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| Communications Team Subcommittee Support Reference Table | | | |
| **Subcommittee** | **Chairperson/Process Owner** | **Documentation Specialist** | **Meeting (CT)** |
| **Mail Pharmacy Operations – Front End** | | | |
| Hawaii Front End Mail Ops (Physician Contact, CNR) | Kari Nakamura | Bert Blakely | N/A |
| Non-Clinical Diverts (PLN, PAR, NIS, EA, PBR, Med B) | Rachel Leinenbach   * Dawn Begley (PLN, PAR) * Melissa Szablewski (PLN, PAR, PBR) * Nikisha Cooper (NIS, EA) * Leslie Rodriguez (NIS, Med B) * Donna Kruzlik (PLN, PAR) * Krystal Hernandez-Ralar (PLN, PAR, NIS) | Bert Blakely | Bi-wk. Thurs 10-11 am |
| Order Distribution Services | Lisa Beacom | Ramiro Asebedo | Tues 12-1 pm |
| Physician Contact | Melinda Gordon   * Christine Valdez * Deanna Schryer * Irma Fuentes | Bert Blakely | Bi-wk. Wed 10-11 am |
| Resource Planning – Mail Ops | Rachel Wanland | Christine Saggese | Bi-wk. Tues. 12:30-1:30pm |
| RPh Rx Processing (Prescription Verification, DPC/Tech Assist) | Michael Romuar | Bert Blakely | Tues 2-3 pm |
| ROCC/Order Entry | Ta’Brun Baker | Ramiro Asebedo | Tues 10-11 am |
| Rx Entry | Leticia Garcia/Jessica Sortelli | Bert Blakely | Bi-wk. Thurs 1-2 pm |
| **Mail Pharmacy Operations – Back End** | | | |
| Automation | Jacob Lazar (CHI) / Dawn O’Donnell (WBP) | Jeff Short | As needed |
| Materials/Production Supplies | Steve Ruby (CHI)   * Amie Hetzel in Steve’s absence. | Jeff Short | 3rd Wed of the month  4:00-5:00PM EST |
| Product Selection | Ed Karvelis (CHI) / Ryan Lovett (WBP) | Jeff Short | Alternating Bi-wk. Mon 3:00-4:00PM EST & Thur 2:00-3:00PM EST |
| Product Verification/Control Room | Lois Krull | Jeff Short | 3rd Wed of the month  9:00-10:00AM EST |
| Shipping/Packaging/Metering | Zachary Frith (WBP) / Luis Valencia (CHI) | Jeff Short | Alternating Bi-wk. Tues 3:00-4:00PM EST & Thur 3:00-4:00PM EST |
| **Member Services** | | | |
| Clinical Care Services | Kelly Medley | Ramiro Asebedo | Wed 2-2:30 pm |
| Accounts Receivable/Collections | Kelly Medley (Accounts Receivable)/ Derrick Askew (Collections) | Kim Curler | Accounts Receivable: Bi-wk. Thurs 9:00-10:00 am (Combined with Participant Services) |
| FastStart | Anthony Wiseman/Derrick Askew | Kim Curler | Bi-wk. Thurs 1:00 – 1:30 pm |
| Participant Services | Chara Murphy/Derrick Askew | Kim Curler | Bi-wk. Thurs 9:00-10:00 am (Combined with Accounts Receivable) |
| Regulatory Affairs | Michael Hoffmann | Christine Saggese | As needed |
| **Clinical Operations** | | | |
| CAS Liaison Team | Raul Rodriguez/Amy Graham/MaryAshley Hubbard/Angel Jones | Melissa Curtis | As Needed |
| Clinical Interventions | Mindy Pompa | Ramiro Asebedo | Thurs 1-2 pm |
| Coverage Determination/Appeals - Medicare D (Book of Business) | Kim Balkovec / Teya Lovett | Barb Dumitres | As Needed |
| MedHOK Admin | Chris Rush | Linda Bauer | As needed |
| Medication Therapy Counseling | Samantha Anker | Ramiro Asebedo | Wed 11 am-12 pm |
| Operations Support Team (SOPs only) | Kimberly Griffin | Lillie Marti | Ad hoc |
| Pharmacy Advisor | Chris Hepper | Ramiro Asebedo | Thurs 11-12 am |
