



STAFF DIRECTORY – PHONE EXTENSIONS

MAIN: 828-670—9145

MAIN FAX: 828-670-9155 HM/PRE-AUTH FAX: 828-670-9159

Jeff Erickson, Chief Executive Officer

NAME	TITLE	EXT
Health and Disease Management		
W. Virgil Thrash, MD	Chief Medical Officer	113
Lisa Marrow, RN	Case/Disease Management Coordinator	122
Precertification & Prior Authorization - <i>Medical and Pharmacy</i>		
Voicemail: Precertification/Prior Authorization Requests*		115
*ONLINE PRE-AUTH FORM MUST BE COMPLETED PRIOR TO PHONE FOLLOW-UP. THANK YOU		
Karen Kennedy, LPN	Utilization Review Nurse	104
TPA, Client Services and Provider Relations <i>Customer service for claims, benefits, in- and out-of-network providers</i>		
Delane Stiles	TPA Operations & Provider Relations Manager	110
Sherri Sutton	Client Relations Manager	126
Pat Hensley	Messenger Model Services Manager	109
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
Administration and Credentialing		
Jeff Erickson	Chief Executive Officer	130
Lynn Hoehstetter	Accounting & Finance Director	111
Patty Lyn	Executive Assistant / Project Manager Credentialing Manager	102
Sara DeYoung	Administrative Specialist	105