



Key Contacts for Provider Offices by Network

Claims questions, status, resolution and appeals

Contact: Provider Inquiry at (866) 766-4661

General questions/contracting/product line participation

Contact: (866) 766-4708

Non-Claims Related Issues

For	Appropriate Contact
Provider office education and training	Provider Services Administrator
Non-claims issues not resolved by Provider Inquiry	Provider Services Administrator
Incentive program administration/HAP Best Practice	Senior Provider Services Administrator
PHO/PO issues	Senior Provider Services Administrator

See the next page for contact information by provider group/network.

Provider Services Contact Information

Contact	Title	Phone	Email
Marion Bryant	Senior Provider Services Administrator	(313) 664-8276	mbryant@hap.org
Pam Cavin-Vernon	Senior Provider Services Administrator	(313) 664-8080	pcavin@hap.org
Christina Dubose	Provider Services Administrator	(313) 664-8073	cdubose1@hap.org
Suzanne Kayner	Senior Provider Services Administrator	(313) 664-8763	skayner@hap.org
Belinda Mills	Provider Services Administrator	(313) 664-8071	bmills1@hap.org
Brie Mowen	Provider Services Administrator	(810) 230-2003	bmowen@hap.org
Peggy O'Neil	Senior Provider Services Administrator	(810) 230-2071	poneil@hap.org
Toby Prendergast	Senior Provider Services Administrator	(313) 664-8770	tprender@hap.org

Provider Group/PHO/PO/Ancillary	Provider Services Administrator	Senior Provider Services Administrator
Access	Christina Dubose	N/A
AHA	Christina Dubose	N/A
Ann Arbor Regional	Pam Cavin-Vernon	Pam Cavin-Vernon
ASR	N/A	Toby Prendergast
Bay Physicians PC (Great Lakes Physicians)	Brie Mowen	Toby Prendergast
Beaumont Health System		
• Beaumont: Royal Oak, Troy, Grosse Pointe	Marion Bryant	Marion Bryant
• Botsford Hospital	Marion Bryant	Marion Bryant
• Oakwood Hospital	Marion Bryant	Marion Bryant
Borgess Hospital (Ascension)	Christina Dubose	N/A
Bronson Hospital	Belinda Mills	N/A
Caro Hospital	Brie Mowen	N/A
Central Michigan University (Saginaw)	Brie Mowen	N/A
Cigna	N/A	Suzanne Kayner
Covenant Health System (includes Hospital and PHO)	Peggy O'Neil	Peggy O'Neil
Crittenton Hospital	Belinda Mills	N/A
Deckerville Hospital	Brie Mowen	N/A
DMC • Children's Hospital • Detroit Receiving Hospital • Harper Hospital • Huron Valley Hospital • Hutzel Hospital • Rehab Institute of Michigan–RIM • Sinai Grace Hospital	Marion Bryant	Marion Bryant
Eastern Shores	Belinda Mills	Suzanne Kayner
Eastern Shores – HFH Preferred	Belinda Mills	Suzanne Kayner
Flint Virtual Network	Brie Mowen	N/A
Flowers Hospital	Christina Dubose	N/A
Garden City Hospital	Belinda Mills	N/A
Genesee Community Health Center	Brie Mowen	N/A
Genesys (Ascension) • Genesys Regional Medical Center • Genesys PHO	Peggy O'Neil	Peggy O'Neil
Hamilton Community Network	Brie Mowen	Peggy O'Neil
HAP Detroit Region	Belinda Mills	Suzanne Kayner
HAP Midwest	N/A	Peggy O'Neil/Suzanne Kayner
Harbor Beach Hospital	Brie Mowen	N/A
Health Delivery, Inc.	Brie Mowen	N/A

