

PROVIDER ESCALATION PROCESS

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.

FOR NON-CONTRACTED PROVIDERS

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



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.

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