

STAFF DIRECTORY WITH PHONE EXTENSIONS

Administration

Jeff Erickson	Chief Executive Officer	130
Lynn Hoehstetter	Accounting & Finance Director	111
Patty Lyn	Executive Assistant	102

Credentialing & Provider Relations

Pat Hensley	Messenger Model Services Manager	109
Patty Lyn	Credentialing Manager	102
Delane Stiles	Provider Relations Manager	110

Health and Disease Management

W. Virgil Thrash, MD	Chief Medical Officer	113
Lisa Marrow, RN	Case/Disease Management Coordinator	122

Precertification & Prior Authorization

Medical and Pharmacy

Karen Kennedy, LPN		104
Voicemail: Precertification/Prior Authorization Requests		115

TPA and Client Services

Customer service for claims, benefits, in- and out-of-network providers

Delane Stiles	TPA Operations Manager	110
Sherri Sutton	Client Relations Manager	126
Cindy Beaver	TPA Fiscal Support Manager	117
Stacey Brackett	Client Services Representative	101
Jennifer Wallin	Client Services Representative	106
Voicemail: Benefits and Claims Inquiries		134