



Pediatric Integrated Care System Information

Ped-I-Care Staff (3/09)

Staff Member	Title	Phone #	Email Address	Responsibilities
		(Main Numbers) 866-376-2456 352-334-1705 Fraud & Abuse Hotline 866-787-4557		<ul style="list-style-type: none"> ➤ General Information ➤ Provider Manual and Directory Requests ➤ Member Services ➤ Fraud & Abuse Reporting
Nancy Giunta, MHA, FACMPE	Executive Director	352-334-1678	giuntnm@peds.ufl.edu	➤ Executive Director
Nancy McCollough	Sr Secretary	352-334-0103	nancymc@peds.ufl.edu	➤ Sr Secretary
Dave Jacobs, BSEE	Administrative Assistant	352-334-1681	jacobde@peds.ufl.edu	➤ Provider Data Manager/Fiscal/HR
Leslie Herndon	Accountant	352-334-0108		➤ Fiscal
Heidi Saliba	Research Coordinator	352-334-1309	hsaliba@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Research ➤ Publications
Kati Breton, BS	Network Manager	352-334-1682	kbreton@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Recruitment & Enrollment ➤ Provider Education
Aaron Majcen	Provider Relations Liaison (Gainesville)	352-334-1585	amajcen@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Recruitment ➤ Provider Education
Shelly Mallory	Provider Relations Liaison (Ocala)	352-369-2563	smallory@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Recruitment ➤ Provider Education
India Kudla	Provider Relations Liaison (Jacksonville)	352-334-1364 904-360-7070 Ext 250	kudlais@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Recruitment ➤ Provider Education
Megan Scherer	Provider Relations Liaison (Daytona)	386-238-4980 Ext 111	mscherer@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Recruitment ➤ Provider Education
Marc Grasley, MS	Member Services Coordinator	352-334-0100	marc02@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Member/Quality Reporting ➤ Eligibility ➤ EQRO/PIPs
Carissa Lee Mitchell, CPC	Member Services Manager	352-334-1706	leecr@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Member Support ➤ PCP & Demographic Changes ➤ Eligibility
Consuelo Pastrana	Member Services	352-334-1591	pastrgc@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Member Support ➤ PCP & Demographic Changes ➤ Eligibility
Sharla Brown	Member Services	352-334-1705	sharlalbrown@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Member Support ➤ PCP & Demographic Changes ➤ Eligibility
Bonnie Strickland	Contracting & Credentialing Manager	352-334-1587	stribcj@peds.ufl.edu	➤ Provider Contracting & Credentialing
C.J. Partridge, CPC	CMS and Provider Relations Manager	352-334-1700	partrcj@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Support & Credentialing ➤ Patient Specific Agreements
Betsy Westra, CPC	Contract and PSLOA Manager	352-334-0117	westraba@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Contract Processing ➤ Network Updates
Rachel Jerkins	Utilization and Contracting	352-334-1627	jerkirm@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Medical Director Review Coordination ➤ Authorization Appeals
Pati Colvin	Credentialing Specialist	352-334-1583	pcolvin@peds.ufl.edu	➤ Provider Credentialing

Gina Cone, CPC, CPC-H	Claims & Systems Manager	352-334-1684	conegina@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Claims Problems/Education/Billing Issues ➤ Claims Appeals/Questions
Patricia Horton, CPC	Claims Processor	352-334-0200	trishorton@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Claims Problems/Billing Issues ➤ Claims Appeals/Questions
Jennifer Barry, BSN, RN	Compliance and Quality Director	352-334-1568	barryjs@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Compliance & Quality Issues ➤ Fraud & Abuse
Donna Acker, CPC	Compliance Auditor	352-334-0298	ackerd@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Compliance Auditing
Linda Kelly	Quality Improvement Manager			<ul style="list-style-type: none"> ➤ Provider Site Visits ➤ Quality Issues ➤ Medical Item(s) Pricing & Supply Issues
Sheila Anderson, LPN	Quality Improvement Nurse	352-334-1572	skanders@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Site Visits ➤ Quality Issues
Glenda Cole, LPN	Quality Improvement Nurse	352-334-1564	glcole@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Provider Site Visits ➤ Quality Issues
Linda Phillips	Quality Improvement Assistant	352-334-1560	lindaphillips@peds.ufl.edu	<ul style="list-style-type: none"> ➤ Assistant to QI Nurses ➤ Site Visit Scheduling

MED3000

Department	Hrs. of Operation	Phone #	Fax #	Responsibilities
Customer Service	8:30A-5:30P EST	800-664-0146	866-246-2094	<ul style="list-style-type: none"> ➤ Verify Eligibility or Check Claims Status
Medical Department / Utilization Management	9:00A-6:00P EST	800-492-9634	866-256-2015	<ul style="list-style-type: none"> ➤ Referral & Authorization Requests ➤ Pre-cert for Inpatient Admissions or Specified Outpatient Diagnostic Procedures ➤ UM Policies and Procedures
Provider Help Desk	8:00A-5:30P EST	866-703-1444		<ul style="list-style-type: none"> ➤ Technical Assistance with eINFOsource

General Information

Ped-I-Care T21 Claims Address	Ped-I-Care Claims Appeals Address	Ped-I-Care Office Address	CMS Locations	
Ped-I-Care University of Florida, ICS P.O. Box 10887 Pensacola, FL 32524	Ped-I-Care Appeals University of Florida, ICS P.O. Box 10786 Pensacola, FL 32524	Ped-I-Care 1701 S.W. 16th Ave., Building A Gainesville, FL 32608 Fax # 352-955-6518	Children's Medical Services - Daytona Beach Children's Medical Services - Gainesville Children's Medical Services - Jacksonville Children's Medical Services - Ocala	Phone : 386-238-4980 Phone : 352-334-1400 Phone : 904-360-7070 Phone : 352-369-2100
CMS/Ped-I-Care T19 Claims Address			ACS - Choice Counseling (Medicaid Reform)	
CMS/Ped-I-Care University of Florida ICS P.O. Box 10885 Pensacola, FL 32524			Choice Counseling for Sib Referrals/Questions	1-866-454-3959