

Provider relationship account management team

Ohio | Anthem Blue Cross and Blue Shield Medicaid | Ohio Medicaid Managed Care
Ohio | Anthem Blue Cross and Blue Shield | MyCare Ohio



Note: All 88 counties in Ohio will continue to be serviced for the Medicaid and MyCare lines of business. For Commercial and Medicare lines of business, all strategic, VIP, and value-based care providers will be assigned a Provider Relations representative, as noted below. If you are a waiver/HCBS provider, please select [here](#) to locate your dedicated provider relationship account management associate.

County and billing agency responsibilities

Representative; area	Mobile	Email	Availability
Tamara Donley	419-262-4616	tamara.donley@anthem.com	8 a.m. to 5 p.m.
Counties: Adams, Coshocton, Defiance, Franklin, Erie, and Gallia			
Steven Goettsch	859-630-4751	steven.goettsch@anthem.com	8 a.m. to 5 p.m.
Counties: Allen, Ashland, Ashtabula, Athens, Auglaize, Belmont, Clermont, Clinton, Columbiana, Carroll, Clark, Crawford, Darke, Fayette, Fairfield, Fulton, Henry, Lorain, Madison, Monroe, Morgan, Morrow, Ottawa, Pickaway, Pike, and Washington			
Kaitlyn Nickel	614-296-3809	kaitlyn.nickel@anthem.com	8 a.m. to 5 p.m.
Billing Agencies: BHBS, Child and Family Health Collaborative and OBHPN			
Daniel Rivera	859-760-5163	daniel.rivera@anthem.com	8 a.m. to 5 p.m.
Counties: Jackson, Jefferson, Hamilton, Hancock, Highland, Hocking, Knox, Lake, Lawrence, Logan, Medina, Mercer, Noble, Paulding, Richland, Seneca, Shelby, Stark, Summit, Tuscarawas, Warren, Williams, and Van Wert			
Lynsey Roberts	859-801-8269	lynsey.roberts@anthem.com	8 a.m. to 5 p.m.
Counties: Butler, Delaware, Hardin, Holmes, Huron, Lucas, and Trumbull			
Lakeisha Robinson	513-388-8902	lakeisha.robinson@anthem.com	8 a.m. to 5 p.m.
Counties: Geauga, Greene, Guernsey, Harrison, Licking, Marion, Montgomery, Muskingum, Preble, Putnam, Ross, Scioto, Union, Vinton, and Wayne			
Ellery Tuck	513-498-4959	ellery.tuck@anthem.com	8 a.m. to 5 p.m.
Counties: Brown, Champaign, Cuyahoga, Mahoning, Meigs, Miami, Perry, Portage, Sandusky, Wood, Wyandot and all contiguous Pennsylvania, Michigan, and West Virginia counties			

Facility/group responsibilities

Representative; facility/group	Mobile	Email	Availability
Re’Keta Brown	513-638-4211	Reketa.Brown@anthem.com	8 a.m. to 5 p.m.
Dayton Children’s, Nationwide Children’s Hospital (including Nationwide Children’s Toledo) Trinity Health System (Ohio), and Wilson Memorial			
Danielle Clark	419-277-8531	danielle.clark@anthem.com	8 a.m. to 5 p.m.
ProMedica and the University of Toledo			
Tamara Donley	419-262-4616	tamara.donley@anthem.com	8 a.m. to 5 p.m.
Adena Health			
Kiuia Jackson	513-568-5118	kiuia.jackson-malek@anthem.com	8 a.m. to 5 p.m.

Representative; facility/group	Mobile	Email	Availability
Christ Hospital, University of Cincinnati (facility only), and PriMED			
Bob Kees	740-501-6677	bob.kees@anthem.com	8 a.m. to 5 p.m.
Central Ohio Primary Care Physicians, Glenbeigh, Mercer Health, and the University of Cincinnati (professional only)			
Jessica Krontz	419-261-0093	jessica.krontz@anthem.com	8 a.m. to 5 p.m.
Cleveland Clinic			
Michelle Lautner	614-560-5670	michelle.lautner@anthem.com	8 a.m. to 5 p.m.
Blanchard Valley, Genesis Healthcare and Lima			
Kathy Montecalvo	234-201-5121	katherine.montecalvo@anthem.com	8 a.m. to 5 p.m.
Metro Health			
Kaitlyn Nickel	614-296-3809	Kaitlyn.nickel@anthem.com	8 a.m. to 5 p.m.
Regency Hospital and Select Specialty			
Joshua Pennington	513-773-4468	joshua.pennington@anthem.com	8 a.m. to 5 p.m.
Beacon Orthopedics, Firelands Regional Medical Center, Mayfield Clinic, and Wood County Hospital			
Lynsey Roberts	859-801-8269	lynsey.roberts@anthem.com	8 a.m. to 5 p.m.
Licking Memorial and Lake PHO			
Lakeisha Robinson	513-388-8902	lakeisha.robinson@anthem.com	8 a.m. to 5 p.m.
Cincinnati Eye, Crystal Clinic, Dayton Physicians, and Mount Carmel			
Alisha Scott	513-477-9510	alisha.scott@anthem.com	8 a.m. to 5 p.m.
Akron Children's Hospital, Fisher Titus Medical Center, Joint Township, Marietta Memorial Hospital, and Southwoods			
Donna Settles	463-724-9647	donna.settles@anthem.com	8 a.m. to 5 p.m.
Holzer Clinic, Kettering Health, and Premier Health			
Dianna Simione-Villanueva	330-236-9371	dianna.simione-villanueva@anthem.com	8 a.m. to 5 p.m.
Mercy Health (entire state) and Summa			
Ellery Tuck	513-498-4959	ellery.tuck@anthem.com	8 a.m. to 5 p.m.
OHC and Southwest General			
Ellen Woodard	513-669-6350	ellen.woodard@anthem.com	8 a.m. to 5 p.m.
Cincinnati Children's and TriHealth			

Representative; facility/group	Mobile	Email	Availability
Stacey Zsiros OhioHealth	419-360-9924	stacey.zsiros@anthem.com	8 a.m. to 5 p.m.

Ancillary/skilled nursing facility (SNF) care providers

Representative	Mobile	Email	Availability
Kaitlyn Nickel	614-296-3809	OHMedicaidENCPEsupport@anthem.com	8 a.m. to 5 p.m.

Behavioral health (facilities only)

Representative	Mobile	Email	Availability
Kaitlyn Nickel	614-296-3809	kaitlyn.nickel@anthem.com	8 a.m. to 5 p.m.

Management

Representative	Mobile	Email	Availability
Sheila Blackmore Director, Provider Relationship Account Management	513-760-2083	sheila.blackmore@anthem.com	8 a.m. to 5 p.m.
Chrissy Burns Director, Medicaid Network Strategy	220-465-9061	chrissy.burns3@anthem.com	8 a.m. to 5 p.m.
Alicia Laughbaum Manager, Provider Relationship Account Management	614-306-2683	alicia.laughbaum@anthem.com	8 a.m. to 5 p.m.
Stacy Turner Business Change Manager, Provider Relationship Account Management	937-272-9359	stacy.turner@anthem.com	8 a.m. to 5 p.m.