| Prior Authorization - Admin:   * PA Admin – Intake Team * PA Admin - Pharmacists * PA Admin - PAG Setup Team * PA Admin – Letter Team * PA Admin – SGM Criteria Team * PA Admin – Non SGM Criteria Team * PA Admin – Quality Testing Team * PA Admin – Non SGM Macro Team * PA Admin – SGM Macro * PA Admin – CRT Team | Nathan Ferrel (chair)   * Deirdre Fields * Adebowale (Ade) Osinowo * Dana Brennan / Tabitha Gillette * John Barnhill * Binal Shah * Ivan Guevara * Myranda Cunningham * Myranda Cunningham * Myranda Cunningham * Tyson Kuhn | Linda Bauer | As Needed |
| Prior Authorization - Communications Team | Nathan Ferrel (chair)  John Barnhill | Linda Bauer | As Needed |
| Resource Planning Productivity and Performance Efficiency | Anu Sharma | Lillie Marti | As needed |
| SQM Clinical Operations | * Wendy Clements (CFWA) * Wendy Webb (GIC) * Meredith Tice /Amy Miller (RetroDUR) * David Incardona (ESMS/SMS) | Bert Blakely | As Needed |
| Knowledge Management: | Robyn Davis (Chair) | By Area: | N/A |
| * CSO Quality-Case Analysis * Exceptions * Prior Authorization/Appeals - Resolution Team | Kim Curler |
| * Prior Authorization - Commercial * Appeals – Commercial | Austin Jordan |
| * Prior Authorization - Medicaid * Appeals - Medicaid | Linda Bauer |
| * Specialty Case Review Unit | Melissa Curtis |
| * Specialty Appeals | Barb Dumitres |
| * Aetna Specialty Medical Precert (BPO: Novologix – Medical Precert)   + Commercial, Med D, Medicaid * Caremark Medical Precert (BPO: Novologix – Medical Precert)   + Commercial, Med D, Medicaid | Keri Pipkin |
| |  |  |  |  | | --- | --- | --- | --- | | **CarelonRx** | | | | | CarelonRx Administration (Combined) | Chair: Michelle Lewis  Co-Chair: Lauren Andersen/Irene Flores  Managers: QuaNesha Bennett  Client Ops Manager: Sandra Norwood-Brown | Drea McNeal | Mon 2:00 pm – 3:00 pm | | CarelonRx Digital (Combined) | Chair: Michelle Lewis  Co-Chair: Lauren Andersen/Irene Flores  Managers: QuaNesha Bennett  Client Ops Manager: Sandra Norwood-Brown | Drea McNeal | Mon 2:00 pm – 3:00 pm | | CarelonRx eCare | Chair: Kali Wooldridge, Director  Manager: Laurie Burgess | Sheryl Bacon | As Needed | | CarelonRx General (Combined) | Chair: Michelle Lewis  Co-Chair: Lauren Andersen/Irene Flores  Managers: QuaNesha Bennett  Client Ops Manager: Sandra Norwood-Brown | Drea McNeal | Mon 2:00 pm – 3:00 pm | | CarelonRx Regulatory | Chair: Ashley Marken  Client Ops: Kelley Miller | Drea McNeal | None | | CarelonRx Medicaid (Combined) | Chair: Michelle Lewis  Co-Chair: Lauren Andersen/Irene Flores  Managers: QuaNesha Bennett  Client Ops Manager: Sandra Norwood-Brown | Drea McNeal | Mon 2:00 pm – 3:00 pm | | CarelonRx Medicare | Chairs: Julie Ray  Co-Chair: Mari Hall  Managers: Christine Andrews  Client Ops: Kelley Miller | Drea McNeal | Mon 11:30 am - 12:00 pm | | CarelonRx Overrides | Chair: Jennifer Outlaw  Co-Chairs: Marsha Steele  Managers: DJ Afshar  Client Ops: Kelley Miller | Sheryl Bacon | Tuesday 1-2pm | | CarelonRx Pharmacy Help Desk   * Commercial/Medicaid/MED D | Chairs: Tashina Folgheraiter/Chrissy Franz  Managers: Matthew Ash | Drea McNeal | 2nd Wednesday 10:00 am - 11:00 am | | CarelonRx Plan Design | Chair: Jennifer Outlaw  Co-Chairs: Marsha Steele  Managers: DJ Afshar  Client Ops: Kelly Miller | Sheryl Bacon | Tuesday 1-2pm | | CarelonRx Quality and Audit | Chair: Meryl Hamilton | Angel Kristoff | As Needed | | CarelonRx Senior Team | Chair: Jennifer Outlaw  Co-Chairs: Marsha Steele  Managers: DJ Afshar  Client Ops: Kelly Miller  Case Coordinator: Ashley Giles | Sheryl Bacon | Bi-wk. Mon 12-1 pm | | CarelonRx Supervisors (Combined) | Chair: Michelle Lewis  Co-Chair: Lauren Andersen/Irene Flores  Managers: QuaNesha Bennett  Client Ops Manager: Sandra Norwood-Brown | Drea McNeal | Mon 2:00 pm – 3:00 pm |   **Customer Care Operations** | | | |
