



**Presbyterian Health Plan, Inc. / Presbyterian Insurance Company, Inc.**  
**Provider Network Management Guide**  
**“Superior Service”**

**Provider Network Management (PNM) plays an integral role in the development and deployment of strategies and programs that provide the necessary information, education, and support to our comprehensive network of providers.**

**PNM is committed to providing an exceptional provider experience for our practitioners and providers within our network through relationship management and engagement.**

<b>Who to Contact (and Why)</b>	<b>How to Contact</b>
<p><b>Bridgette Garcia - Director, Provider Network Management</b>            Bridgette’s responsibilities include the establishment and maintenance of collaborative relationships with Presbyterian’s provider network, the coordination / alignment of provider servicing activities and projects with other departments (such as Health Services, Provider Contracting, and Pharmacy), and leading the design, deployment, and monitoring of strategies and programs to service and support practitioners, physicians, providers and providers’ office staff.</p>	<p>Bridgette Garcia            (505) 923-6677            Provider Network Management            P.O. Box 27489            Albuquerque NM 87125  <a href="mailto:bgarcia5@phs.org">bgarcia5@phs.org</a></p>
<p><b>Tamara Stevenson - Manager, Network Manager</b>            Tamara’s responsibilities include managing the provider enrollment process, provider servicing and education, developing and facilitating activities related to initial provider training, and complex issue identification and problem resolution. She is also involved in communicating information to auditors, organizations, employees, consultants, providers and brokers, as well as ensuring the accuracy of information in provider databases and provider directories.</p>	<p>Tamara Stevenson            (505) 923-5421            Provider Network Management            P.O. Box 27489            Albuquerque NM 87125  <a href="mailto:tstevens@phs.org">tstevens@phs.org</a></p>
<p><b>Cainin Curry – Interim Manager, Credentialing</b>            Responsibilities include managing the credentialing / recredentialing program for all Presbyterian Health Plan delegated and non-delegated practitioners, providers, and health delivery organizations. Also, managing compliance with practice site standards, medical record documentation of care standards, oversight standards, the performance of oversight audits for delegated provider credentialing processes, state and federal regulations, NCQA accreditation, and contractual standards.</p>	<p>Cainin Curry            (505) 923-7514            Provider Network Management            P.O. Box 27489            Albuquerque NM 87125  <a href="mailto:c Curry2@phs.org">ccurry2@phs.org</a></p>
<p><b>Provider CARE Unit</b>            General provider questions can also be addressed by calling or by e-mailing our Provider CARE Unit Department. The Provider CARE Unit handles inquiries that you are unable to resolve through Pres Online, IVR, Navimedix or Healthcare Extranet.</p>	<p>(505) 923-5757            1-888-923-5757 (Toll Free)            Provider CARE Unit            P.O. Box 27489            Albuquerque NM 87125  <a href="mailto:ProvCare@phs.org">ProvCare@phs.org</a></p>

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## Presbyterian Health Plan, Inc. / Presbyterian Insurance Company, Inc. Provider Network Management Guide “Superior Service”

**Manager: Tamara Stevenson (505) 923-5421**

### *Servicing Team*

#### **Senior Coordinators**

Senior Coordinators’ responsibilities include responding to / resolving complex issues related to daily operations, administration and overall management of all regional Presbyterian hospitals and all Presbyterian Medical Group sites (together known as the Presbyterian Delivery Services, or PDS), and non-PDS providers, acting as network support team leaders to facilitate resolution of issues, and as a resource to PDS and non-PDS provider staff to provide advocacy within the health plan and guidance for training and compliance needs.

#### **Staff**

Eisenberg, Rebecca (505) 923-5498 [reisenbe@phs.org](mailto:reisenbe@phs.org)

#### **Coordinators**

Coordinators’ responsibilities include all activities directly related to initial development, recruitment, training and retention of comprehensive provider networks in assigned areas, identifying issues, resolving disputes or coordinating resolutions of disputes, resolving complex problems, fielding general questions, and acting as a liaison between the provider of service and the health plan. They also assist the Contract Specialists with information necessary for completion of provider contracts.

