

Provider Services Contact Guide

A Resource for Questions and Support



 **PRESBYTERIAN**





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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

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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, Santa Fe and Valencia
- Department of Health (Statewide)

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

- Specialty: ABA
- Santa Fe County Provider Groups and Individual Providers

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

- Specialty: FQHC, IPA
- All providers in the following counties: Catron, Doña Ana/El Paso, Hidalgo, Luna, Otero, Sierra and Socorro
- School-Based Health Centers (Statewide)

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

- Talkspace and out-of-state providers
- All providers in the following counties: Chavez, Colfax, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Mora, Quay, Roosevelt, San Miguel, Taos, Union, Torrance, and Valencia
- Bernalillo County provider groups and individuals with names that start with the letter A - K

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

- Bernalillo County provider groups and individuals with names that start with the letter L- Z
- All providers in Cibola, Los Alamos, McKinley, Rio Arriba, Sandoval and San Juan

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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	
Paulette Adakai (505) 923-5636 padakai@phs.org	<ul style="list-style-type: none"> • 0 - Ab • Q - Z 	<ul style="list-style-type: none"> • Cibola, NM • Los Alamos, NM • McKinley, NM • Rio Arriba, NM • San Juan, NM • Taos, NM 	<ul style="list-style-type: none"> • Consumer Direct Personal Care • Enchanted Circle Solutions • Good Samaritan Society • Heritage Health Care • Independent Living Resource Center 	<ul style="list-style-type: none"> • Intelli-Care • Kindred • Links II • Professional Home Healthcare • Share Your Care
Stevana Tafoya (505) 923-7773 stafoya11@phs.org	<ul style="list-style-type: none"> • Ac - Ai • L - P 	<ul style="list-style-type: none"> • Colfax, NM • Harding, NM • Mora, NM • San Miguel, NM • Union, NM 	<ul style="list-style-type: none"> • Alliance Home Healthcare/ Armada • Ambercare Home Healthcare • Casas • Consumer Direct Personal Care 	<ul style="list-style-type: none"> • Corus/OnPointe • Diamond Care • Fundamental • Home Modifications • New Mexico Ageless Living • Quilted Care • Victory Personal Care

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Long-Term Care Providers



Relationship Executive

Inside Five-County Area

Outside Five-County Area

Large Groups/Facilities

Avery Coppedge
(505) 923-7277
acoppedge@phs.org

- Aj - An
- B - D

- Catron, NM
- Dona Ana, NM
- Grant, NM
- Hidalgo, NM
- Luna, NM
- Sierra, NM
- Socorro, NM

- Abarim Home Health Care
- Angelwings Coordinated
- Compassus
- El Mirador

- Genesis
- Preferred Assisted Living Facilities

Paul Vigil
(505) 923-6205
pvigil10@phs.org

- Ao - Az
- E - K

- Chavez, NM
- Curry, NM
- De Baca, NM
- Eddy, NM
- Guadalupe, NM
- Lea, NM
- Lincoln, NM
- Roosevelt, NM
- Otero, NM
- Quay, NM

- Abanza/Abanza II
- Calibre
- Canyon Creek
- Community Homecare
- El Paraiso
- Encompass
- Haverland Carter Lifestyle Group

- Interim Healthcare
- K-Bee Homecare
- Kindred Home Health/Hospice
- St. Anthony's Home Healthcare
- We Care Agency



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Physical Health

Physical health providers can find their Presbyterian Provider Services representative by using the table below. Providers are grouped in the following ways:

- Practices and specialties located in the five-county area (Bernalillo, Sandoval, Santa Fe, Tarrant and Valencia). Family practice, general practice and internal medicine are assigned by the first letter of their practice name.
- 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
<p>Interim Executive: Taneil Tanuz (505) 923-5292 ttanuz@pshs.org</p> <p>Associate: John Mendez (505) 923-7514 jmendez4@pshs.org</p>	<ul style="list-style-type: none"> • Ambulatory Surgical Centers • Family Practice: A - D • General Practice: A - D • Internal Medicine: A - D • Occupational Medicine • Otolaryngology • Pharmacy • Podiatry • Surgery: <ul style="list-style-type: none"> - Colon/Rectal - General - Head & Neck - Thoracic - Vascular 	<ul style="list-style-type: none"> • Arizona • Cibola, NM • Guadalupe, NM • McKinley, NM • Quay, NM 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Cibola General Hospital • Guadalupe County Hospital • Indian Health Services and Tribal Hospitals • Rehoboth McKinley Christian