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Provider Group/PHO/PO/Ancillary	Provider Services Administrator	Senior Provider Services Administrator
Healthsource Saginaw	Christina Dubose	N/A
Henry Ford Health System <ul style="list-style-type: none"> • Henry Ford Allegiance Health • Henry Ford Macomb Hospital • Henry Ford Main Hospital • Henry Ford West Bloomfield Hospital • Henry Ford Wyandotte Hospital • Greater Macomb PHO • Henry Ford Medical Group 	Suzanne Kayner	Suzanne Kayner
Hillsdale Community Providers	Belinda Mills	N/A
Hurley <ul style="list-style-type: none"> • Hurley Hospital • Professional Medical Corp (PMC) 	Peggy O'Neil	Peggy O'Neil
Huron Medical Center	Brie Mowen	N/A
HVPA	Pam Cavin-Vernon	Pam Cavin-Vernon
IHA Physician Management	Pam Cavin-Vernon	Pam Cavin-Vernon
Independent Physicians of Macomb	Belinda Mills	N/A
Integrated Health Associates	Pam Cavin-Vernon	Pam Cavin-Vernon
Integrated Health Partners	Pam Cavin-Vernon	Pam Cavin-Vernon
Lake Huron Medical Center & PHO	Pam Cavin-Vernon	Pam Cavin-Vernon
Livingston PO	Pam Cavin-Vernon	Pam Cavin-Vernon
Marlette Community Hospital	Brie Mowen	N/A
McLaren <ul style="list-style-type: none"> • Karmanos • McLaren Bay • McLaren Lapeer Region • McLaren Macomb • McLaren Oakland • McLaren Port Huron 	Toby Prendergast	Toby Prendergast
McKenzie Memorial Hospital	Brie Mowen	N/A
Med Network One	Christina Dubose	Suzanne Kayner
Memorial Healthcare (Owosso) <ul style="list-style-type: none"> • Memorial Hospital • Owosso based physicians 	Peggy O'Neil	Peggy O'Neil
Mercy Monroe Physicians (MAP)/WIPA	Christina Dubose	Peggy O'Neil
Mercy Port Huron	Brie Mowen	N/A
MidMichigan Medical Centers <ul style="list-style-type: none"> • Clare • Gladwin • Gratiot • Midland 	Brie Mowen	N/A
Midwest Medical Center	Christina Dubose	N/A
Monroe Allied Physicians	Christina Dubose	N/A
Monroe Network	Christina Dubose	N/A

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Provider Group/PHO/PO/Ancillary	Provider Services Administrator	Senior Provider Services Administrator
North Oakland Physician Network	Belinda Mills	N/A
Oakland Southfield Physicians	Toby Prendergast	Toby Prendergast
Oakwood Accountable Care Organization	Marion Bryant	Marion Bryant
Olympia	Marion Bryant	Marion Bryant
OPNS (Oakland Physicians Network Services)	Marion Bryant	Marion Bryant
Oakland Physicians Medical Group	Belinda Mills	N/A
PHCN	Brie Mowen	N/A
Professional Medical Corporation	Peggy O'Neil	Peggy O'Neil
ProMedica Monroe Regional Hospital ProMedica Bixby Hospital ProMedica Herrick Hospital	Belinda Mills	N/A
Scheurer Hospital	Brie Mowen	N/A
SCIPA (St. Clare IPA)	Belinda Mills	N/A
Sparrow Hospital	Belinda Mills	N/A
St. John/Providence (Ascension) <ul style="list-style-type: none"> • Providence Park, Novi • Providence Park, Southfield • St. John Hospital and Medical Center • St. John Macomb-Oakland • St. John River District Hospital 	Toby Prendergast	Toby Prendergast
St. John Partners in Care	Toby Prendergast	Toby Prendergast
St. Joseph Tawas (Ascension)	Brie Mowen	N/A
St. Mary's of Michigan Standish (Ascension)	Brie Mowen	N/A
St. Mary's Saginaw (Ascension) <ul style="list-style-type: none"> • St. Mary's Hospital • St. Mary's PHO 	Peggy O'Neil	Peggy O'Neil
St. Vincent Hospital	Christina Dubose	
Toledo Hospital	Christina Dubose	N/A
Trinity Hospital System <ul style="list-style-type: none"> • St. Joseph Mercy Ann Arbor • St. Joseph Mercy Chelsea • St. Joseph Mercy Livingston • St. Joseph Mercy Oakland 	Pam Cavin-Vernon	Pam Cavin-Vernon
United Outstanding Providers	Marion Bryant	Marion Bryant
United Physician Network	Marion Bryant	Marion Bryant
University of Michigan	Pam Cavin-Vernon	Pam Cavin-Vernon
University Peds Group	Christina Dubose	N/A
Warren Physicians	Christina Dubose	N/A
Wayne State University Physicians Group	Christina Dubose	N/A
West Branch Hospital	Brie Mowen	N/A

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ANCILLARY PROVIDERS		
Ambulance	Christina Dubose	N/A
Ambulatory Service Centers (ASC)	Belinda Mills	N/A
Anesthesia	Christina Dubose	N/A
Behavioral Health	Christina Dubose	N/A
Chiropractic	Christina Dubose	N/A
Dialysis	Brie Mowen	N/A
DME (Durable Medical Equipment)	Brie Mowen	N/A
ER Physicians	Brie Mowen	N/A
Essential Community Providers (ECP)	Christina Dubose	N/A
Evicore	Belinda Mills	N/A
Health Departments	Christina Dubose	N/A
Hearing/Audiology	Brie Mowen	N/A
Home Care/Health	Belinda Mills	N/A
Home Infusion	Belinda Mills	N/A
Hospice	Belinda Mills	N/A
Lab/JVHL (Joint Venture Hospital Lab)	Brie Mowen	N/A
PT/OT/ST	Christina Dubose	N/A
Radiology	Belinda Mills	N/A
Skilled Nursing Facilities (SNF)	Christina Dubose	N/A
Sleep Centers	Belinda Mills	N/A
Urgent Care Centers	Brie Mowen	N/A
Vision/Optical	Belinda Mills	N/A