

A photograph showing a healthcare provider with dark curly hair and a stethoscope around her neck, seen from the side, talking to a smiling woman with blonde hair who is holding a young child. The child is looking up and has their hand near their mouth. The scene is set in a bright, clinical environment.

Key contact information for providers

September 2025

Steps for seeking assistance

1. Availity Essentials — You may register at <https://Availity.com>.
2. Contact Provider Services at **844-462-0022**.
3. If you cannot resolve your needs through Availity Essentials or Provider Services, contact your provider relationship management representative.

LTSS agency – provider representative assignments

- **Long-term services and support (LTSS) care providers include the following:**
 - Adult developmental day treatment (ADDT) and early intervention day treatment (EIDT) clinics
 - Community and employment support (CES) waiver agencies
 - Home health/private duty nursing agencies
 - Intermediate care facilities (ICFs)
 - Personal care agencies and residential care facilities (RCFs)
- **Provider relations management representatives for LTSS care providers are alphabetical according to the agency/facility name:**
 - Providers A-J: Brandon Boyd — **501-200-7493**
 - brandon.boyd@summitcommunitycare.com
 - Providers K-Z: Rachelle Rose — **501-442-6420**
 - rachelle.rose@summitcommunitycare.com

Behavioral health — provider representative assignments

- **Behavioral care providers include the following:**
 - Psychiatry (MDs/DOs — provider types 01, 02, 03, 04)
 - Mental and behavioral health (provider types 19 & 44)
 - Children's services — respite care (provider type 90)
 - Outpatient behavioral health (provider type 26)
 - Inpatient psychiatric facilities (provider type 25)
 - Psychiatric Residential Treatment Facilities (provider type 25)
 - Community Support System Providers (CSSP) (provider type 96)
- **Provider relations management representatives for behavioral health are alphabetical according to the agency/facility name as follows:**
 - Providers A-L: Jena Lunsford — **501-304-3923**
 - jena.lunsford@summitcommunitycare.com
 - Providers M-Z: Patrice Eackles — **501-529-3425**
 - patrice.eackles@summitcommunitycare.com

Physical health — provider representative assignments

Hospitals, integrated networks, and delegated entities:

- Lashonda Mills:
 - Arkansas Children's and Arkansas Children's Care Network (ACCN)
 - ARK-LA-TEX (ALT PHO)
 - Baptist Health
 - Baxter Physician Partners
 - CHI St. Vincent
 - NEA Baptist
 - St. Bernard's Healthcare (SHARP PHO)
 - University of Arkansas for Medical Sciences (UAMS)
 - Le Bonheur Children's Hospital and Le Bonheur Pediatric Specialists
 - All independent rural hospitals

Physical health — provider representative assignments (cont.)

Other integrated networks and delegated entities:

- Jena Lunsford:
 - CHS — Northwest Sparks Quality Alliance
 - CHS — PremierCare Health System
 - HealthPartners PHO
 - Mercy Health Arkansas
- Nina Sigler:
 - Conway Regional PHO
 - Rehabilitation Network of Arkansas (RehabNet)
 - All Federally Qualified Health Centers (FQHCs)
- Patrice Eackles:
 - All non-hospital owned rural health centers (RHCs)

Provider representatives — contact information

Long-term services and supports (LTSS) providers

Brandon Boyd (A-J alphabetically)
brandon.boyd@summitcommunitycare.com
501-200-7493

Rachelle Rose (K-Z alphabetically)
rachelle.rose@summitcommunitycare.com
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Behavioral health providers

Jena Lunsford (A-L alphabetically)
Jena.Lunsford@summitcommunitycare.com
501-304-3923

Patrice Eackles (M-Z alphabetically)
patrice.eackles@summitcommunitycare.com
501-529-3425

Physical health providers

Nina Sigler
nina.sigler@summitcommunitycare.com
501-304-2863

Lashonda Mills
lashonda.mills@summitcommunitycare.com
501-304-8018

Provider relations assignments — questions

What if a care provider offers services under multiple care provider types, including services assigned to multiple representatives of the provider network team?

- If a provider offers **behavioral or physical health services in addition to the LTSS services** identified herein, the LTSS provider team manages the relationship.
- If a provider offers **behavioral and physical health services**, please contact a designated behavioral health provider relations representative to coordinate assignment.

Thank you!



<https://provider.summitcommunitycare.com>