| CMO CLC (Caremark Member Operations – Client Liaison Coordinator) | Chair: Freida Jackson | Lillie Marti | Ad hoc |
| CMO CLF (Caremark Member Operations – Closed Loop Feedback) | Chair: Tracy M. Zepeda | Lillie Marti | Ad hoc |
| **Colleague Readiness Team:** | Chairs: Michael Blondell or Jonathan Toomey, Brandy Burress, or Lindsey Yerkins  PRU Chair: Laura Rosenbalm  Manager: Adam Eagle | Brienna Dugdale:   * Administration * Clinical and Overrides * Home Delivery * Medicaid * Health Engagement Engine   David Davis:   * General * Plan Design * HIPAA   Jeff Short   * Supervisors * PRU | As needed |
| * Commercial – Administration * Commercial - Clinical and Overrides * Commercial - Home Delivery * Customer Care – Medicaid * Commercial – Health Engagement Engine * Commercial – General * Commercial – Plan Design * HIPAA * Customer Care Supervisors * Customer Care – Presidential Response Unit (PRU) |
| Commercial – Aetna | Chair: Jenny Hernandez  Co-chairs: JoAnn Beltran (document approver) and Connie Molina (manager) | Ashley Gambino | Weekly: Thurs. 11:00am – 12:00pm |
| Commercial - Case Coordinators (Senior Team) | Chair: Jason Selley | Clarise Quintero | Monthly – 2nd Tues of Month  2-3pm CT  (Joint Meeting all Comm Senior Teams) |
| Commercial - FEP Senior Team | Chair: Charrie (Danie) Phillips | Clarise Quintero | Monthly – 2nd Tues of Month  2-3pm CT  (Joint Meeting all Comm Senior Teams) |
| Commercial – Aetna Senior Team | SRT Chairs: Victoria Paredes, Alexandria Leal-Ramirez  Case Coordinator Chair: Chantal Brown  Manager: Mary Cooper-Gross | Sheryl Bacon | Bi-wk. Tues. 12-12:30 pm |
| Commercial - Senior Team (includes PHD and PHD Medicare) | Chairs: Lisa Morgart, Misty Lucarelli, Isamar Zazueta | Sheryl Bacon | Monthly – 2nd Tues of Month  2-3pm CT  (Joint Meeting all Comm Senior Teams) |
| Commercial - Senior Team Supervisors | Chairs: Michelle Roddy and Lisa Morgart | Clarise Quintero | Monthly – 2nd Tues of Month  2-3pm CT  (Joint Meeting all Comm Senior Teams) |
| Customer Care – Compass | Chair: Traci Triggs Co-Chair: Douglas Corum (manager) | Ashley Gambino | As Needed |
| eCare | Chairperson: Mandi Steiner  Co-Chair: Theresa Wilson | Melissa Curtis | Adhoc |
| FEP Care (Shared/Mail/Retail) | Deborah (Debbie) Keim | Bridgette Mentesana | Tues 1-2 pm & as needed |
| FEP Care Offline | Letricia Hemphill | Bridgette Mentesana | As needed |
| Medicare D - Aetna Joint Venture | Reginald Smith | Clarise Quintero | Mon 2-3 pm |
| Medicare D - Aetna | Reginald Smith | Clarise Quintero | Mon 2-3 pm |
| Medicare D:   * Enrollment * Premium Billing (PB) * Clinical/General Med D (ClinGen) * Coverage Determination & Appeals / Grievances (CDAG) | Chuck Graves  Co-chair: Jonathan Toomey | **By LOB:**   * **Enrollment & ClinGen:** Angel Kristoff * **PB & CDAG:** Austin Jordan | **By LOB:**   * **Enrollment:** Wed 11-12 am * **PB:** 3rd Tues 2-3 pm (monthly) * **ClinGen & CDAG:** Thurs 10-11 am (joint meeting) |
