

Introduction/Description: date on name of sheet indicates the last time changes were made: 9/21/23

BCBS

Provider Services	651-662-5200	
Provider Services - PMAP	651-662-5540	
Provider Services - CADI	800-711-9862	
BCBS MN	800-382-2000	Need a MSHO check reissued 651-662-3584
MC Blue (XZW)	651-662-7712	
Out of State	800-676-2583	
Amerigroup (Medicare ADV)	866-518-8448 fax 800-964-3627	
EviCore	Phone 844-224-0491	Fax 888-738-3916
Bridgeview	1-800-333-1758	
Case Managers		Partner.Relations@bluecrossmn.com
Provider Contracts		provider.new.contracts@bluecrossmn.com
Cindy Tucker	EDI/Aviality Operations Analyst	651-662-8752 cindy.tucker@bluecrossmn.com

Health Partners

Provider Line	800-883-2177 (952-883-7699)	
Zoe Halladay Gadea	952-883-5691	zoe.k.halladaygadea@healthpartners.com
Heather Bach - EW?		Heather.A.Bach@HealthPartners.Com ;
Rochelle Eicher - Contract consult	952-883-5586	Rochelle.A.Eicher@HealthPartners.com

Humana

Claim Payment Inquiry	800-448-6262	
Provider Relations	800-626-2741	
Authorizations	800-523-0023	
Dispute	If you disagree with Cliam Payment Inquiry response, escalate to this email (Include Reference #, Name & Tax ID, Humana ID # and relationship to paitnet, date of servcie & claim # & name of the provider, charge amount & actual payment amount & expected payment, contact	HumanaProviderServices@humana.com
Provider Payment Integrity (PPI)	800-438-7885	ContactPPI@Humana.com
Escalate PPI		HelpPPI@Humana.com

Medica

Joy Boser - Clinical Program Manager	952-992-3396	joy.boser@medica.com
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Chuck - Contract Manager	952-992-2016 (if VM rec'd dial 0 to get his cell)	Charles.Doehr@medica.com
Carol Hill - Contracts		carol.hill@medica.com
Provider Assistance		800-458-5512

Optum

Optum Support	Customer Service	1-877-620-6194
VA Optum Claim Issues - Region 2	Daniel Goldsberry	daniel.goldsberry@optum.com

Preferred One

Authorization & Eligibility Request	763-884-4477 or 1-800-940-5049	
General Information	763-847-4000 or 1-800-840-5049	
Medical Management	Fax: 763-847-4014	
Provider Relations	Fax: 763-847-4010	
Credentialing	Fax: 763-847-4814	credentialing@preferredone.com
TTY (for hearing impaired)	763-847-4013	-

Ucare

Karen Niznik	612-294-5397	kniznik@ucare.org
Authorizations	612-676-3300 888-531-1493	Pac@ucare.org
MSHO Care Coordinator	612-676-6868 866-280-7202	-
Connect + Medicaid Coordinator	612-676-6830 855-260-9707	-
Clinical Services	877-447-4384	-
Home care auth questions	612-676-6705 option 2, option 6	-
ISNP	612-676-6821 877-671-1054	-
Provider Contracts		providercontracts@ucare.org

United Health Care

Provider Services	877-440-9946	UCHProvider.com
Prior Authorizations	877-440-9946	UCHprovider.com/paan
DSNP	877-440-9946	-

VA - Fargo

Additional Services	Fax Number: 612-725-1319	Request for Services (RFS) and Reauthorization form
	Phone Number: 701-252-3241	Option 0 for operator, ask for Home and Community Care for Home Care

VA - Minneapolis		
Billing Questions - Dedicated		
Kathy Verhalen	612-725-8075	Kathleen.verhalen@va.gov
Brenda Bernauer	612-725-8077	Brenda.bernauer@va.gov
Administrative Team: copies of hard auths - call them		
Name	Last 2 Digits SS#	Phone Number
Sylvia Small	00-23	612-725-8026
Sylvia Small	24-47	612-725-8063
Tyrone Smith	48-71	612-725-8027
Ann Wallace	72-99	612-725-8053
Clinical Team		
Name	Last 2 Digits SS#	Phone Number
Miranda Wenaas	0-12	612-725-8062
Amanda Gallahue	13-25	612-725-8022
Heng Chhour	26-38	612-725-8101
Elizabeth Jenkins	38-51	612-725-8097
Kathy Verhalen	52-64	612-725-8075
Cindy Hawkenson	65-77	612-725-8132
Wendy Stendel	78-90	612-725-8094
Cheryl Cahill	91-99	612-725-8023
VA - Home Care General Inquiries		612-725-8196
Management Team		
Name	Last 2 Digits SS#	Phone Number
Sheri Lechner	Assistant Chief	612-725-8042 Sheri.Lechner@va.gov
Tara Larive	Nurse Manager	612-725-8041
Suzy Anderson	Acting Nurse Manager	612-725-8145
Jessica Davidson	Assistant Nurse Manager	612-725-8116
Amber Hoelscher	Assistant Nurse Manager	612-725-8120
Miscellaneous		Phone Number
Care In Community	Fax Number	612-797-3982
Care In Community	General Number	612-467-6565
MN VA	Primary Care Call Center	612-467-1100
Billing/Claims Issues	Email	providerexperience@VA.gov
VA- St. Cloud		
Home & Community Nurse	320-255-6369	
County		
County	Phone Number	Fax Number
7 County Metro		

