**MCO Contact Information**

Revised 10/2014

**Coventry Cares**

**1-888-604-6106**

9900 Corporate Campus

Suite 1000

Louisville, KY 40223

**Behavioral Health Issues**

Inpatient supervisor, **Susan Downs**: [sxdowns@aetna.com](mailto:sxdowns@aetna.com)

Outpatient Supervisor, **Cat Jones**: cxjones4@aetna.com

**Medical Health Issues**

**•Mendy Pridemore**, Manager Clinical Health services (Foster Care) (859) 514-6771

•**Kathy Recktenwald**, RN case manager (Foster Care) (502) 719-8787

•**Mary Tyree**, Social Worker (Foster Care) 859-514-6777

•**Cheryl Williams**, Manager Clinical Health Services (Lock-in and Foster Care backup) (502)719-8812

•**Diana Howard**, Manager Clinical Health Services (General Medical Case Management) (502)719-8643

All Benefit and eligibility inquiries should be directed to customer service. Behavioral Health services should be directed to (888)-604-6106.

**Anthem** Manager Behavioral Health **Jeff Sutherland:** [Jeffrey.Sutherland@anthem.com](mailto:Jeffrey.Sutherland@anthem.com)

**1-800-880-2583 (Office) 502-619-6800 ext. 26730 (Cell) 502-381-5109**

13550 Triton Park Blvd. Case manager **David Crowley:** [**David.Crowley@anthem.com**](mailto:David.Crowley@anthem.com)

Louisville, KY 40223 (**Office) 502-619-6828 ext. 26828**

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**Humana** Manager Behavioral Health **Kristan Mowder:** [Kristan.Mowder@CareSource.com](mailto:Kristan.Mowder@CareSource.com)

**502-580-100 (Office) 502-213-4700 (P) 502-213-4733 (C) 502-262-0727**

Foster Care Case Manager **Kitten Lawless: Pamela.Lawless@CareSource.com**

101 S 5th Street **(Office) 502-213-4700 (P) 502-213-4715 (C) 502-377-0422**

Louisville, KY 40202 Health Service manager **Mary Hieatt:** [Mary.Hieatt@CareSource.com](mailto:Mary.Hieatt@CareSource.com)

**(Office) 502-213-4728 / 502-377-2183**

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**Passport** Manager of Out of Home Placements **Stephanie Stone: (Office) 502-588-8583** [Stephanie.Stone@passporthealthplan.com](mailto:Stephanie.Stone@passporthealthplan.com)

**1-800-578-0603**

5100 Commerce Crossing Drive Director of Behavioral Health **Liz McKune: (Office) 502-585-7988**

[Liz.McKune@passporthealthplan.com](mailto:Liz.McKune@passporthealthplan.com)

Louisville, KY 40229

* If you have a member in immediate risk, please access the needed care.  Please follow-up with a call to Passport so we can assist in coordinating the next step.
* If you need assistance locating a behavioral health provider or would like to talk through identifying other behavioral health resources for a child because the current plan does not appear to be meeting their needs, please contact the Passport Behavioral Health Hotline at 1-855-834-5651, 24 hours a day/7 days a week/365 days/year.
* If you need to speak with a supervisor or would like to talk about the process for getting needs met, please contact Stephanie Stone, Manager of Out of Home Placements at [Stephanie.Stone@passporthealthplan.com](mailto:Stephanie.Stone@passporthealthplan.com) or 502-588-8583 or Liz McKune, Director of Behavioral Health at [Liz.McKune@passporthealthplan.com](mailto:Liz.McKune@passporthealthplan.com) or 502-585-7988.

**Well-Care**

**877-389-9457**

13551 Triton Park Boulevard

Suite 1800

Louisville, KY 40223

***DCBS/DAIL Statewide contact****:*

**LeAnn Magre**, Manager Foster Care, Adoption and Adult Guardianship

502-253-5132, office

502-640-1957, cell

Leann.magre@wellcare.com

**Tonya Douglas** – Field Outreach Coordinator

502-253-5107

[Tonya.douglas@wellcare.com](mailto:Tonya.douglas@wellcare.com)

***DCBS Service Region The Lakes:***

Roxie Miner, Clinical Social Worker

270-688-7018

[Roxie.miner@wellcare.com](mailto:Roxie.miner@wellcare.com)

***DCBS Service Region Two Rivers*:**

Roxie Miner, Clinical Social Worker

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***DCBS Service Region Salt River Trail:***

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***DCBS Service Region Sothern Bluegrass:***

Bilan White, Clinical Social Worker Melony Cunningham, Field Service Worker

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***DCBS Service Region Northern Bluegrass:***

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