

Albany
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Suite B
Albany, Georgia 31707
Main: 229-430-5835

Atlanta
1100 Circle 75 Parkway
Suite 1100
Atlanta, Georgia 30339
Main: 678-556-2300

Macon
577 Mulberry Street
5th Floor, Suite 580
Macon, GA 31202
Main:



The Servicing and Operations team will offer assistance with:

- Provider Education
- Provider Orientation
- Roster Panel Management
- Claims Support
- Provider Load Support

Servicing and Operations – Territory List

North Region Team		
Provider Solutions Team	Territories	Contact/Fax Numbers & Email Addresses
<p>Rosalyn Holmes Manager Servicing and Operations Atlanta, North , East</p>	<p>Atlanta North East</p>	<p>Office: 678-556-2783 Fax: 877-683-3155 Email: Roslyn.r.holmes@centene.com</p>
<p>Nicole Keyser Specialist Servicing and Operations Atlanta /North</p>	<p>Banks, Barrow, Clarke, Elbert, Forsyth, Franklin, Habersham, Hall, Hart, Jackson, Madison, Morgan, Oconee, Oglethorpe, Rabun, Stephens, Walton, White Group Accounts: Barrow Hospital, CAAP, Longstreet Clinic, Northridge MC, Mountain Lakes MC, Northeast Georgia Physician Group, Reddy Medical & Urgent Care DME/Home Health: Barrow, Carroll, Clarke, Cobb, Douglas, Gwinnett, Forsyth, Franklin, Hall, Jackson, Madison, Newton, Oconee, Paulding, Pickens, Rockdale, Spalding</p>	<p>Office: 678-556-2307 Fax: 877-683-3155 Email: nkeyser@centene.com</p>
<p>Melissa Smith Specialist Servicing and Operations Atlanta/North</p>	<p>Bartow, Catoosa, Chatooga, Cherokee, Dade, Dawson, Fannin, Floyd, Gilmer, Gordon, Lumpkin, Murray, Pickens, Polk, Towns, Union, Walker, Whitfield County, North Carolina, NE Alabama and Tennessee Group Accounts: Erlanger, Floyd Hospital, Floyd Physician Group, HOA DME/Home Health – Bartow, Butts, Catoosa, Cherokee, Clayton, Coweta, Dade, Fannin, DeKalb, Fayette, Fulton, Henry, Jasper, Pickens</p>	<p>Office: 706-331-8029 Fax: 877-683-3155 Email: Melissa.k.smith@centene.com</p>
<p>Shikira Coley Specialist Servicing and Operations Atlanta/East</p>	<p>Burke, Columbia, Emanuel, Greene, Hancock, Jefferson, Jenkins, Lincoln, McDuffie, Putnam, Richmond, Taliaferro, Warren, Washington, Wilkes County and South Carolina Group Accounts: PPG/AU Medical Associates, Doctors Hospital, JMS Burn Center, Washington County Regional Medical Ctr.</p>	<p>Office: 770-807-4544 Fax: 877-683-3155 Email: scoley@centene.com</p>
<p>Tottianna Thomas Specialist Servicing and Operations Atlanta</p>	<p>DeKalb, Jasper, Newton, Rockdale Group Accounts: DeKalb PHO, DeKalb Hospital, Kids Health First, Piedmont Physicians Group, TCHN IPA, Tri Alliance</p>	<p>Office: 470-585-2108 Fax: 877-683-3155 Email: Tottianna.j.thomas@centene.com</p>
North Region Team		

