

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:

Kijuana Wright
Director of Network Operations
Kijuana.Wright@azblue.com
480-760-4504

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