#### **Staff**

Chavez, Brenda	(505) 923-8815	<a href="mailto:bchavez3@phs.org">bchavez3@phs.org</a>
Lynch, Rachel	(505) 923-5292	<a href="mailto:rlynch@phs.org">rlynch@phs.org</a>
Moya, Jessica	(505) 923 5414	<a href="mailto:jmoya3@phs.org">jmoya3@phs.org</a>
Ray, Norma	(505) 923-6205	<a href="mailto:nray@phs.org">nray@phs.org</a>
Valles, Julie	(505) 923-5175	<a href="mailto:jvalles@phs.org">jvalles@phs.org</a>
Vargas, John	(505) 923-5171	<a href="mailto:jvargas@phs.org">jvargas@phs.org</a>
Vega, Dawn	(505) 923-8152	<a href="mailto:dvega@phs.org">dvega@phs.org</a>

#### **Representatives**

Representatives’ responsibilities include supporting a Provider Network Management Senior Coordinator or Coordinator (based on Coordinator assignment), as well as performing complex root cause and complaint analysis focusing on provider inquiries, complaints, and appeals/grievances, responding by phone or in writing, providing education and/or problem resolution. They also act as support to the network support team leader to facilitate resolution of issues using multi-functional teams as well as a resource to PDS staff to provide advocacy within the health plan, and guidance for training and compliance needs.

#### **Staff**

Benavidez, Bridgette	(505) 923-5511	<a href="mailto:bbenavid@phs.org">bbenavid@phs.org</a>
Goodman, Lisa	(505) 923-5424	<a href="mailto:lgoodman@phs.org">lgoodman@phs.org</a>
Lopez, Erica	(505) 923-5725	<a href="mailto:elopez5@phs.org">elopez5@phs.org</a>
Martinez, Frances	(505) 923-5765	<a href="mailto:fmartine@phs.org">fmartine@phs.org</a>
Nakai, Josephine	(505) 923-5794	<a href="mailto:jnakai@phs.org">jnakai@phs.org</a>
Ramirez, Monica	(505) 923-5406	<a href="mailto:mramirez3@phs.org">mramirez3@phs.org</a>



## Specialty Assignment List

MULTI-SPECIALTY GROUPS	Group Name	Coordinator	Representative
	ABQ Health Partners	Jessica Moya	To Be Determined
	Albuquerque Ambulance	Rebecca Eisenberg	Erica Lopez
	Anesthesia Associates of New Mexico	Rachel Lynch	Lisa Goodman
	Ben Archer	Norma Ray	Bridgette Benavidez
	Deming Clinic Corp/Deming Women's Center	Rachel Lynch	Lisa Goodman
	Durango Network	Julie Valles	Josephine Nakai
	El Centro Family Health	Brenda Chavez	Frances Martinez
	First Choice Community Healthcare	John Vargas	Frances Martinez
	Hidalgo Medical Services	John Vargas	Monica Ramirez
	Indian Health Services	John Vargas	Frances Martinez
	La Casa de Buena Salud	John Vargas	Frances Martinez
	La Clinica de Familia	Norma Ray	Bridgette Benavidez
	La Clinica del Pueblo de Rio Arriba	Norma Ray	Bridgette Benavidez
	La Familia Medical Dental Clinic	John Vargas	Frances Martinez
	La Vida PHO	Rachel Lynch	Josephine Nakai
	Las Clinicas del Norte	Norma Ray	Bridgette Benavidez
	Las Cruces Physician Practices, LLC	John Vargas	Monica Ramirez
	Las Cruces Physician Services	Julie Valles	Josephine Nakai
	Los Alamos Medical Care Clinic	Brenda Chavez	Bridgette Benavidez
	Los Alamos Physician Practices	Brenda Chavez	Bridgette Benavidez
	McKesson Specialty Pharmacy	John Vargas	Frances Martinez
	Pecos Valley of New Mexico	Rachel Lynch	Lisa Goodman
	Pediatric Medical Group of NM	Julie Valles	Josephine Nakai
	Presbyterian Home Health and Hospice	Rebecca Eisenberg	Erica Lopez
	Presbyterian Medical Group	Rebecca Eisenberg	Erica Lopez
	Presbyterian Medical Services	Rachel Lynch	Lisa Goodman
	Presbyterian Oncology	Rebecca Eisenberg	Erica Lopez
Rehoboth McKinley Christian Health Care Services	Jessica Moya	To Be Determined	
Rio Grande Medical Group	John Vargas	Monica Ramirez	
Roswell Clinic Corporation	Rachel Lynch	Lisa Goodman	
San Juan IPA	Julie Valles	Josephine Nakai	
Silver Health Care	Norma Ray	Bridgette Benavidez	
Southern NM Medical Associates	Rachel Lynch	Josephine Nakai	
Southwest Integrative Health Care	Rachel Lynch	Josephine Nakai	
Southwest Medical Associates	Norma Ray	Bridgette Benavidez	
Southwestern ENT	Norma Ray	Bridgette Benavidez	
Take Care (Intel)	Dawn Vega	Lisa Goodman	
Texas Tech (El Paso)	Julie Valles	Josephine Nakai	
Texas Tech (Lubbock)	Brenda Chavez	Frances Martinez	
TriCore Reference Laboratory	Rebecca Eisenberg	Erica Lopez	
University of New Mexico Cancer Center	Dawn Vega	Lisa Goodman	
University of New Mexico Medical Group	Dawn Vega	Lisa Goodman	



