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

FQHC ..... Federally Qualified Health Center

HSO ..... Health Service Organization

IPA ..... Independent Physician Association

OI ..... 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 their behavioral health provider services liaison 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
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
Donna Duran (602) 273-2563 dduran10@phs.org	• Specialty: ABA (statewide) • Santa Fe County provider groups, individual providers and organizations
Stacey Hughes (602) 572-2300 hughess3@magellanhealth.com	• Specialty: FQHC, IPA, School-Based Health Centers (statewide) • BCI - Aprendamos • All providers in the following counties: Doña Ana, Grant, Hildalgo, Luna, Otero, Sierra and Socorro
Stephanie Lucero (602) 273-2526 slucero40@phs.org	• Bernalillo and Sandoval County individual providers M - Z • All providers in the following counties: Chavez, Curry, De Baca, Eddy, Lea, Lincoln and Roosevelt
Caleb Martinez (619) 326-9528 cmartinez133@phs.org	• Specialty: Talkspace and out-of-state providers • All providers in the following counties: Guadalupe, Quay and Taos • Bernalillo and Sandoval County individual providers G - L

LONG-TERM CARE

Long-term care providers can find their provider relationship executive by using the table below. Providers are grouped in the following ways:

- **Single-location providers in the five-county area** (Bernalillo, Sandoval, Santa Fe, Torrance and Valencia) are assigned by the first letter(s) in the agency name
- **Single-location providers outside the five-county area** are assigned by the county their facility is located in
- **Large groups and multi-branch facilities** should search for their facility name next to the relationship executives listed in this section

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Large Groups/Facilities	
Andrea Franco (505) 923-2826 afranco@phs.org	• J - Q	• Catron, NM • Doña Ana, NM • Grant, NM • Hidalgo, NM • Luna, NM • Sierra, NM • Socorro, NM	• Abanza • Abarim Home Health Care • America's Best Home Care LLC • Angelwings Coordinated • Casa Bella • Casas • Consumer Direct Personal Care • Department of Health • El Paraiso	• Fundamental • Genesis • Links II • Preferred Assisted Living Facilities • Professional Home Healthcare • TLC Home Health

LONG-TERM CARE CONTINUED

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Large Groups/Facilities	
Brandie Dominguez (505) 923-8723 bdominque@phs.org	• R - Z	• Chavez, NM • Curry, NM • De Baca, NM • Eddy, NM • Guadalupe, NM • Lea, NM • Lincoln, NM • Roosevelt, NM • Otero, NM • Quay, NM	• Alliance Home Healthcare/Armada • Ambercare Home Healthcare • Armada • Calibre • Canyon Creek • Community Homecare • Compassus • Corus/OnPoint • El Mirador • Good Samaritan Society • Heritage Health Care • Home Modifications • Independent Living Resource Center	• Inteli-Care • Interim Healthcare • K-Bee Homecare • Kindred Home Health/Hospice • New Mexico Ageless Living • Next Phase (Comfort Keepers) • Quality Care • Quilted Care • Share Your Care • St. Anthony's Home Healthcare
Veronica Trejo (505) 923-8726 vtrejo@phs.org	• A - I	• Cibola, NM • Colfax, NM • Harding, NM • Los Alamos, NM • Mora, NM • McKinley, NM • Rio Arriba, NM • San Juan, NM • San Miguel, NM • Taos, NM • Torrance, NM • Union, NM	• Alpenglow • Diamond Care • Department of Health • Enchanted Care Solution • New Mexico Behavioral Health Institute • Victory Personal Care	

PHYSICAL HEALTH

Physical health providers can find their provider relationship executive 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, Torrance and Valencia)
- Practices and specialties **located outside the five-county area** as well as **out-of-state**
- **Large and multi-branch groups, hospitals and certain specialties**