Anoka County	763-324-4000	
Carver County	952-361-1600	952-361-1360
Dakota County	952-891-7400 651-554-6000	952-891-7473
Hennepin	612-348-2065 612-348-4111	**If having issues with contacting case manager, reach out to Front Door at 612-438-4111
Ramsey	651-266-4444	
Scott	952-445-7751	952-469-8430
Washington county	651-430-6455 651-430-6484 option 2	651-430-6605
Other Counties		
Aitkin	218-927-7394	218-927-7461
Becker	218-847-5628	218-847-6738
Beltrami	218-333-4195	
Benton	320-968-5087	320-968-5330
Big Stone	320-839-2555	320-839-3966
Blue Earth	507-304-4228	507-304-4379
Brown	507-359-6531	
Carlton	218-547-1340	
Cass	218-547-1340	
Chippewa	320-269-6401	320-269-6405
Chisago	651-213-5637	
Clay	218-299-7134	218-299-7515
Clearwater	218-694-6164	218-694-3535
Cook	218-387-3620	218-387-3020
Cottonwood	507-831-1891	507-831-0126
Crow Wing	218-825-1205	218-824-1305
Dodge	507-923-2907	507-635-6186
Douglas	320-762-3815	320-762-3833
Faribault	507-238-4757	
Fillmore	507-765-2175	507-765-3895
Freeborn	507-377-5400	507-377-5498
Goodhue	651-385-3200	651-267-4879
Grant	320-634-7755	320-634-0164
Houston	507-725-5811	507-725-3012
Hubbard	218-732-2400	218-732-3231
Isanti	763-689-1711	763-689-9877
Itasca	218-327-6117	218-327-5547
Jackson	507-847-4000	507-847-5616

Kanabec	320-679-6350	320-679-6351
Kandiyohi	320-231-7800	320-231-6285
Kittson	218-843-2689	218-843-2607
Koochiching	218-283-7000	218-283-7013
Lac qui Parie	320-598-7594	320-598-7597
Lake	218-834-8400	218-834-8412
Lake of the Woods	218-634-2642	218-634-4520
Le Sueur	507-357-8515	507-357-6122
Lincoln	507-532-1248	507-537-6088
Lyon	507-532-1248	507-537-6088
Mahnomen	218-935-2568	218-935-5459
Marshall	218-745-5124	218-745-5260
Martin	507-238-4757	
McLeod	320-864-1288	
Meeker	320-693-5300	
Mille Lacs	320-983-8208	320-983-8306
Morrison	320-632-2951	320-632-0225
Mower	507-437-9775	507-437-9721
Murray	507-532-1248	507-537-6088
Nicollet	507-934-8573	507-934-8522
Nobles	507-295-5213	507-372-5094
Norman	218-784-5400	218-784-7142
Olmsted	507-328-6400	
Otter Tail	218-998-8185	218-998-8213
Pennington	218-681-2800	218-683-7013
Pine	320-216-4104	320-591-1601
Pipestone	507-532-1248	507-537-6088
Polk	218-281-3127	218-281-3808
Pope	320-634-7755	320-634-0164
Red Lake	218-253-4131	218-253-2926
Redwood	507-532-1248	507-537-6088
Renville	320-523-2202	320-523-3565
Rice	507-332-6206	507-332-6247
Rock	507-532-1248	507-537-6088
Roseau	218-462-2411	218-463-2872
Sherburne	763-765-4000	
Sibley	507-237-4000	507-237-4031
St. Louis	218-726-2096	218-726-2093
Stearns	320-656-6469	320-656-6134
Steele	507-923-2907	507-635-6186
Stevens	320-208-6600	320-589-3972
Swift	320-843-3160	320-843-4582
Todd	320-732-4500	320-732-4540

Traverse	320-442-7777	
Wabasha	651-565-3351	651-565-3084
Wadena	218-631-7605	218-631-7616
Waseca	507-923-2907	507-635-6186
Watonwan	507-375-7825	
Wilkin	218-643-7122	218-643-7166
Winona	507-457-6205	507-454-9381
Wright	763-682-7411	763-682-7701
Yellow Medicine	320-564-2211	320-564-4165

Pinnacle Servcies

Alison Curry	Case Manager Supervisor	alison.curry@pinnacleservices.org
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Go Supportive

Leah Cody	Case Manager Supervisor	leah.cody@gosupportive.com
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Fraser

Nancy Christie	Case Manager Supervisor	Nancy.Christie@fraser.org
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