# Specialty Assignment List

HOSPITALS	Hospital Name	Coordinator	Representative
	Acoma Canoncito Laguna Hospital	John Vargas	Frances Martinez
	Alta Vista Regional Hospital	Norma Ray	Bridgette Benavidez
	Animas Surgical Hospital	Julie Valles	Josephine Nakai
	Artesia General Hospital	Jessica Moya	To Be Determined
	BHC Mesilla Valley Hospital	Rachel Lynch	Josephine Nakai
	Carlsbad Medical Center	Norma Ray	Bridgette Benavidez
	Cibola General Hospital	Brenda Chavez	Frances Martinez
	Crownpoint Hospital (non par)	John Vargas	Frances Martinez
	Dan C. Trigg Memorial Hospital	Rebecca Eisenberg	Erica Lopez
	Del Sol Medical Center	Julie Valles	Josephine Nakai
	Eastern New Mexico Medical Center	Norma Ray	Bridgette Benavidez
	Espanola Hospital	Rebecca Eisenberg	Erica Lopez
	Ft. Defiance Medical Center (non par)	John Vargas	Monica Ramirez
	Gallup Indian Medical Center (non par)	John Vargas	Frances Martinez
	Gerald Champion Regional Medical Center	Jessica Moya	To Be Determined
	Gila Regional Medical Center	Rachel Lynch	Lisa Goodman
	Guadalupe County Hospital	Brenda Chavez	Bridgette Benavidez
	Holy Cross Hospital	Brenda Chavez	Frances Martinez
	Las Palmas Medical Center	Julie Valles	Josephine Nakai
Lea Regional Medical Center	Norma Ray	Bridgette Benavidez	
Lincoln County Medical Center	Rebecca Eisenberg	Erica Lopez	
Los Alamos Medical Center	Brenda Chavez	Bridgette Benavidez	
Memorial Medical Center	Julie Valles	Josephine Nakai	
Mercy Regional Medical Center	Julie Valles	Josephine Nakai	
Mescalero Indian Hospital	John Vargas	Frances Martinez	
Mimbres Memorial Hospital	Norma Ray	Bridgette Benavidez	
Miners Colfax Medical Center	Jessica Moya	To Be Determined	
Mountain View Regional Medical Center	Norma Ray	Bridgette Benavidez	
Nor Lea General Hospital	Rachel Lynch	Josephine Nakai	
Northern Navajo Medical Center (non par)	John Vargas	Frances Martinez	
Physicians Medical Center	John Vargas	Monica Ramirez	
Plains Regional Medical Center	Rebecca Eisenberg	Erica Lopez	
Presbyterian Hospital	Rebecca Eisenberg	Erica Lopez	
Presbyterian Kaseman Hospital	Rebecca Eisenberg	Erica Lopez	
Presbyterian Rio Rancho Emergency Center	Rebecca Eisenberg	Erica Lopez	
Providence Memorial Hospital	Dawn Vega	Lisa Goodman	
Rehoboth McKinley Hospital	Jessica Moya	To Be Determined	
Roosevelt General Hospital	Julie Valles	Josephine Nakai	
Roswell Regional Hospital	Rachel Lynch	Lisa Goodman	
San Juan Regional Medical Center	Julie Valles	Josephine Nakai	
Santa Fe Indian Hospital	John Vargas	Frances Martinez	
Sierra Medical Center	Dawn Vega	Lisa Goodman	
Sierra Providence East	Dawn Vega	Lisa Goodman	
Sierra Vista Hospital	Julie Valles	Josephine Nakai	
Socorro General Hospital	Rebecca Eisenberg	Erica Lopez	
St. Vincent Hospital	John Vargas	Monica Ramirez	
Union County General Hospital	Jessica Moya	To Be Determined	
University Medical Center (Lubbock)	Brenda Chavez	Frances Martinez	
University of New Mexico Hospital	Dawn Vega	Lisa Goodman	
Zuni Indian Hospital	John Vargas	Frances Martinez	



