Las Cruces Surgery Centers • Lea Regional • Mimbres Memorial • Mountain View Regional Medical Center • Pecos Valley of New Mexico • Three Crosses

Provider Services Contact Guide

Additional Contacts



Behavioral Health Provider Services

Gina Romero
Sr. Manager CISC Network Operations
(505) 487-0273
gromero@phs.org

Belinda Wiggins
Contracting Manager
(505) 549-4215
bwiggins2@phs.org

Jasmin Cintron
Behavioral Health Supervisor
(602) 572-2364
jcintron3@phs.org

Stacey Hughes
CISC Training Lead
shughes11@phs.org

Long-Term Care Services

Janice Sandoval
Long-Term Care Manager
(505) 923-6923
jsandoval42@phs.org

Leslie Koehl
EVV & LTSS Manager
(505) 923-5956
lkoehl3@phs.org

Physical Health Provider Services

Patricia Chavez
Physical Health Services Manager
(505) 923-6355
pchavez35@phs.org

Value-Based Programs

Ja'Linette Metayer
BH Manager of Quality Improvement
(786) 438-1505 ext. 4381505
jmetayer@phs.org

Adriano Lujan
Director of Value-Based Purchasing
alujan42@phs.org

Debbie Gonzalez
Director of Value-Based Programs
dgonzales81@phs.org

Physical Health Contracting

Danielle Baca
Contracting Supervisor
(505) 923-8746
dbaca35@phs.org

Provider Services Contact Guide

Additional Contacts



Provider Resources and Help Lines

**Ask a Pharmacist
Clinical Questions**
ASKRX@phs.org

Quality Management Department
PHPQuality@phs.org

Presbyterian Customer Service Center
info@phs.org
(505) 923-5757
Toll-Free: 1-888-923-5757

Contracting Department
ProviderContractInquiries@phs.org

**Pharmacy and Therapeutics
Formularies Questions**
askphppt@phs.org

Provider e-Help Desk
ehelpdesk@phs.org
(505) 923-5590
Toll-Free: 1-866-923-5590

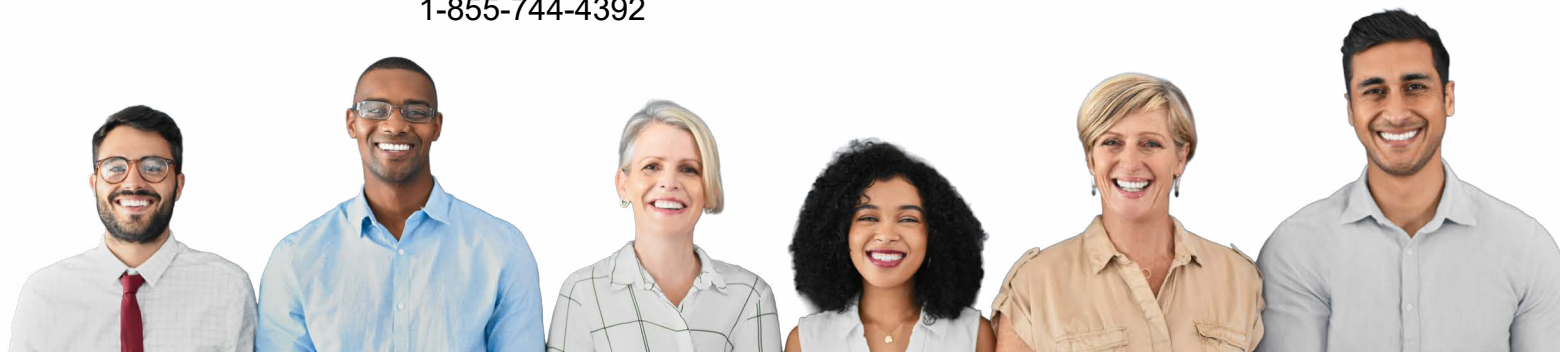
Credentialing Department
credentialing@phs.org

**Pharmacy Services Team
Claims and Benefits Questions**
AskPharmacy@phs.org

Value-Based Programs Department
valuebasedprogram@phs.org

Long-Term Care Department
ProviderNetworkLTC@phs.org

Presbyterian ePayment Center Help Desk
Help@ePayment.Center
1-855-744-4392





www.phs.org/providers