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Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
<p>Executive: Karen Bounds (505) 923-6667 kbounds2@phs.org</p> <p>Associate: Leonora Benavidez (505) 923-8534 lbenavide5@phs.org</p>	<ul style="list-style-type: none"> • Diabetes & CDEs • Endocrinology • Family Practice: M - N • General Practice: M - N • Internal Medicine: M - N • Nutrition • Pediatrics • Rheumatology • Sleep Medicine & Facilities • Surgery: Pediatric • Urgent Care 	<ul style="list-style-type: none"> • Dona Ana, NM • Grant, NM • Hidalgo, NM • Luna, NM • Sierra, NM • Minnesota 	<ul style="list-style-type: none"> • Ben Archer • Deming Clinic Corporation • Deming Women's Center • Hidalgo Medical • La Clinica de Familia • Las Cruces Physician Practice • Las Cruces Physician Services • Minute Clinic (CVS) • IPA of New Mexico • Northern New Mexico IPA • Rio Grande Medical Group • Silver Health Care 	<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
<p>Executive: Elizabeth Hernandez (505) 923-8684 ehernande26@phs.org</p> <p>Associate: Melissa Saavedra-Martinez (505) 923-8867 msaavedra11@phs.org</p>	<ul style="list-style-type: none"> • Anesthesiology & Pain Management • Durable Medical Equipment* • Family Practice: S • General Practice: S • Internal Medicine: S • Home IV/Infusion* • Nephrology • Prosthetics/Orthotics* • Radiology • Laboratory/Pathology* 	<ul style="list-style-type: none"> • Colorado • Curry, NM • De Baca, NM • Roosevelt, NM 	<ul style="list-style-type: none"> • Anesthesia Associates • Durango Network • La Casa de Buena Salud • NIA Magellan • Radiology Associates • San Lewis Valley • School-based Health Care* • TriCore Lab* • University Physician Group • University of New Mexico (UNM) Hospital & UNM Medical Group 	<ul style="list-style-type: none"> • Animas Ambulatory Surgical Center • Denver Children's Hospital • Mercy Regional • Roosevelt General • University of New Mexico Hospital • University of New Mexico Sandoval Regional Center

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Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
<p>Executive: Tiffany Corona (505) 923-5406 tcorona2@phs.org</p> <p>Associate: Yvonne Kingston (505) 923-8405 ykingston@phs.org</p>	<ul style="list-style-type: none"> • Family Practice: E - H • Geriatric Medicine • General Practice: E - H • Gynecologic Oncology • Hematology Oncology • Infectious Disease • Internal Medicine: E - H • Maternal & Fetal • Neonatal • Neurology • Neuropsychology • OB/GYN • Perinatology • Reproductive Endocrinology 	<ul style="list-style-type: none"> • El Paso, TX • San Juan, NM 	<ul style="list-style-type: none"> • First Choice • Birthing Options Program • Epiphany • Las Clinicas del Norte • New Mexico Oncology and Hematology/New Mexico Cancer Center • Pediatrix Medical Group/Pediatrix Cardiology • Planned Parenthood of the Rocky Mountains • San Juan IPA • Tenent - El Paso/Arizona • Women's Specialist 	<ul style="list-style-type: none"> • Del Sol Medical • Las Palmas Medical Center • Providence Memorial Hospital • San Juan Regional Medical Center • Sierra Medical Center • Sierra Providence East
<p>Executive: Andrea Franco (505) 923-2826 afranco@phs.org</p> <p>Associate: Veronica Trejo (505) 923-8726 vtrejo@phs.org</p>	<ul style="list-style-type: none"> • Allergy • Audiology/Hearing Aid • Cardiovascular Disease • Dentistry & Oral Surgery • Dermatology • Family Practice: T - Z • General Practice: T - Z • Hemodialysis* • Internal Medicine: T - Z • Orthopedics • PT, OT, ST • Radiology Oncology • Surgery - Orthopedics 	<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* • El Centro Family Health • New Mexico Orthopedics Associates • Presbyterian Medical Services • White Sands PHO 	<ul style="list-style-type: none"> • Artesia General Hospital • Carlsbad Medical Center • Gerald Champion • Miners Colfax • Nor Lea General • Union County General

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Physical Health



Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
<p>Executive: Jessica Crawford (505) 923-5940 jcrawford@phs.org</p> <p>Associate: Sarah Candalaria (505) 923-5282 scandelar3@phs.org</p>	<ul style="list-style-type: none"> • Acupuncture • Chiropractic • Emergent Medical Transport* • Family Practice: O - R • General Practice: O - R • Internal Medicine: O - R • MD Anderson Hematology/Oncology • Naprapathy • Non-Emergent Medical Transport* (Secure Transportation) • PHS Home Health • Presbyterian Oncology 	<ul style="list-style-type: none"> • Amarillo, TX • Lincoln, NM • Lubbock, TX • Rio Arriba, NM • Taos, NM 	<ul style="list-style-type: none"> • La Clinica de Pueblo de Rio Arriba • 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
<p>Executive: Charlie Messer (505) 923-5649 cmesser@phs.org</p> <p>Associate: Terri Lopez (505) 923-7302 tlopez26@phs.org</p>	<ul style="list-style-type: none"> • Emergency Medicine • Family Practice: I - L • Gastroenterology • General Practice: I - L • Hospitalists • Internal Medicine: I - L • Ophthalmology • Optometry • Physical Medicine & Rehab • Pulmonology • Surgery: - Plastic • Urology 	<ul style="list-style-type: none"> • Chavez, NM • Los Alamos, NM • Mora, NM • Nevada • San Miguel, NM • Utah 	<ul style="list-style-type: none"> • BCA Medical Associates • Department of Health • Eye Associates of New Mexico* • La Familia Medical/Dentistry • Los Alamos Medical Care • Los Alamos Physician Practice • Lovelace Medical Group • Optum Care • Roswell Clinic Corporation • St. Vincent Medical Group 	<ul style="list-style-type: none"> • Alta Vista Regional Hospital • Eastern New Mexico Medical • Los Alamos Medical Center • Lovelace • St. Vincent Regional Medical Center • Albuquerque AMG Specialty Hospital

