A Resource for Questions and Support











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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 and facilities in the following counties: Bernalillo, Sandoval 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, 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 provider groups and individuals with names that start with the letter G - L
Stephanie Lucero (602) 273-2526 slucero40@phs.org	 Bernalillo County provider groups and individuals with names that start with the letter M - Z All providers in the following counties: Chavez, Curry, De Baca, Eddy, Lincoln, Roosevelt
Shaterica Dillard (602) 572-2309 sdillard2@phs.org	 Bernalillo County provider groups and individuals with names that start with the letter A - F All providers in the following counties: Cantron, Cibola, Colfax, Harding, Los Alamos, McKinley, Mora, Rio Arriba, San Juan, San Miguel and Union

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	• 0 - Ab • Q - Z	 Cibola, NM Los Alamos, NM McKinley, NM Rio Arriba, NM San Juan, NM Taos, NM 	 Consumer Direct Personal Care Enchanted Circle Solutions Good Samaritan Society Heritage Health Care Independent Living Resource Center 	 Inteli-Care Kindred Links II Professional Home Healthcare Share Your Care
Open Phone: TBD Email: TBD	• Ac - Ai • L - P	 Colfax, NM Harding, NM Mora, NM San Miguel, NM Union, NM 	 Alliance Home Healthcare/ Armada Ambercare Home Healthcare Casas Consumer Direct Personal Care 	 Corus/OnPointe Diamond Care Fundamental Home Modifications New Mexico Ageless Living Quilted Care Victory Personal Care

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 CareAngelwings CoordinatedCompassusEl Mirador	 Genesis Preferred Assisted Living Facilities
Open Phone: TBD Email: TBD	• 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

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, Torrance 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
Executive: John Mendez (505) 923-7514 jmendez4@phs.org Associate: Terri Lopez (505) 923-7302 tlopez26@phs.org	 Ambulatory Surgical Centers Family Practice: A - D General Practice: A - D Internal Medicine: A - D Occupational Medicine Otolaryngology Pharmacy Podiatry Surgery: - Colon/Rectal - General - Head & Neck - Thoracic - Vascular 	 Arizona Cibola, NM Guadalupe, NM McKinley, NM Quay, NM 	 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 	 Cibola General Hospital Guadalupe County Hospital Indian Health Services and Tribal Hospitals Rehoboth McKinley Christian

Physical Health

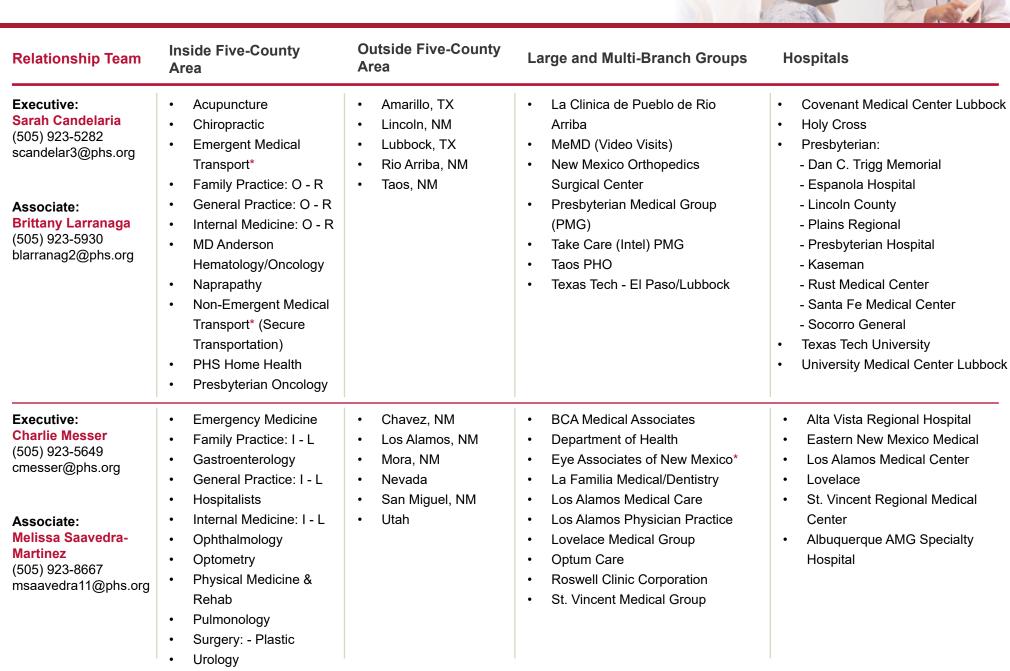


Relationship Team	Inside Five-County Area	Outside Five-County Area	Large and Multi-Branch Groups	Hospitals
Executive: Karen Bounds (505) 923-6667 kbounds2@phs.org Associate: Leonora Benavidez (505) 923-8534 lbenavide5@phs.org	 Diabetes & CDEs Endocrinology Family Practice: M - N General Practice: M - N Internal Medicine: M - N Nutrition Pediatrics Rheumatology Sleep Medicine & Facilities Surgery: Pediatric Urgent Care 	 Dona Ana, NM Grant, NM Hidalgo, NM Luna, NM Sierra, NM Minnesota 	 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 	 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	 Anesthesiology & Pain Management Durable Medical Equipment* Family Practice: S General Practice: S Internal Medicine: S Home IV/Infusion* Nephrology Prosthetics/Orthotics* Radiology Laboratory/Pathology* 	 Colorado Curry, NM De Baca, NM Roosevelt, NM 	 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 	 Animas Ambulatory Surgical Center Denver Children's Hospital Mercy Regional Roosevelt General University of New Mexico Hospital University of New Mexico Sandoval Regional Center

