

NBES MMA Provider Contacts for Region B – Updated 09/11/2026

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
 - ❖ Phone: (305) 968-8451
- ❖ **Early Steps IFSP Submission (PRIMARY):** MMATeamLeaders@fcchealthplan.com
 - ❖ **IFSP Submission Problems/Issues (NBES):**
 - [Giselle Nuno](#) - Supervisor-MMA Department (OB/EIS/Childhood Checkup)
 - Email: gnuno@fcchealthplan.com
 - Phone: (888) 262-1292 Ext: 103300

Humana (HUM)

- ❖ (**UPDATED**) **NBES Contact – Morgan Holditch:** Region B Contact (*as of 05/18/2026*)
 - Email: MHolditch@humana.com
 - P (321) 420-9686
- ❖ **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

❖ **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>

Molina Healthcare – *Begins October 2026*

❖ **Effective October 1, 2026, the CMS Health Plan will transition from Sunshine Health to Molina Healthcare. During the transition period, Sunshine Health will continue to operate through September 30, 2026.**

❖ **Provider Network Contracting Webpage:** <https://www.molinamarketplace.com/marketplace/ms/en-us/Providers/Provider-Forms>

❖ **Trevor Rodriguez**

Provider Relations Mgr. (Flagler & Putnam Counties)

- Email: Trevor.Rodriguez@MolinaHealthcare.com

❖ **Ariel Diaz, Jr.**

Provider Relations Mgr. (Volusia, Lake & Sumter Counties)

- Email: Ariel.Diazjr@MolinaHealthcare.com

❖ **Jahnel Person (Recredentialing Only for establish Molina Providers)**
Molina Healthcare Credentialing Specialist

- Phone: (509) 418-4108
- Email: Jahnel.Person@MolinaHealthCare.Com

❖ **Ajinkya Karhu Continuity of Care Questions**

- Email: MFLProviderNetworkManagement@MolinaHealthCare.com
- Phone: (832) 465-9395

- **Current providers under the CMS Health Plan must contract with Molina Healthcare by October 1, 2026**; to begin the process, providers should email: MFLProviderNetworkManagement@MolinaHealthcare.com
- **New providers should enroll under Sunshine and Molina during the transition period through September 30, 2026**

United Healthcare (URA)

❖ **EIS & TCM**

- **PHILLIP WILKINSON (NEW)**- EIS/TCM/MFC - Email: phillip_wilkinson@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)**

- **STACEY BENNETT** – (**NEW PRIMARY Contact Physical Health**) - Provider Resolution Center Consultant – Phone: (612) 383-3052; Email: stacey_a_bennett@uhc.com
- **CHRISTINE FOREMAN** – Senior Product Manager – Office: (763) 361-6984; Cell: (727) 741-2868; Email: Christine.formeman@optum.com
- **Theresa Czaplak** - Contract Manager, Network Development - Phone: 612-428-6474; Email: theresa.czaplak@optum.com
- **KAMAL HAMDAN** – Health Services Director/EIS MMA Coordinator - Phone: 954-364-0673; Email: kamal_hamdan@uhc.com or uhc_fl_fbhrcm@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>