






## Provider Escalation Process

Arizona Health Plans

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

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><b>*Your Provider Performance Representative*</b></p> <p><i>Please contact our Provider Service Team at (800) 322-8670 should you need assistance in identifying your Provider Representative.</i></p>	<p><b>For Non-Contracted Providers</b></p> <p>Non-Contracted Provider Representative  <a href="mailto:HCH.NonContracted@Steward.org">HCH.NonContracted@Steward.org</a>            480-968-6866</p>	
	<p>Network Operations Related Concerns:</p> <p>Jadelyn Bulut            Network Provider Service Manager and Educator  <a href="mailto:Jadelyn.Fields@steward.org">Jadelyn.Fields@steward.org</a>            480-760-4593</p>	<p>Behavioral Health/ Integrated Network Concerns:</p> <p>Laura Hartgroves            Director of Integrated Development  <a href="mailto:Laura.Hartgroves@steward.org">Laura.Hartgroves@steward.org</a>            480-760-4644</p>	<p>Contracting Related Concerns:</p> <p><a href="mailto:HCHNetwork.Contracting@steward.org">HCHNetwork.Contracting@steward.org</a>            855-500-2307</p>
	<p>Beth Scully            Director of Network Operations  <a href="mailto:Beth.Scully@steward.org">Beth.Scully@steward.org</a>            480-397-3792</p>		

Your Provider Performance Representative will contact you regularly to schedule site visits, however should you have any questions between those visits, please do not hesitate to reach out to your Provider Performance Representative.

We will address your needs in a timely and thorough manner.

Best Regards,

Network Services Team