



Provider Escalation Process

Health Choice is committed to ensuring that you have an open line of communication with us at all times.

Should you ever feel the need to escalate an issue or do not know who your provider representative is, please contact Vicki Johnson, Senior Director of Network Operations.

We also want you to have contact information for our Network Services executive team. If you feel your concerns are not being met in a timely fashion, or to your satisfaction, please contact our team in the order listed below.

	<p>Your Provider Representative*</p> <p><i>*Please contact Vicki Johnson if you do not know your provider representative.</i></p>	<p>Non-Contracted Provider Representative:</p> <p>Diego Serna Provider Representative Diego.SernaPalacios@Steward.org 480-968-6866 Ext. 5223</p>	<p>Dental Provider Representative:</p> <p>Will Bonillas Sr. Provider Services Representative Guillermo.Bonillas@Steward.org 520-237-5242</p>
	<p>Network Operations Related Concerns:</p> <p>Vicki Johnson Senior Director of Network Operations Vicki.Johnson@Steward.org 602-799-3138</p>		<p>Contracting Related Concerns:</p> <p>Baylor Dennis Director of Network Contracting Baylor.Dennis@Steward.org 480-212-7827</p>
	<p>Pat Hansen VP of Network Services Patrick.Hansen@Steward.org 480-350-2204</p>		

Your Provider Representative will contact you regularly to schedule site visits, but should you have any questions between those visits, please do not hesitate to reach out to your Provider Representative. We will address your needs in a timely and thorough manner.

Best Regards,

Network Services Team