

The Provider Choice



... the right choice

Who do I call?

Do you find yourself asking “Who do I call?” when questions or issues arise? It can be extremely frustrating to make several calls - just to be told to call someone else! Vantage PPO is striving to make this easy for you and your staff. We are introducing to you the Vantage staff, their departments and phone numbers.

We would like to dedicate the first issue of The Provider Choice to **making it easier for you**. In this issue we are introducing each department within the Vantage PPO.

The Vantage PPO Staff

- * **Jackie Gildea**, 814/333-4353
Utilization Management Nurse, Ext. 2169
- * **Debbie Hopkins**, 814/333-8533, Ext. 2122
Client Services Coordinator
- * **Marcia Herr**, 814/33738533, Ext. 2168
Repricing Specialist/Customer Service Rep.
- * **Ron Jones**, 814/860-8468
Director of Provider and Client Relations
- * **Lee Ann Leech**, 814/333-4353, Ext. 2125
Utilization Management Nurse
- * **Julie Hamilton**, 814/333-8533, Ext. 2160
UPMC Provider Relations Representative
- * **Joni Mushrush**, 814/333-4353, Ext. 2139
Utilization Management Nurse
- * **Cheryl Sedlak**, 814/333-8533, Ext. 2156
Senior Vice President of Managed Care

Customer Service - -

Your first call to Vantage PPO should be a pleasant experience. We want you to end your call with the answers you need.

On staff to assist you we have Debbie Hopkins. Debbie has been with Vantage since 1999. She is your contact person for agreements/contracting and information regarding your provider status. You may also speak to Marcia Herr. Marcia has also been with Vantage since 1999 and can assist with problems, concerns and information that you may need.

Vantage[®] PPO – Striving to make it easy for you and your staff . . .

Claims Repricing - -

Vantage currently reprices claims for the following employer groups:

- Dad's Pet Product
- Farley's Industrial Towel and Uniform
- Pennsylvania Preferred Health Network

- Claims should be mailed to: 11031 Perry Highway, Meadville, PA 16335, Atten: Claims Repricing.
- Once claims are received by the Repricing Department they are repriced and forwarded to the correct TPA for payment within 2 business days.
- Questions regarding claims should be directed to Marcia Herr, Repricing Specialist.

Celebrating 20 Years of Quality Health Care Services



Medical Management - -

The primary function of the Medical Management department is to *review requests for care to determine the medical appropriateness of the care or services*. The nurses can advise the member about providers or facilities that the member may use to obtain coverage at the best benefit levels.

Our Medical Management department at Vantage consists of two full-time registered nurses; **LeeAnn Leech**, who started with Vantage in 1990 and **Joni Mushrush** who has been with Vantage since 1989. Vantage also has one part-time registered nurse, **Jackie Gildea** who started at Vantage in 2003. Our nursing staff has a combined total of over 50 years experience in many areas of nursing which include: acute care, critical care, home care, home intravenous nursing, dialysis, skilled nursing facility and post surgical care.

Nurses are available in the office, Monday through Friday from 8 am to 4:30 pm to take calls from patients, employers, or providers. To make things run smoothly at all hours of the day, the nurses are also available via pager for after office hours calls.

Feel free to call our nurses with any medical management questions you may have.



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Marketing/Provider Relations - -

The Marketing and Provider Relations department at Vantage PPO covers a 15 county service area and employs two marketing / provider relations representatives to cover the area.

Ron Jones has been with Vantage since 1996. He is the Senior Account Manager for the Vantage PPO. Ron markets the PPO to brokers, Third Party Administrators (TPAs), employer groups and providers. His duties also include provider contract negotiations and provider relations.

Julie Hamilton began her career at Vantage in 1992 and is now the Provider Relations Representative for UPMC Health Plan for Crawford, Venango and Clarion Counties.



Visit our Website at:
www.vhcn.com

Cheryl Sedlak, Senior Vice President of Manage Care, has been with Vantage since 2002. Cheryl offers the Vantage PPO over 25 years expertise in health care. She oversees the PPO department to ensure quality service to our providers and members.



Celebrating 20 Years of Quality Health Care Services



The next issue will feature the Medical Management Department!