



## 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>Albino Jimenez &amp; Erin Pickett Provider Representative <a href="mailto:HCH.NonContracted@Steward.org">HCH.NonContracted@Steward.org</a> 480-968-6866 Ext. 4908</p>	<p>Dental Provider Representative:</p> <p>Will Bonillas Sr. Provider Services Representative <a href="mailto:Guillermo.Bonillas@Steward.org">Guillermo.Bonillas@Steward.org</a> 520-237-5242</p>
	<p>Network Operations Related Concerns:</p> <p>Vicki Johnson Senior Director of Network Operations <a href="mailto:Vicki.Johnson@Steward.org">Vicki.Johnson@Steward.org</a> 602-799-3138</p>	<p>Contracting Related Concerns:</p> <p>Baylor Dennis Director of Network Contracting <a href="mailto:Baylor.Dennis@Steward.org">Baylor.Dennis@Steward.org</a> 480-212-7827</p>	
	<p>Pat Hansen VP of Network Services <a href="mailto:Patrick.Hansen@Steward.org">Patrick.Hansen@Steward.org</a> 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