| Medicare D – Senior Team   * M3P | Chair: Kimyashia Brown-Pendleton, Jacqulynne Wilkinson, Sylvia Chatman and Tamira Tufts  Chair Cara Cox | Barb Dumitres | As needed |
| Pharmacy Help Desk   * Commercial/Medicaid/MED D | Co-Chairs: Matt Ash and Tashina Folgheraiter | Lillie Marti | As Needed |
| Pharmacy Help Line – Aetna | Co-Chairs: Matt Ash and Tashina Folgheraiter | Ashley Gambino | As Needed |
| RM Research Team | Anedra Thomas | Barb Dumitres | As Needed |
| Web Team | Chairperson: Ketrina Williams-Hutcherson  Co-Chair: Alexis Buccilli | Holly Schoenstein | As Needed |
| Web Team – Aetna Commercial | Terri Schlegel and Juan Young | Clarise Quintero | Weekly on Thursday’s from 12:00 PM to 1:00 PM CST |
| Web Team - Aetna Medicare D | Terri Schlegel and Juan Young | Clarise Quintero | Weekly on Thursday’s from 12:00 PM to 1:00 PM CST |
| Work From Home | Robert Ellison or Robin Marrow  Manager: Adam Eagle | David Davis | As Needed |
| **Kidney Care** | | | |
| Customer Service | Aaron Herold | Christine Saggese | As needed |
| **Client Operations** | | | |
| DMR – CarelonRx | Chair: Miguel Rodriguez  Backup Chair: Shyneshia Johns | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR – Commercial Medicaid | Chair: Thomas R. Okrie  Backup Chairs: Robin Currie and Ricardo Velasquez | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR – FEP | Chair: Miguel Rodriguez  Backup Chair: Elizabeth Zaerr | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR – Government Subrogration | Chair: Nicholas T. Spetrino  Backup Chair: Augustine F. Raggio | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR – Mailroom | Chair: A-Lyn Jaicks | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR - Med D | Chair: Enrique Zubiate  Backup Chair: Michael R. Griffin | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| DMR - Quality | Chair: Dolly Dimando  Backup Chair: Maribel Valle | Holly Schoenstein | Second Thursday of the month from 11:30 a.m. to 12:00 p.m. (CST) (Joint meeting with all other DMR subcommittees) |
| Employer Client Support | Robert Finnigan | Nathan Christian | As Needed |
| EGWP Client Support | Robert Finnigan | Nathan Christian | As Needed |
| FEP Client Support | Robert Finnigan | Nathan Christian | As Needed |
| **Eligibility Operations** | | | |
| Eligibility Verification | Sandra Parisi | Ramiro Asebedo | As Needed |
| **Finance** | | | |
| Zinc Health | Alicia M Hager | Andrea (Drea) McNeal | As Needed |
| **Operations Initiatives** | | | |
| Professional Practice | Christine Renfer | Christine Saggese | As Needed |
| Quality | Trent Heisser | Barb Dumitres | As Needed |
| **Retail Call Center** | | | |
| Retail Call Center: Note: All document updates are to be approved by Manager   * CarePass * OTCHS * ExtraCare * Customer Relations * CVS.com * Simple Dose (Sunsetting 5/31/2023) * OV/PCT * Aetna * Salesforce | Kristen Gauthier - Manager   * Suzanne Nadeau - Chair * Suzanne Nadeau - Chair * Suzanne Nadeau - Chair * Douglas Haughey - Chair * Douglas Haughey - Chair * Dawn Clark - Chair * Dawn Clark – Chair * Dawn Clark – Chair * Kristen Gauthier - Manager | Christine Saggese | Weekly during Lift & Shift Project |
| **Training and Development** | | | |
| Learning and Development | * Robert [Bob] Fuchs (Curriculum) * Courtney Wolfe / Alexis Herr (Documentation) * Cynthia Morales Training) | Nathan Christian | As Needed |

[Top of the Document](#_top)