

## **NBES MMA Provider Contacts for Region 5 – 10/15/25**

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)**

- **Provider Network Contracting Webpage:** <https://fcchealthplan.com/join-our-network/>
- **NBES Provider Assistance & Billing Questions (*Primary NBES Contact*):**
  - **Sofia Fernandez** - Provider Relations Account Executive
  - Email: [SFernandez01@ilshealth.com](mailto:SFernandez01@ilshealth.com)
  - Phone: (305) 968-8451
- **Early Steps IFSP Submission (PRIMARY):** [MMATeamLeaders@fcchealthplan.com](mailto:MMATeamLeaders@fcchealthplan.com)
  - **IFSP Submission Problems/Issues (NBES):**
    - **Giselle Nuno** - Supervisor-MMA Department (OB/EIS/Childhood Checkup)
    - Email: [gnuno@fcchealthplan.com](mailto:gnuno@fcchealthplan.com)
    - Phone: (888) 262-1292 Ext: 103300

### **Humana (HUM)**

- ❖ **(NEW) NBES Contact – Kiesa Arrington:** Region B Contact (*as of 08/11/25*)
  - Email: [karrington@humana.com](mailto:karrington@humana.com)
  - P (901) 232-7247
- ❖ **(2025 NEW) Jennifer Almeciga:** MMA Provider Contact
  - Email: [FLMedicaidProviderRelations@humana.com](mailto: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](http://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](http://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](mailto:Danae.Villar@simplyhealthcareplans.com)
- ❖ **Bernice Mena – MMA Provider Contact**
  - Phone: (305) 434-0532
  - Email: [bmena@simplyhealthcareplans.com](mailto:bmena@simplyhealthcareplans.com)
- ❖ **Paula Peck – Escalations**
  - Phone: (800) 397-1630

- Email: [paula.peck@carelon.com](mailto: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](mailto:Beulah.S.Simmons@sunshinehealth.com)
  - Handles all inquiries regarding Early Steps
- ❖ **(NEW 2025) Amanda Firth** – Provider Contracting
  - Email: [sunshinecontracting@centene.com](mailto: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](mailto:heather.simpson@optum.com)
  - **LISA BLACKSTOCK - Senior Provider Relations Advocate, Behavioral Network Services** - Phone: (763) 797-4069; Email: [lisa.blackstock@optum.com](mailto:lisa.blackstock@optum.com)
  - **JAY CUMMINGS – Regional Provider Relations Advocate** – Email: [jay\\_cummings@optum.com](mailto:jay_cummings@optum.com)
  - **CHRIS SPALL – Behavioral Health/EI Executive Director** – Phone: (763) 361-6164; Email: [chris.spall@optum.com](mailto: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](mailto:Christine.formeman@optum.com)
  - **DANIELLE PRESTON – Network Program Consultant** – Phone: (763) 347-6221; Email: [D.Preston@optum.com](mailto:D.Preston@optum.com)
  - **AMBER HALFORD - Contract Manager, Network Development** - Phone: 612-428-6474; Email: [amber.halford@optum.com](mailto:amber.halford@optum.com)
  - **KAMAL HAMDAN – Health Services Director/EIS MMA Coordinator** - Phone: 954-364-0673; Email: [kamal\\_hamdan@uhc.com](mailto:kamal_hamdan@uhc.com) or [uhc\\_fl\\_fbhrm@optum.com](mailto:uhc_fl_fbhrm@optum.com)
- ❖ **(NEW 2025) – MMA Providers**
  - Email: [prov\\_exec\\_esc@uhc.com](mailto:prov_exec_esc@uhc.com)
  - Phone: [1-877-842-3210](tel:1-877-842-3210)
  - Online/Chat: [www.uhcprovider.com](http://www.uhcprovider.com)

❖ **EIS BILLING CONTACTS**

- Beverly Carter - (504) 849-3577 [beverly\\_d\\_carter@uhc.com](mailto:beverly_d_carter@uhc.com)
- Holly Graham - (954) 364-0668 [holly\\_graham@uhc.com](mailto:holly_graham@uhc.com)

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