Physical Health



Physical Health



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
Denise Torrez (602) 572-2521 dtorrez8@phs.org	All contract types E - L
Santana Schroeder (305) 901-0603 sschroede@phs.org	 All contract types M - R University of New Mexico Hospital, Presbyterian Healthcare Services and Texas Tech University
Bobbie Sower (305) 718-7852 bsower@phs.org	 All contract types S – Z All ABA organizations statewide
Gerald Scheibe (602) 572-8397 scheibe2@phs.org	Specialty: SBHCs, IPAs and PHOs

Physical Health Contracting

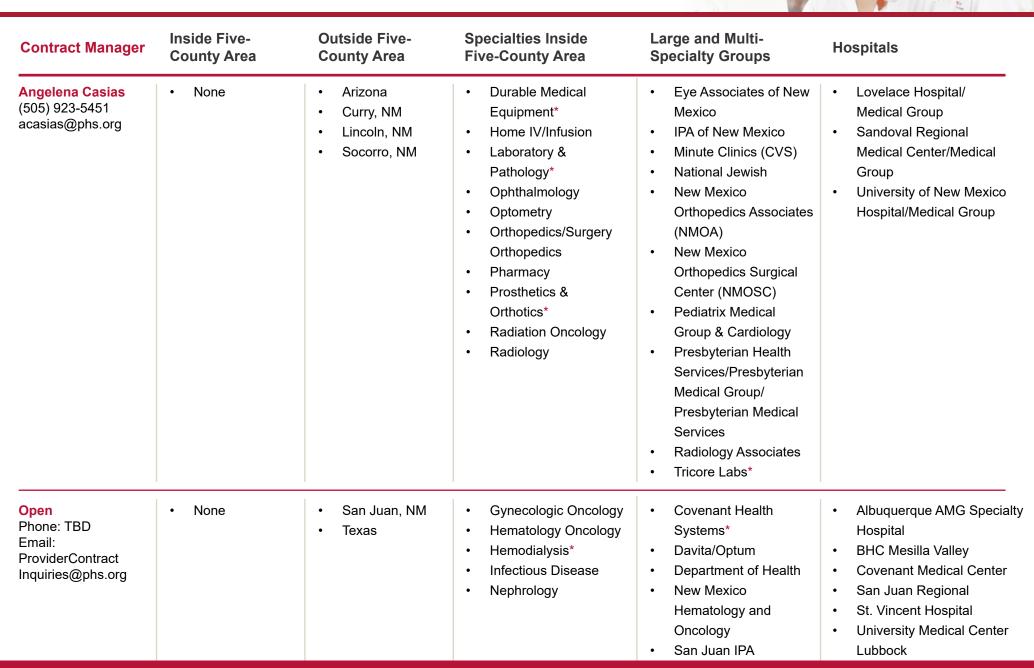


Physical health providers can find their network contract manager by using the table below. Providers are grouped in the following ways:

- 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	• None	 Colorado Chavez, NM Dona Ana, NM Eddy, NM Otero, NM 	 Emergent Medical Transport* Non-Emergent Medical Transport* Superior Vision/ Versant 	 Denta Quest Durango Network Long-Term Care* San Luis Valley Colorado Network University Physician Group (UPI) White Sands IPA 	 Animas Surgical Hospital Artesia General Hospital Denver Children's Hospital Gerald Champion Mercy Regional

Physical Health Contracting



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	• C-D • E-L • O-S	 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 	 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: - Colon/Rectal - General - Head & Neck - Pediatric - Plastic - Thoracic - Vascular Urgent Care 	Gila Multispecialty IPA Rehoboth McKinley Christian Hospital/ Medical Group Taos PHO Gila Multispecialty IPA Rehoboth McKinley Christian Hospital/ Medical Group Taos PHO	 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

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 Isiegler3@phs.org	• A-B • M-N • T-Z	De Baca, NM Guadalupe, NM Harding, NM Hidalgo, NM Lea, NM Quay, NM Quay, NM	 Anesthesiology & Pain Management Cardiovascular Disease Dermatology Emergency Medicine Gastroenterology Hospitalists Maternal & Fetal Neonatal Neurology Neurospsychology OB/GYN Perinatology Physical Medicine and Rehab Pulmonology Reproductive Endocrinology Urology 	 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 	 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
		4			

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

Open

Long-Term Care Supervisor Phone: TBD

Email: TBD

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

Patricia Chavez

Physical Health Services Manager Phone: (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

Open

Director of Value-Based Programs Fmail: TBD

Physical Health Contracting

Veronica Baca

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

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



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