# Specialty Assignment List

SPECIALTIES	Specialty	Coordinator	Representative
	Acupuncture	Rachel Lynch	Josephine Nakai
	Allergy & Immunology	Rachel Lynch	Josephine Nakai
	Ambulatory Surgical Centers	John Vargas	Monica Ramirez
	Anesthesiology & Pain Management	Rachel Lynch	Lisa Goodman
	Audiology/Hearing Aid Centers	John Vargas	Frances Martinez
	Cardiovascular Disease	John Vargas	Monica Ramirez
	Chiropractic	Rachel Lynch	Josephine Nakai
	Dentistry/Oral Surgery	Rachel Lynch	Lisa Goodman
	Dermatology	Norma Ray	Bridgette Benavidez
	Diabetes Centers/Certified Diabetic Educators	Brenda Chavez	Bridgette Benavidez
	Durable Medical Equipment	Rebecca Eisenberg	Erica Lopez
	Emergency Medicine	John Vargas	Monica Ramirez
	Endocrinology	Norma Ray	Bridgette Benavidez
	Family Practice	John Vargas	Monica Ramirez
	Gastroenterology	Julie Valles	Josephine Nakai
	General Practice	Jessica Moya	To Be Determined
	Geriatric Medicine	Rachel Lynch	Josephine Nakai
	Gynecologic Oncology	Dawn Vega	Lisa Goodman
	Hematology/Oncology	Dawn Vega	Lisa Goodman
	Hematology/Oncology (MD Anderson only)	Rebecca Eisenberg	Erica Lopez
	Hemodialysis	Brenda Chavez	Frances Martinez
	Home Health	Rebecca Eisenberg	Erica Lopez
	Home IV/Infusion	Rebecca Eisenberg	Erica Lopez
	Hospice	Rebecca Eisenberg	Erica Lopez
	Hospitalists	John Vargas	Frances Martinez
	Infectious Disease	Norma Ray	Bridgette Benavidez
	Internal Medicine	Norma Ray	Bridgette Benavidez
	Lab/Pathology (Excluding TriCore Reference Laboratory)	Rachel Lynch	Lisa Goodman
	Massage Therapy	Rachel Lynch	Josephine Nakai
	Maternal & Fetal Medicine	Julie Valles	Josephine Nakai
Medical Transport	Rebecca Eisenberg	Erica Lopez	
Naprapathy	Rachel Lynch	Josephine Nakai	
Neonatal & Perinatal Medicine	Julie Valles	Josephine Nakai	
Nephrology	Dawn Vega	Lisa Goodman	
Neurology/Neuro Surgery	Norma Ray	Bridgette Benavidez	
Neuropsych	Norma Ray	Bridgette Benavidez	
Nutrition	Norma Ray	Bridgette Benavidez	
Obstetrician/Gynecology	Julie Valles	Josephine Nakai	
Occupational Medicine	Dawn Vega	Lisa Goodman	
Oncology	Dawn Vega	Lisa Goodman	
Ophthalmology	Jessica Moya	To Be Determined	
Optometry	Jessica Moya	To Be Determined	
Orthopedics	John Vargas	Monica Ramirez	
Otolaryngology (ENT)	Brenda Chavez	Frances Martinez	



