



## 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
<b>*ONLINE PRE-AUTH FORM MUST BE COMPLETED PRIOR TO PHONE FOLLOW-UP.</b>		
<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
Vee Galloway	Client Services Representative	117
Voicemail: Benefits and Claims Inquiries		134
<b>Operations and Credentialing</b>		
Jeff Erickson	Chief Executive Officer	130
Lynn Hoehstetter	Accounting & Finance Director	111
Clay Kelley	VP Sales & Channel Distribution	NA
Patty Lyn	Executive Assistant / Project Manager Credentialing Manager	102
<i>(Open Position)</i>	Administrative Specialist	105