

BluegrassFamily Health

Important Contacts

<p>Provider Services</p> <p>Address: 651 Perimeter Drive, Suite 300 Lexington, KY 40517</p> <p>Fax: (859) 335-3736</p> <p>Email: provider@bgfh.com (please include name, phone number and address in correspondence)</p>	<p>Contact for:</p> <ul style="list-style-type: none"> • Administrative or contractual questions • Grievance and Appeals, i.e., Contractual Issues, Plan Rules, Fee Schedule (<i>Contact Appeals Department for appeals on behalf of Members</i>) • New Provider Applications/ Credentialing questions • Provider complaints • Office education, support, training
<p>Spencer Boyer Director of Provider Services</p>	<p>Main Line: (859) 268-5367 Toll Free: (800) 787-2680 ext. 5367 Email: spencer.boyer@bgfh.com</p>
<p>Mike Strother Supervisor, Provider Services – KY & IN</p>	<p>Main Line: (859) 268-5349 Toll Free: (800) 787-2680 ext. 5349 Email: mike.strother@bgfh.com</p>
<p>Dawn Turano Supervisor, Provider Services – TN</p>	<p>Main Line: (615) 872-8770 ext. 2550 Toll Free: (866) 471-8770 ext. 2550 Email: dawn.turano@bgfh.com</p>
<p>Sue Ciaramitaro Provider Services Specialist</p>	<p>Main Line: (615) 872-8770 ext. 2506 Toll free: (866) 471-8770 ext. 2506 Fax: (859) 268-3576 Email: sue.ciaramitaro@bgfh.com</p> <p>ALL of Tennessee Market Kentucky: Ballard, Caldwell, Carlisle, Calloway, Crittenden, Fulton, Graves, Hickman, Livingston, Lyon, Marshall and McCracken and Trigg</p>
<p>Kimberley Georgoulis Provider Services Specialist Main line: (859) 335-4120 Toll free: (800) 787-2680 ext. 4120 Fax: (859) 268-3528 Email: kimg@bgfh.com</p>	<p>Kentucky: Adair, Allen, Barren, Breckinridge, Bullitt, Butler, Carroll, Christian, Clinton, Cumberland, Daviess, Edmonson, Green, Grayson, Hancock, Hardin, Hart, Henderson, Henry, Hopkins, Jefferson, Larue, Logan, McCreary, McLean, Meade, Metcalfe, Monroe, Muhlenberg, Nelson, Ohio, Oldham, Pulaski, Shelby, Simpson, Spencer, Taylor, Todd, Trimble, Union, Wayne, Warren, Webster, and Whitley counties.</p> <p>Indiana: Clark, Crawford, Floyd, Harrison, Jefferson, Orange, Scott and Washington counties.</p>

<p>Dee Whaley Provider Services Specialist Main line: (859) 268-5374 Toll free: (800) 787-2680 ext. 5374 Fax: (859) 268-3568 Email: dee.whaley@bgfh.com</p>	<p>Kentucky: Anderson, Bath, Bell, Boone, Bourbon, Boyd, Boyle, Bracken, Breathitt, Campbell, Carter, Casey, Clark, Clay, Elliott, Estill, Fayette, Fleming, Floyd, Franklin, Gallatin, Garrard, Grant, Greenup, Harlan, Harrison, Jackson, Jessamine, Johnson, Kenton, Knox, Knott, Lawrence, Laurel, Lee, Leslie, Letcher, Lewis, Lincoln, Madison, Magoffin, Marion, Martin, Mason, Menifee, Mercer, Montgomery, Morgan, Nicholas, Owen, Owsley, Pendleton, Perry, Pike, Powell, Robertson, Rockcastle, Rowan, Russell, Scott, Washington, Wolfe, and Woodford counties.</p> <p>West Virginia: Logan and Mingo counties.</p>
<p>Theresa Cloyd Hospital Relations Specialist for Entire Service Area</p>	<p>Main line: (859) 335-4112 Toll free: (800) 787-2680 ext. 4112 Fax: (859) 268-3566 Email: theresa.cloyd@bgfh.com</p>
<p>Kim Silver Provider Services Project Specialist</p>	<p>Main line: (859) 268-5376 Toll free: (800) 787-2680 ext. 5376 Fax: (859) 268-3568 Email: kim.silver@bgfh.com</p>
<p>Customer Service</p> <p>Main line: (859) 269-4475 Toll free: (800) 787-2680 Fax: (859) 335-4110 Email: cservice@bgfh.com</p>	<p>Contact for <u>members and providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance in accessing care • Confirmation of member eligibility and benefits • Benefit Plan information
<p>Healthcare Operations</p> <p>Main line: (859) 335-3737 Toll free: (877) 449-2884 Fax: (859) 335-3730</p>	<p>Contact for:</p> <ul style="list-style-type: none"> • Case Management • Discharge Planning Assistance • Disease Management • Precertification of Emergency/Urgent Admissions • Precertification of Elective Admissions • Precertification of Outpatient Services • Wellness
<p>Pharmacy Services</p> <p>Main line: (859) 335-3755 Toll free: (877) 205-6308 Fax: (859) 335-3744 Email: pharmacy@bgfh.com</p>	<p>Contact for <u>providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance with formulary/Preferred Drug List (PDL) • Pharmacy Precertification
<p>Provider Claims Unit</p> <p>Main line: (859) 335-3741 Toll free: (877) 301-7827 Fax: (859) 335-4110 Email: provclaims@bgfh.com</p>	<p>Contact for <u>providers</u> to ask questions and receive:</p> <ul style="list-style-type: none"> • Assistance in filing an appeal • Claims questions or problems

Optum Health Care
Contact for Chiropractic Services

Toll Free: (800) 873-4575

Care Continuum
Contact for Home Health/Home Infusion Services

Toll Free: (877) 700-3482

Behavioral Medicine Network, Inc.
Contact for Mental Health/Substance Abuse

Main Line: (859) 224-2022
Toll Free: (800) 455-5579