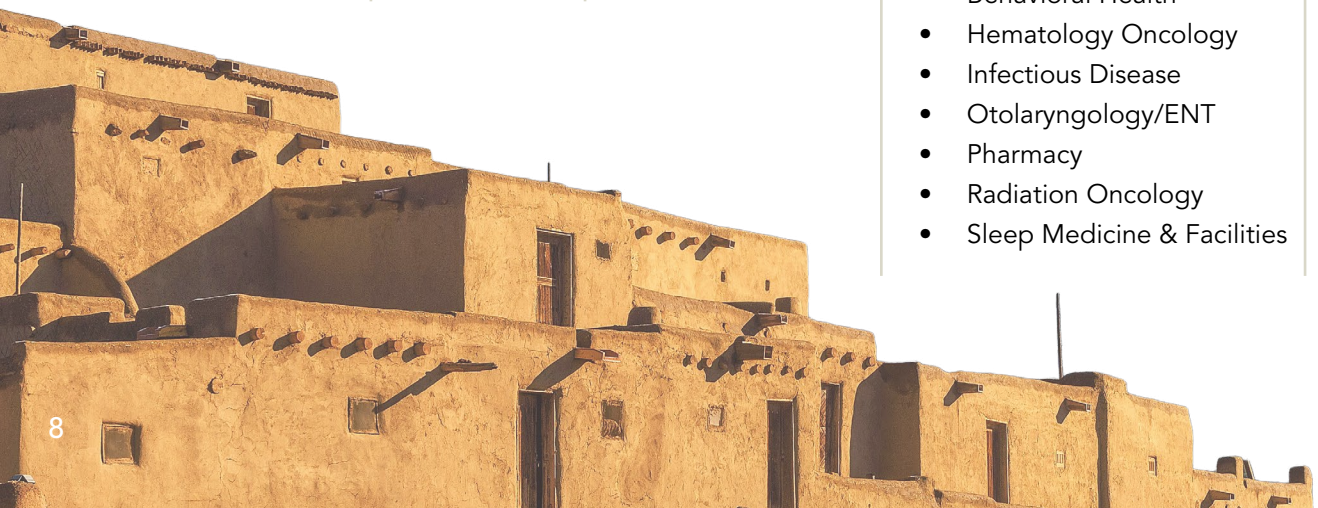
Relationship Executive	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Dee Garcia (505) 923-6317 dgarcia109@phs.org	• C - F	• Catron, NM • El Paso, TX • Grant, NM • Hidalgo, NM • Sierra, NM • Socorro, NM • Truth or Consequences, NM	• Birthing Options Program (BOP)* • Dentistry & Oral Surgery • Geriatric Medicine • Gynecologic Oncology • Maternal & Fetal • Neonatal • Neurology • Neuropsychology • Non-Emergent Medical Transport (Secure Transportation)* • OB/GYN • Perinatology • Reproductive Endocrinology	• Denta Quest* • Epiphany (El Paso/NM) • Eye Associates of New Mexico* • Gila IPA • Hidalgo Medical Services • New Mexico Oncology & Hematology/New Mexico Cancer Center (NMOH) • Pediatrix Medical Group/Pediatrix Cardiology • St. Vincent Medical Group (Santa Fe) • Tenent Healthcare (El Paso/Arizona)	• Del Sol Medical (El Paso) • Gila Regional (Grant) • Las Palmas Medical Center (El Paso) • Providence Memorial Hospital (El Paso) • Sierra Medical Center (El Paso) • Sierra Providence East (El Paso) • Sierra Vista Hospital (Sierra) • St. Vincent Hospital (Santa Fe)

PHYSICAL HEALTH CONTINUED

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Coral Ledezma (505) 923-5614 cledezma0100@phs.org	• M - N	• Amarillo, TX • Chaves, NM • Eddy, NM • Lea, NM • Lincoln, NM • Lubbock, TX • Yoakum, TX	• Diabetes & CDEs • Endocrinology • Hemodialysis* • Nutrition • Pediatrics • Presbyterian Home Health (PHS only) • Presbyterian Oncology • PT, OT, ST* • Rheumatology • Surgery - Pediatric	• BCA Medical Associates • Desert States* • Shared Services - Minute Clinics (CVS) • New Mexico Orthopedics Surgical Center (NMOSC) (PHS) • Presbyterian Medical Group • Rio Grande Medical Group • Take Care (Intel) PMG • Texas Tech (El Paso/ Lubbock)*	• Artesia General Hospital (Eddy) • Covenant Medical Center (Lubbock) • Eastern New Mexico Medical (Chaves) • Lea Regional - Covenant (Lea) • Nor Lea General (Lea) • Presbyterian* • Shared Services - MountainView Regional Medical Center (Doña Ana) • University Medical Center (Lubbock)

