



Key contact information for providers

February 2024

Key contact information for providers

- Although not an inclusive list, please follow these escalated steps for questions or assistance with the following:
 - Member eligibility
 - Benefit inquiries
 - Authorization status
 - Claims status (up to five claims/call)
 - Filing a claims dispute/appeal
 - Network participation status

1. Register for Availity Essentials at: [Availity - Home](#).

2. Call Provider Services toll free at **844-462-0022** for assistance.

3. Providers unable to resolve needs through Provider Services or Availity Essentials may contact the designated local provider representative as outlined on the following pages.

LTSS agency – Provider Rep assignments

- Long-term services & supports (LTSS) providers include the following:
 - ADDT/EIDT clinics
 - 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 providers are alphabetical according to the agency/facility name as follows:
 - *Providers A-J*: Brandon Boyd – **501-200-7493**
brandon.boyd@summitcommunitycare.com
 - *Providers K-Z*: Rachelle Sigler – **501-442-6420**
rachelle.sigler@summitcommunitycare.com

Behavioral health – Provider representative assignments

- Behavioral providers include the following:
 - Psychiatry (MDs/DOs – provider types 01, 02, 03, 04)
 - Mental & 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)
- 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/or delegated entities:

- **LaShonda Mills:**

- Arkansas Childrens 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 & Le Bonheur Pediatric Specialists
- **All independent Rural Hospitals**

Note: Integrated Hospital-Physician networks, PHOs, IPAs, or other large systems not listed above fall under the PR Reps assigned geographically.



Physical health – Provider representative assignments cont.

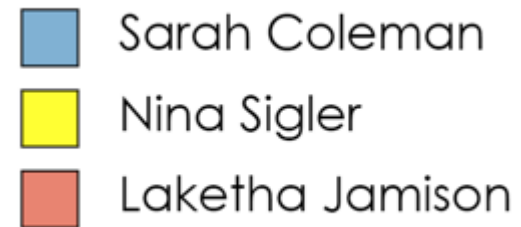
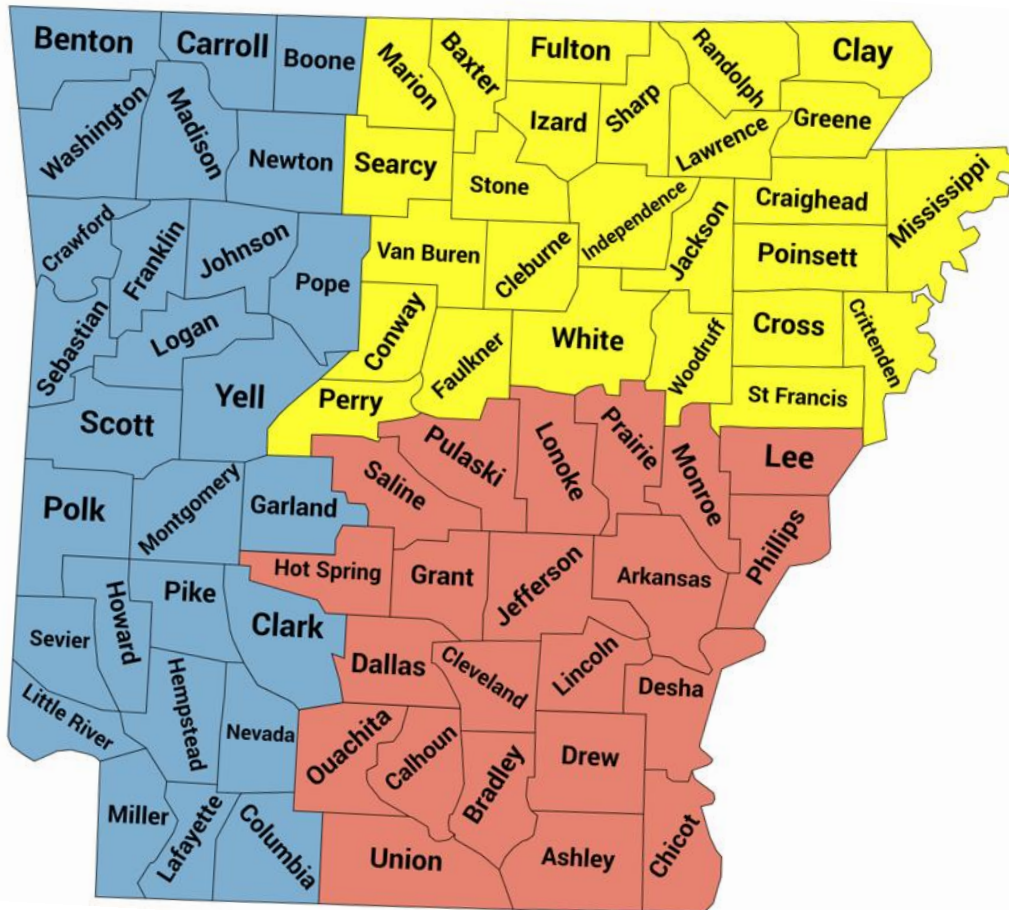
Hospitals, Integrated networks, and/or delegated entities:

- **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)

Note: Integrated Hospital-Physician networks, PHOs, IPAs, or other large systems not listed above fall under the PR Reps assigned geographically.



Physical health – Provider representative assignments (cont.)



- Louisiana — Laketha Jamison
- Mississippi — Laketha Jamison
- Missouri — Nina Sigler
- Oklahoma — Sarah Coleman
- Tennessee — Nina Sigler
- Texas — Sarah Coleman
- Non-border states — Nina Sigler

Note: Above assignments **exclude** behavioral health, LTSS agencies, and various hospital/physician systems; see additional pages.

Provider representatives – contact information

Long-Term Services & Supports (LTSS) providers

Brandon Boyd (A-J alphabetically)

brandon.boyd@summitcommunitycare.com

501-200-7493

Rachelle Sigler (K-Z alphabetically)

rachelle.sigler@summitcommunitycare.com

501-442-6420

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

Sarah Coleman (county assignments)

sarah.coleman@summitcommunitycare.com

501-326-3494

Nina Sigler (county assignments)

nina.sigler@summitcommunitycare.com

501-304-2963

Laketha Jamison (county assignments)

laketha.jamison@summitcommunitycare.com

501-519-4769

Lashonda Mills (physical health systems & hospitals)

lashonda.mills@summitcommunitycare.com

501-304-8018



Provider Relations assignments — Questions

What if a provider offers services in multiple counties?

If a provider offers services in multiple counties and is not assigned to a specific provider relations management representative as noted above, the provider should notify Summit Community Care of which county it considers primary. We will assign a provider relationship management representative in the provider's primary county to serve the needs in every county in which the provider offers.

What if a provider offers services under multiple provider types, including services assigned to multiple members of the Provider Network team?

- If a provider offers **behavioral and/or physical health services as well as LTSS services** identified herein, the LTSS Provider Team manages the relationship.
- If a provider offers **behavioral and physical health services**, please contact one of the designated behavioral health provider relations representatives to coordinate assignment.



<https://provider.summitcommunitycare.com>