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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

Jasmin Cintron

(602) 572-2364
jcintron3@phs.org

- All contract types A - D

Jody Walker

(602) 572-2356
jwalker17@phs.org

- All contract types E - L

Santana Schroeder

(305) 901-0603
sschroede@phs.org

- All contract types M - R

Carol Kristensen

(602) 572-2309
ckristens@phs.org

- All contract types S - Z
- ABA groups/private practice

Bobbie Sower

(305) 718-7852
bsower@phs.org

- All ABA organizations

Gerald Scheibe

(602) 572-8397
scheibe2@phs.org

- Specialty: SBHCs, IPAs and PHOs

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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, Torrance 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, Torrance 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
Quincy Byrd (505) 923-8285 qbyrd@phs.org	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • Colorado • Chavez, NM • Dona Ana, NM • Eddy, NM • Otero, NM 	<ul style="list-style-type: none"> • Emergent Medical Transport* • Non-Emergent Medical Transport* • Superior Vision/ Versant 	<ul style="list-style-type: none"> • Denta Quest • Durango Network • Long-Term Care* • San Luis Valley Colorado Network • University Physician Group (UPI) • White Sands IPA 	<ul style="list-style-type: none"> • Animas Surgical Hospital • Artesia General Hospital • Denver Children's Hospital • Gerald Champion • Mercy Regional

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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"> Arizona 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"> 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) Pediatrix Medical Group & Cardiology Presbyterian Health Services/Presbyterian Medical Group/Presbyterian Medical Services Radiology Associates Tricare Labs* 	<ul style="list-style-type: none"> Lovelace Hospital/Medical Group Sandoval Regional Medical Center/Medical Group University of New Mexico Hospital/Medical Group
Open Phone: TBD Email: ProviderContract Inquiries@phs.org	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> San Juan, NM Texas 	<ul style="list-style-type: none"> Gynecologic Oncology Hematology Oncology Hemodialysis* Infectious Disease Nephrology 	<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

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Physical Health Contracting



Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
<p>Danielle Baca 505) 923-8195 dbaca35@phs.org</p>	<ul style="list-style-type: none"> • C - D • E - L • O - S 	<ul style="list-style-type: none"> • Catron, NM • Cibola, NM • Colfax, NM • Grant, NM • Luna, NM • McKinley, NM • Mora, NM • Rio Arriba, NM • Roosevelt, 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 • Taos PHO 	<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



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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">• De Baca, NM• Guadalupe, NM• Harding, NM• Hidalgo, NM• Lea, NM• Los Alamos, NM• Quay, NM	<ul style="list-style-type: none">• Anesthesiology & Pain Management• Cardiovascular Disease• Dermatology• Emergency Medicine• Gastroenterology• 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• Federally Qualified Health Centers/Rural Health Clinics• Indian Health Services• Los Alamos PHO• School-based Health Care	<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

Joslyn Saavedra
Long-Term Care Supervisor
(505) 923-5794
jsaavedra3@phs.org

Janice Sandoval
EVV & LTS Support Manager
(505) 923-6923
jsandoval42@phs.org

Physical Health Provider Services

Erica Lopez
Physical Health Services Supervisor
(505) 923-5145
elopez5@phs.org

Melissa Apodaca
Physical Health Services Manager
(505) 923-8353
meapodac@phs.org

Value-Based Programs

Liliana Venzor-Trejo
Senior Quality Program Manager
(505) 923-5547
lvenzortr@phs.org

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

Sean Preston
Director of Value-Based Programs
(505) 923-5255
spreston6@phs.org

Physical Health Contracting

Veronica Baca
Contracting Manager
(505) 923-8746
vbaca19@phs.org

Provider Services Contact Guide

Additional Contacts



Provider Resources and Help Lines

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

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

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

Contracting Department
ProviderContractInquiries@phs.org

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

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

Credentialing Department
credentialing@phs.org

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

Value-Based Programs Department
valuebasedprogram@phs.org

Long-Term Care Department
ProviderNetworkLTC@phs.org

Quality Management Department
PHPQuality@phs.org



www.phs.org/providers