PHYSICAL HEALTH CONTINUED

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Madison Massiatte (505) 923-5094 mmassiatt@phs.org	• G - L	• Cibola, NM • McKinley, NM • Rio Arriba, NM • San Juan, NM	• Acupuncture* • Ambulatory Surgical Centers • Audiology & Hearing Aid • Chiropractic/Naprapathy* • Emergent Medical Transport* • Occupational Medicine • Otolaryngology/ENT • Podiatry • Surgery	• Covenant Health Systems* • First Nations • Gypsum Medical Association/Mobile Health • Indian Health Services • Presbyterian • Rehoboth McKinley Christian Health Care Services • San Juan IPA • Women's Specialists (San Juan IPA)	• Cibola General (Cibola) • Indian Health Service (IHS) Hospital* • Rehoboth McKinley (McKinley) • San Juan Regional (San Juan)
Adam Saxton (505) 923-7864 msaxton0100@phs.org	• A - B	• Doña Ana, NM • Luna, NM	• Allergy • Anesthesiology & Pain Management • Behavioral Health • Hematology Oncology • Infectious Disease • Otolaryngology/ENT • Pharmacy • Radiation Oncology • Sleep Medicine & Facilities	• Deming Clinic Corporation (Luna) • Deming Women's Center (Luna) • Department of Health • IPA of New Mexico • Las Cruces Physician Practice/SVS • University of New Mexico	• BHC Mesilla Valley Hospital (Doña Ana) • Las Cruces Medical Center • Las Cruces Surgery Center (Telshor) • Lifepoint/Los Alamos Medical Center (Los Alamos) • Memorial Medical Center (Doña Ana) • Mimbres Memorial (Luna) • Three Crosses (Doña Ana) • University of New Mexico



PHYSICAL HEALTH CONTINUED

Relationship Executive	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Felicia Louissena (505) 923-5911 flouisse0100@phs.org	• S - V	• Colfax, NM • Harding, NM • Los Alamos, NM • Mora, NM • San Miguel, NM • Taos, NM • Union, NM	• Cardiovascular Disease • Dermatology • Durable Medical Equipment (DME)* • Home IV/Infusion* • Laboratory & Pathology* • Nephrology • Prosthetics & Orthotics* • Radiology	• Anesthesia Association • Animas Ambulatory Surgical Center (Durango) • Los Alamos Physician Practice • Radiology Associates • Taos PHO - Los Rios • TriCore Labs*	• Alta Vista Regional (San Miguel) • Holy Cross Medical Center (Taos) • Miners Colfax (Colfax) • Pecos Valley of New Mexico • Union County General (Union)
Andrea-Marie Biggs (505) 923-5874 abiggs3@phs.org	• O - R • W - Z	• Colorado • Curry, NM • De Baca, NM • Guadalupe, NM • Otero, NM • Quay, NM • Roosevelt, NM	• Emergency Medicine • Gastroenterology • Hospitalists • Ophthalmology • Optometry • Orthopedics • Pharmacy • Physical Medicine & Rehab • Pulmonology • Urology • Urgent Care	• Duke City Urgent Care • Durango Network • La Casa Family Health Center • McLeod Medical Center DBA Duke City Primary Care • MD Anderson • MeMD (Video Visits) • Planned Parenthood of the Rocky Mountains • San Lewis Valley (CO) • White Sands PHO (Otero)	• Albuquerque AMG Specialty Hospital • Animas Surgical Hospital (Durango) • CHRISTUS Southern New Mexico (Otero) • Denver Children's Hospital (Aurora) • Guadalupe County Hospital (Guadalupe) • Mercy Regional (Durango) • Roosevelt General (Roosevelt)

BEHAVIORAL HEALTH CONTRACTING

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

Network Management Specialist	Specialty, Service Area and/or Facility Type
Luke Akers (619) 326-9284 lakers2@phs.org	• All groups and private practices: Numeric & A - L
Bianka Perry (410) 953-1178 bperry6@phs.org	• All groups and private practices: M - Z
Santana Schroeder (305) 901-0603 sschroede@phs.org	• All groups and provider practices: L - Z
Bobbie Sower (305) 718-7852 bsower@phs.org	• All ABA groups and organizations statewide • IPA/IPO
GiJuan Thomas (619) 326-9394 gthomas3@phs.org	
Denise Torrez (602) 572-2521 dtorrez8@phs.org	• All organizations: Numeric & A - K

