



## 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
<b>Health and Disease Management</b>		
W. Virgil Thrash, MD	Chief Medical Officer	113
Lisa Marrow, RN	Case/Disease Management Coordinator	122
<b>Precertification &amp; Prior Authorization - <i>Medical and Pharmacy</i></b>		
Voicemail: Precertification/Prior Authorization Requests*		115
*ONLINE PRE-AUTH FORM MUST BE COMPLETED PRIOR TO PHONE FOLLOW-UP.		
<b>TPA, Client Services and Provider Relations</b> <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
Stacey Brackett	TPA Services Manager	101
Jennifer Wallin	Client Services Representative	106
Voicemail: Benefits and Claims Inquiries		134
<b>Administration and Credentialing</b>		
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