

An Independent Licensee of the Blue Cross Blue Shield Association

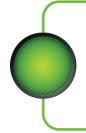
PROVIDER ESCALATION PROCESS

Health

Choice

Dear Provider,

BCBSAZ Health Choice is committed to ensuring that you have an open line of communication with us at all times. 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.



YOUR PROVIDER PERFORMANCE REPRESENTATIVE

Please contact our **Provider Service Team** at 1-800-322-8670 should you need assistance in identifying your Provider Representative.

NETWORK OPERATIONS RELATED CONCERNS:

Jadelyn Fields Network Services Manager and Provider Educator Jadelyn.Fields@azblue.com 480-760-4593 Please add your Group Practice Name and Tax ID Number to the subject line of your email.

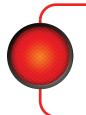
FOR NON-CONTRACTED PROVIDERS

Non-Contracted Provider Representative HCHNonContracted@azblue.com 480-968-6866

NETWORK CONTRACTING RELATED CONCERNS:

Kym Chestnutwood Manager of Contracting HCHNetworkContracting@azblue.com

Please add subject line: Contract Negotiation, Contract Status, and/or Contract Language depending on the nature of your inquiry.



CONTRACTING & OPERATIONS DIRECTORS:

Lazaro Torres Director of Network Operations Lazaro.Torres@azblue.com 480-640-3353

Aimee Perez

Director of Network Contracting Aimee.Perez@azblue.com 480-760-4551

Your Provider Performance Representative will contact you regularly to schedule site visits, however should you have any questions between those visits, please do not hesitate to reach out to your Provider Performance Representative.

We will address your needs in a timely and thorough manner.

Best Regards,

Charlotte Whitmore

VP of Network Services charlotte.whitmore@azblue.com 602-916-8560