

NBES MMA Provider Contacts for Region 5 – 09/03/25

AHCA has transitioned to the new SMMC (Statewide Medicaid Managed Care) contracts as of February 1, 2025. North Beaches Early Steps (NBES) now falls under Region B

Florida Community Care (FCC)

❖ **Holly Prince – MMA Provider Contact**

- Phone: (786) 566-5251
- Email: hprince@ilshealth.com
- **Provider Network Contracting Webpage:** <https://fcchealthplan.com/join-our-network/>

Humana (HUM)

❖ **(NEW) NBES Contact – Kiesa Arrington:** Region B Contact (as of 08/11/25)

- Email: karrington@humana.com
- P (901) 232-7247
- *Elba Martinez is no longer NBES Contact.*
- ❖ **(2025 NEW) Jennifer Almeciga:** MMA Provider Contact
 - Email: FLMedicaidProviderRelations@humana.com
 - Phone: (812)987-4031
- ❖ **Provider Network Contracting Webpage:** <https://provider.humana.com/join-humana-network>

Other contacts:

- **Humana** Provider Self Service: Eligibility, Referrals/Authorizations, Claims, ERA/EFT. Register at www.Availity.com
- **Humana** MMA Crossover Claims: 1-800-457-4708
- **Humana** Request to Join the MMA Network: <https://www.humana.com/provider/medical-providers/network/>
- **Humana** For MMA Resources: www.humana.com/floridamedicaid

Simply Healthcare (SHP)

❖ **PRIMARY CONTACT** Danae Villar – **EIS/MMA Provider Contact (NEW)**

- Phone: (561) 467-0615
- Email: Danae.Villar@simplyhealthcareplans.com
- ❖ **Bernice Mena – MMA Provider Contact**
 - Phone: (305) 434-0532
 - Email: bmena@simplyhealthcareplans.com
- ❖ **Paula Peck – Escalations**
 - Phone: (800) 397-1630
 - Email: paula.peck@carelon.com
- ❖ **Provider Network Contracting Webpage:** <https://provider.simplyhealthcareplans.com/florida-provider/join-our-network>

Sunshine Health & CMS (SUN)

- ❖ **PRIMARY CONTACT BEULAH SIMMONS** – Provider Network Specialist I (assigned to Early Steps providers)
 - Phone: (904) 323-4056
 - Email: Beulah.S.Simmons@sunshinehealth.com
 - Handles all inquiries regarding Early Steps
- ❖ **(NEW 2025) Amanda Firth** – Provider Contracting
 - Email: sunshinecontracting@centene.com
 - Phone: (866) 595-8116
- ❖ **PROVIDER CUSTOMER SERVICE** (8am – 8pm, M-F) PHONE: 1(844) 477-8313
- ❖ **Provider Network Participation Request Form:**
<https://www.sunshinehealth.com/providers/become-a-provider/network-participation-request-form.html>

United Healthcare (URA)

- ❖ **EIS & TCM**
 - **HEATHER SIMPSON - EIS/TCM/MFC** - Phone: (615) 986-2078; Email: heather.simpson@optum.com
 - **LISA BLACKSTOCK - Senior Provider Relations Advocate, Behavioral Network Services** - Phone: (763) 797-4069; Email: lisa.blackstock@optum.com
 - **JAY CUMMINGS – Regional Provider Relations Advocate** – Email: jay_cummings@optum.com
 - **CHRIS SPALL – Behavioral Health/EI Executive Director** – Phone: (763) 361-6164; Email: chris.spall@optum.com
- ❖ **Physical Health (OT, PT, ST)**
 - **CHRISTINE FOREMAN – Senior Product Manager** – Office: (763) 361-6984; Cell: (727) 741-2868; Email: Christine.formeman@optum.com
 - **DANIELLE PRESTON – Network Program Consultant** – Phone: (763) 347-6221; Email: D.Preston@optum.com
 - **AMBER HALFORD - Contract Manager, Network Development** - Phone: 612-428-6474; Email: amber.halford@optum.com
 - **KAMAL HAMDAN – Health Services Director/EIS MMA Coordinator** - Phone: 954-364-0673; Email: kamal_hamdan@uhc.com or uhc_fl_fbhrm@optum.com
- ❖ **(NEW 2025) – MMA Providers**
 - Email: prov_exec_esc@uhc.com
 - Phone: [1-877-842-3210](tel:1-877-842-3210)
 - Online/Chat: www.uhcprovider.com
- ❖ **EIS BILLING CONTACTS**
 - Beverly Carter - (504) 849-3577 beverly_d_carter@uhc.com
 - Holly Graham - (954) 364-0668 holly_graham@uhc.com

- ❖ **Provider Network Contracting Webpage:** <https://www.uhcprovider.com/en/resource-library/Join-Our-Network/Medical-Provider.html>