## Specialty Assignment List

SPECIALTIES, Con't	Specialty	Coordinator	Representative
	Pediatrics	Brenda Chavez	Bridgette Benavidez
	Pharmacy	John Vargas	Frances Martinez
	Physical Medicine & Rehab (Physiatry)	Jessica Moya	To Be Determined
	Podiatry	Norma Ray	Bridgette Benavidez
	Prosthetics & Orthotics	Brenda Chavez	Frances Martinez
	Pulmonology	Dawn Vega	Lisa Goodman
	Radiation Oncology	Dawn Vega	Lisa Goodman
	Radiology	Rachel Lynch	Lisa Goodman
	Rehabilitation (including PT/OT/ST and Facilities)	Jessica Moya	To Be Determined
	Reproductive Endocrinology	Julie Valles	Josephine Nakai
	Rheumatology	Jessica Moya	To Be Determined
	School Based Health Centers	Brenda Chavez	Frances Martinez
	Skilled Nursing Facilities/Long Term Acute Care	Dawn Vega	Lisa Goodman
	Sleep Medicine/Sleep Facilities	Brenda Chavez	Bridgette Benavidez
	Surgery, Colon/Rectal	Jessica Moya	To Be Determined
	Surgery, General	Julie Valles	Josephine Nakai
	Surgery, Head & Neck	Dawn Vega	Lisa Goodman
	Surgery, Orthopedic	John Vargas	Monica Ramirez
	Surgery, Pediatric	Brenda Chavez	Bridgette Benavidez
Surgery, Plastic	Jessica Moya	To Be Determined	
Surgery, Thoracic	John Vargas	Frances Martinez	
Surgery, Vascular	Jessica Moya	To Be Determined	
Urgent Care (excluding PMG)	John Vargas	Frances Martinez	
Urology	John Vargas	Monica Ramirez	

BEHAVIORAL HEALTH	Groups/Individuals	Coordinator	Representative
	A - C	Norma Ray	Bridgette Benavidez
	D - F	Julie Valles	Josephine Nakai
	G - K	Rachel Lynch	Lisa Goodman
	L - O	Brenda Chavez	Bridgette Benavidez
	P - So	Dawn Vega	Lisa Goodman
	Sp - Z	Jessica Moya	To Be Determined
	Presbyterian Medical Group	Rebecca Eisenberg	Erica Lopez
	Presbyterian Kaseman	Rebecca Eisenberg	Erica Lopez
	University of New Mexico Medical Group	Dawn Vega	Lisa Goodman
	University of New Mexico Hospital	Dawn Vega	Lisa Goodman



# Presbyterian Health Plan, Inc. / Presbyterian Insurance Company, Inc.

## Provider Network Management Guide

### “Superior Service”

**Interim Manager: Cainin Curry (505) 923-7514**

#### **Credentialing Team**

##### **Credentialing Administrative Secretary**

Gloria’s responsibilities include screening incoming calls from providers, facilitating callbacks from appropriate staff, researching answers/solutions for callers’ questions/problems (i.e., credentialing status, risk of termination letters), and confirms processing status with credentialing verification organization. She develops and coordinates Credentialing/Peer Review Committee (C/PRC) agendas and materials, acts as repository for C/PRC materials, records, transcriptions. Coordinates participants, schedules meeting rooms and catering. Schedules and develops Fair Hearings, coordinates and prepares materials, researches answers to Fair Hearing process questions and directs related calls to appropriate staff.

##### **Staff:**

Gloria Jett (505) 923-8276 [gjett@phs.org](mailto:gjett@phs.org)

##### **Credentialing Coordinators**

Credentialing Coordinators’ responsibilities include performing pre-delegation and annual delegation oversight audits, collecting and analyzing information to identify potential quality of care issues and behavioral issues, investigating issues of concern, generating reports and presenting findings to facilitate recommendations to the Medical Director and/or the Credentialing/Peer Review Committee, review and maintain accurate files to ensure primary source verification of licensure, education, and post-graduate clinical training, board verification, disciplinary actions and others professional sanction, and malpractice history.

##### **Staff:**

Aragon, Monica (505) 923-5761 [maragon8@phs.org](mailto:maragon8@phs.org)

Padilla, Celeste (505) 923-6093 [cpadilla3@phs.org](mailto:cpadilla3@phs.org)

##### **e-Business Coordinator**

Adam’s responsibilities include developing, implementing and maintaining initiatives to drive the adoption of e-Business (i.e., Pres Online, ECT, EFT, and IVR) and other electronic functionalities. Acts as the Presbyterian e-Business representative in the provider and business communities, assists in provider education through visits and presentations on all e-Business capabilities at focus groups and other provider forums. Engages in user and technical support on multiple projects.

##### **Staff:**

Roberts, Adam (505) 923-8726 [aroberts2@phs.org](mailto:aroberts2@phs.org)

##### **Training Specialist**

Mark’s responsibilities include researching, developing, conducting, coordinating, and evaluating training provided to provider office staff and Provider Network Management staff, ensuring that program materials and instructional documents to provider office staff are compliant with and meet mandated requirements by regulatory agencies, government programs, contractual requirements or organizational needs.

##### **Staff:**

Sanchez, Mark (505) 923-8066 [msanchez@phs.org](mailto:msanchez@phs.org)