

Contact Information

Provider Relations & Network Management

Shanise Williams, Director, Provider Relations

Office: **609-282-8226**

Cell: **908-645-4194**

WilliamsS1e291@Aetna.com

Angelica Miranda, Manager, Network Relations

Cell: **609-515-4817**

MirandaA2@Aetna.com

Hospitals: Atlantic Health System, Hackensack Meridian Health System, Hunterdon Medical Center, Prime Healthcare, Saint Peter's University Hospital, St. Joseph's Healthcare System, St. Mary's General Hospital

Counties: Hunterdon, Middlesex, Monmouth, Morris, Ocean, Passaic, Somerset, Sussex, Warren

FQHC: Central Jersey Medical Center CHEMED, Monmouth Family Health Center, Ocean Health Initiative, Paterson Community Health Center, Rutgers Eric B. Chandler Health Center, Visiting Nurse Association of Central Jersey, Zufall Health Center

William Mitchell, Senior Analyst, Network Relations

Cell: **732-401-7264**

MitchellW2@Aetna.com

Internal Support Counties: Bergen, Essex, Hudson, Hunterdon, Mercer, Middlesex, Morris, Passaic, Somerset, Sussex, Union, Warren

Dina Acampora, Senior Analyst, Network Relations

Cell: **609-664-7145**

AcamporaD@Aetna.com

Internal Support Counties: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Monmouth, Ocean, Salem

DME Requests: Contact the Provider Relations Representative for your servicing county

Ashley Lampley, Manager, Network Relations

Cell: **609-480-7979**

AxLampley@Aetna.com

Servicing Program: MLTSS, Nursing Facility, Assisted Living, Hospice, Chore Services, Home and Community Based, EVV billing issues (Additional resources on pg 8)

Hospitals: AtlantiCare Health System, Cape Regional Health System, Capital Health System, Cooper Health Care, Inspira Health Network, Deborah Heart and Lung Center, Shore Medical Center, St. Francis Medical Center, Virtua Health System, Weisman Children's Hospital

Counties: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Salem

FQHC: AtlantiCare Health Services, Camcare Health Corporation, Henry J. Austin Health Center, Osborn Family Health Center, Project Hope, Shore Quality Partners, Southern Jersey Family Medical Center, St. James Health Center

Liarra Sanchez, Manager, Network Relations

Cell: **609-455-8997**

SanchezL7@Aetna.com

Servicing Program: Statewide Behavioral Health, OBAT, AUTISM, Doula Services

Hospitals: CarePoint Health, RWJ Barnabas Health System, East Orange General Hospital, Englewood Hospital and Med Center, Healthsouth Hospital of Tinton Falls, Healthsouth Rehabilitation Hospital of Toms River, Healthsouth Rehabilitation Hospital of Vineland, Holy Name Medical Center, Hudson Regional, New Bridge Medical Center, Ramapo Ridge Psychiatric Hospital, Summit Oaks Hospital Inc., University Hospital

Counties: Bergen, Essex, Hudson, Union

FQHC: Horizon Health Center, Metropolitan Health Ctr, Neighborhood Health Services Corp., Newark Community Health Center, Newark Dept. of Health and Community Wellness, North Hudson Community Action Corp. Health Center

Network Contracting • Interested Providers (Provider Enrollment)

Paula Trowers, Regional Lead Director of Contracting

Cell: **410-507-3693**; **TrowersP@Aetna.com**

June-Delina Parkes, Network Manager

Cell: **845-427-1261**

ParkesJ@Aetna.com

Contracting Counties: Bergen, Essex, Hudson, Hunterdon, Middlesex, Morris, Somerset, Sussex, Passaic, Union, Warren

Kimberly Lees, Network Manager

Servicing: SUD, BH, ABA, OBAT Doula & Autism

Cell: **856-271-7446**

LeesK1@Aetna.com

Contracting Counties: Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Monmouth, Ocean, Salem

Please contact LIBERTY Dental Plan if you are a dental provider and are interested in becoming part of their network. You can call **1-855-225-1727**, 8 AM – 8 PM, Monday – Friday.

Contact Information

Managed Long Term Services and Support

Danielle Almero Rodriguez

Supervisor, Health Services, MLTSS Members

Office: **860-900-8592**

almerorodriguezd@Aetna.com

NF that has a resident that elects Hospice

Jacqueline Alvarez, RN

Plan A Members

Phone: **609-955-8199**

Fax: **959-888-4158**

AlvarezJ5@Aetna.com

Assessment Team Supervisor, Interim MLTSS

Supervisor, Authorization Processor-ICM

Ashley Lampley

Manager, Network Relations

Cell: **609-480-7979**

axlampley@Aetna.com

MLTSS, Nursing Facility, Assisted Living, Hospice,

Chore Services, Home, Community Based, DME

MLTSS Case Management

Case Management Associate Line

833-346-0122

Fax: **855-444-8694**

Nursing Facility Specialty Care Nursing Facility Contact

MLTSS Care Management Line

833-346-0122

Participant Direction and Personal Preference Program (PPP)

Margareta Plotka

PPP Program Coordinator

Office: **959-299-7910**

Fax: **959-888-4143**

Non MLTSS Outpatient Hospice Request

Fax: **844-737-7601**

Behavioral Health/Mental Health/SUD

Liarra Sanchez

Manager, Network Relations

Cell: **609-455-8997**

SanchezL7@Aetna.com

BH, ABA, Doula, Autism, Hearing Services

Maressa Nordstrom, LCSW, LCADC

Behavioral Health Administrator (Clinical Liaison)

Office: **959-230-9944**

NordstromM1@Aetna.com

SUD, BH Discharge Planning,

Care Coordination and BH Case Management

Case Management/MCO Care Coordination Contact

Jennifer Coleman, RN

Health Services Manager, Concurrent Review

Office: **863-221-6010**

ColemanJ2@CVShealth.com

Natasha Sealey, RN

Health Services Manager, Prior Authorization

Office: **954-858-3374**

SealeyN@cvshealth.com

Stephanie Haney

Senior Manger, Clinical Health Services

Office: **304-953-0765**

HaneyS1@Aetna.com

CM Manager, Special Needs, Maternity Contact, Pediatric Contact and Care Coordination Obstetric/Midwifery Care, Centering Pregnancy, Childbirth Education, Doula, Labor and Delivery, Breastfeeding, Newborn Child Coverage, Conception

Customer Service

Website: AetnaBetterHealth.com/NewJersey

- Claim Status
- Authorization
- Eligibility
- Interpretation
- Transportation

Claims Questions: **1-855-232-3596**
Press * for healthcare provider.
Follow prompts for customer service needs.