SECTION 2 PROVIDER NETWORK MANAGEMENT

This Provider Manual was produced by the Provider Network Management (PNM) Department in order to assist Health Alliance providers.

For additional assistance, Provider Service Coordinators (PSC) are available to assist providers with questions. PSC can be reached at PSC@healthalliance.org or by calling 217-902-8937.

In addition, we have Internal Provider Relations Specialists that are available to assist providers with Claims questions, provider status questions and credentialing. They can be reached at Provider.Relations@healthalliance.org.

Provider Relations Specialists (PRS) are also available and can clarify Health Alliance policies and procedures as well as help with problem resolution. PRS are also available to providers for in-office meetings and can travel to provider offices to:

- conduct new provider orientation.
- resolve problem claim issues.
- provide new or changing information on policies or programs.
- discuss concerns.
- assist the provider office in any way possible with regard to Health Alliance business.

If you would like to schedule a visit to your office, please contact your PRS.

PNM External Provider Relations Specialists

Abby Klitzing, Senior Provider Relations Specialist
217-902-8259
Abby.Klitzing@healthalliance.org

All Carle, Carle BroMenn & Eureka, Carle Rural Alliance-Kirby, Richland, Crawford Memorial, Paris Community Hospital

Cass Dockrill, Senior Provider Relations Specialist
217-902-8256
IL Counties: Fulton, Henderson, Knox, Marshall, McDonough, Peoria, Putnam, Schuyler, Stark, Tazewell, Warren
All OSF Healthcare, All UnityPoint

Chrissy Uden, Provider Relations Specialist
217-902-8254
Chrissy.Uden@healthalliance.org

IL Counties: Dewitt, Effingham, Fayette, Ford, Iroquois, Kankakee, Livingston, Macon, McLean, Moultrie, Shelby, Woodford
Regional: Dialysis, Home Infusion, PT/OT/ST, Hospital Based Providers

Katelynn Miller, Provider Relations Specialist
217-902-9701
Katelynn.Miller@healthalliance.org
IL Counties: Bureau, Boone, Carroll, Cook, DeKalb, DuPage, Grundy, Henry, Jo Daviess, Kane, Lake, LaSalle, Lee, McHenry, Mercer, Kendall, Ogle, Rock Island, Stephenson, Whiteside, Will, Winnebago
IA Counties: Benton, Black Hawk, Boone, Bremer, Butler, Calhoun, Carroll, Cedar, Clinton, Delaware, Fayette, Greene, Grundy, Guthrie, Hamilton, Hardin, Hancock, Humboldt, Jasper, Johnson, Jones, Keokuk, Linn, Louisa, Madison, Marshall, Muscatine, Polk, Poweshiek, Sac, Scott, Story, Tama, Washington, Webster, Wright

Kelley Wies, Provider Relations Specialist
800-851-3379 ext. 1555
Kelley.Wies@healthalliance.org
WA County: Yakima

Tenille Roth, Provider Relations Specialist
217-902-8258
Tenille.Roth@healthalliance.org
IL Counties: Champaign, Clark, Coles, Crawford, Cumberland, Douglas, Edgar, Jasper, Piatt, Vermilion
IN Counties: Warren, Fountain, Parke, Putnam, Vigo, Clay, Sullivan, Vermillion
Regional: DME/orthotics, prosthetics, labs, SNF, P4P/SNF

Open
WA Counties: Chelan, Douglas, Grant, Okanogan

Michelle Smith, Senior Provider Relations Specialist
217-902-8260
Michelle.Smith@healthalliance.org
All HSHS, Memorial Medical Center and Springfield Clinic
IL Counties: Adams, Brown, Calhoun, Cass, Christian, Hancock, Pike, Greene, Jersey, Macon, Macoupin, Menard, Morgan, Mason, Montgomery, Logan, Sangamon, Scott
IA Counties: Lee

Open Position, Provider Relations Specialist
217-902-8253

IL Counties: Alexander, Bond, Clay, Clinton, Edwards, Franklin, Gallatin, Hamilton, Hardin, Jackson, Jefferson, Johnson, Lawrence, Madison, Marion, Massac, Monroe, Perry, Pope, Pulaski, Randolph, Richland, Saline, St. Clair, Union, Wabash, Washington, Wayne, White, Williamson
IN Counties: Daviess, Dubois, Fayette, Gibson, Knox, Martin, Orange, Perry, Pike, Posey, Randolph, Spencer, Union, Vanderburg, Warrick, Wayne

PNM Internal Provider Relations Specialists

Emilia Guerrero

217-902-8252

Provider.Relations@healthalliance.org

Courtney Eaglen

217-902-8383

mailto:Provider.Relations@healthalliance.org