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 as well as hospitals**

Contract Manager	Inside Five-County Area	Outside Five-County Area	Specialties Inside Five-County Area	Large and Multi-Specialty Groups	Hospitals
Tiffany Corona (505) 923-7984 tcorona2@phs.org	• C - D • E - L • O - S	• Catron, NM • Colfax, NM • Grant, NM • Luna, NM • McKinley, NM • Mora, NM • Rio Arriba, NM • San Miguel, NM • Sierra, NM • Union, NM	• Acupuncture • Allergy • Chiropractic/Naprapathy • Gynecologic/Hematology/ Radiation Oncology • Infectious Disease • Nephrology • Otolaryngology/ENT • PT, OT, ST • Podiatry • Rheumatology • Surgery	• Gila IPA • Rehoboth McKinley Christian Hospital/ Medical Group • New Mexico Oncology & Hematology (NMOH) • Zia ACO Multispecialty IPA	• St. Vincent Hospital
Danielle Baca 505) 923-8195 dbaca35@phs.org	• None	• None	• None	• None	• Albuquerque AMG Specialty Hospital • NMDOH • Superior Vision/Versant

PHYSICAL HEALTH CONTRACTING CONTINUED

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	• None	• Colorado • Curry, NM • Lincoln, NM • Socorro, NM	• Durable Medical Equipment (DME)* • Home IV/Infusion • Laboratory & Pathology* • Ophthalmology • Optometry • Orthopedics/Surgery Orthopedics • Pharmacy • Prosthetics & Orthotics* • Radiology • Sleep Medicine & Facilities	• 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) • Pediatrix Medical Group & Cardiology • Presbyterian: - Health Services - Medical Group - Medical Services • Radiology Associates • San Luis Valley • TriCore Labs*	• 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)
Brittany Brooks (505) 923-5219 bbrooks7@phs.org	• None	• None	• Audiology & Hearing Aid • Diabetes & CDEs • Endocrinology • Statewide Long-Term Care • Nutrition Services	• None	• None

PHYSICAL HEALTH CONTRACTING CONTINUED

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	• A - B • M - N • T - Z	• Chavez, NM • Cibola, NM • De Baca, NM • Doña 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	• Anesthesiology & Pain Management • Cardiovascular Disease • Dentistry & Oral Surgery* • Dermatology • Emergency Medicine • Gastroenterology • Hemodialysis* • Hospitalists • Maternal & Fetal • Neonatal • Neurology • Neuropsychology • OB/GYN • Perinatology • Physical Medicine & Rehab • Pulmonology • Reproductive Endocrinology	• Anesthesia Associates • Artesia General Hospital (Eddy) • Birthing Options Program (BOP) • Covenant Health Systems • Davita/Optum • Denta Quest • Desert States Physical Therapy Network • Gerald Champion (Otero) • FQHCs/Rural Health Clinics • Indian Health Services • Los Alamos PHO • San Juan IPA • SBHC • White Sands IPA	• Alta Vista Regional • BHC Mesilla Valley Hospital • Carlsbad Medical Center • Cibola General • Covenant Medical Center • Eastern New Mexico Medical/Medical Group • Guadalupe County Hospital • Holy Cross • Las Cruces Medical Center • Las Cruces Surgery Centers • Lea Regional • Los Alamos Medical Center • Memorial Medical Center • Mimbres Memorial • MountainView Regional Medical Center • Nor Lea General (Lovington) • Pecos Valley of New Mexico • Roosevelt General • San Juan Regional • Three Crosses • University Medical Center (Lubbock)

ADDITIONAL CONTACTS

Behavioral Health Provider Services

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

Stacey Hughes
CISC Training Lead
shughes11@phs.org

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

Belinda Wiggins
Contracting Manager
(505) 549-4215
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Long-Term Care Services

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

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

Physical Health Provider Services

Open
Physical Health Services Manager

Value-Based Programs

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

Value-Based Programs
ValueBasedPrograms@phs.org

Physical Health Contracting

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

RESOURCES AND HELP LINES

Ask a Pharmacist
Clinical Questions
ASKRX@phs.org

Contracting Department
ProviderContractInquiries@phs.org

Credentialing Department
credentialing@phs.org

Long-Term Care Department
ProviderNetworkLTC@phs.org

Pharmacy and Therapeutics
Formularies Questions
askphppt@phs.org

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

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

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

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

Quality Management Department
PHPQuality@phs.org

Value-Based Programs Department
valuebasedprogram@phs.org

www.phs.org/providers