Provider Solutions Team	Territories	Contact/Fax Numbers & Email Addresses
<p>Shikira Coley Specialist Servicing and Operations Atlanta</p>	<p>Carroll, Cobb, Douglas, North Fulton, and Paulding</p> <p>Group Accounts: Health West PHO, Soft Touch, Tanner Health System (Well Star Physicians to follow)</p>	<p>Office: 770-807-4544 Fax: 877-683-3155 Email: scoley@centene.com</p>
<p>Lucretia Bell Specialist Servicing and Operations Atlanta</p>	<p>Gwinnett County</p> <p>Group Accounts: Gwinnett PHO, WellStreet Clinic,</p>	<p>Office: 770-370-4445 Fax: 855-286-1806 Email: lubell@centene.com</p>
<p>Dedra Pledger Specialist Servicing and Operations Atlanta</p>	<p>Butts, Clayton, Henry, South Fulton</p> <p>Group Accounts: Atlanta Gastroenterology Associates, ENT of Georgia, Impact, Kaiser, Pediatrix, Physician Southern Crescent(PHO), Shepherd Center</p>	<p>Office: 770-628-9753 Fax: 855-286-1806 Email: Dedra.a.pledger2@centene.com</p>
<p>Montia Fleming Specialist Servicing and Operations Atlanta</p>	<p>Coweta, Fayette, Spalding</p> <p>Group Accounts: CHOA, HCA, Northside Hospital, Northside PHO, Piedmont Hospital, Rockdale Hospital, Southern Regional Hospital, Tenet Spalding PHO, WellStar Hospital, Well Star Physicians</p>	<p>Office: 678-556-2479 Fax: 877-683-3155 Email: mlfleming@centene.com</p>
<p>Blanca Rodriguez-Russell Supervisor Provider Network Atlanta</p>	<p>Emory, Grady, Morehouse</p>	<p>Office: 678-556-2415 Fax: 877-683-3155 Email: brodriguez@centene.com</p>
<p>Lenora Coopwood Manager, Provider Network- Behavioral Health</p>	<p>Statewide</p>	<p>Office : 770-370-4390 Fax : 888-659-5834 Email: Lenora.d.coopwood@centene.com</p>
<p>Alethia Walters Lead Specialist Behavioral Health</p>	<p>Barrow (EX), Carroll, Coweta, Henry (EX, MC), Jasper, Newton, Rockdale (MC), Spalding (EX), Walton (EX) Bartow, Butts (EX), Cherokee (EX), Cobb, DeKalb (EX, MC), Douglas, Forsyth (EX, MC), Gwinnett (EX, MC), Haralson, Paulding, Pickens</p>	<p>Office: 770-743-3812 Fax: 888-659-5834 Email: Alethia.l.walters@centene.com</p>
<p>LaSonya Scott-Wright Specialist Behavioral Health</p>	<p>SOUTHEAST Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Candler, Charlton, Chatham (EX), Effingham, Evans, Glynn, Jeff Davis, Liberty, Long, McIntosh, Montgomery, Pierce, Screven, Tattnall, Toombs, Ware, Wayne</p> <p>SOUTHWEST Atkinson, Baker, Ben Hill, Berrien, Brooks, Calhoun, Clay, Clinch, Coffee, Colquitt, Cook, Decatur, Dougherty, Early, Echols, Grady, Irwin, Lanier, Lee, Lowndes, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Sumter, Terrell, Thomas, Tift, Turner, Webster, Worth</p>	<p>Office: 770-743-3822 Fax: 888-659-5834 Email: Lasonya.m.scottwright@centene.com</p>
<p>Carlos Butler Specialist Behavioral Health</p>	<p>Baldwin, Bibb, Bleckley, Chattahoochee (EX, MC), Crawford, Crisp, Dodge, Dooly, Harris (EX, MC), Heard (MC), Houston, CENTRAL Johnson, Jones, Lamar, Laurens, Macon, Marion(EX, MC), Meriwether, Monroe, Muscogee (EX, MC), Peach, Pike, Pulaski, Talbot (EX), Taylor, Telfair, Treutlen, Troup, Twiggs, Upson, Wheeler, Wilcox, Wilkinson</p>	<p>Office: 770-743-3809 Fax: 888-659-5834 Email: Carlos.b.butler@centene.com</p>

	EAST Burke, Columbia, Emanuel, Glascock, Greene (EX), Hancock, Jefferson, Jenkins	
Brittany Osborne Coordinator Servicing and Operations Behavioral Health	Statewide support; Fulton (EX, MC), Fayette (EX, MC), Clayton (EX, MC) Counties- Groups and Solo Practitioners	Office: 678-556-2104 Fax: 888-659-5834 Email: Brittany.a.osborne@centene.com
William Lewis Coordinator Servicing and Operations	Atlanta North East	Office: Fax: 855-286-1806 Email: William.c.lewis@centene.com
Errol Wade Coordinator Servicing and Operations	Atlanta North East	Office: 770-743-3216 Fax: 855-286-1806 Email: ewade@centene.com
Kandris Ross Coordinator Servicing and Operations	Atlanta North East	Office: 678-556-2437 Fax: 855-286-1806 Email: kanross@centene.com
Trainer II	Statewide	
South Region Team		
Provider Solutions Team	Territories	Contact/Fax Numbers & Email Addresses
Brittney Mathis Senior Manager Servicing and Operations	Central Southwest Southeast	Office: 229-430-5851 Fax: 866-753-5773 Email: bmathis@centene.com
Tekisha Henderson Specialist Servicing and Operations	Appling, Bacon, Baldwin, Bibb, Bleckley, Bulloch, Candler, Chattahoochee, Crawford, Crisp, Dodge, Dooly, Evans, Harris, Heard, Houston, Jeff Davis, Johnson, Jones, Lamar, Laurens, Macon, Marion, Meriwether, Monroe, Montgomery, Muscogee, Peach, Pierce, Pike, Pulaski, Screven, Talbot, Tattnall, Taylor, Telfair, Toombs, Treutlen, Troup, Twiggs, Upson, Wayne, Wheeler, Wilcox, Wilkinson Alabama - Lee, Russell	Office: 478-257-5726 Fax: 866-753-5773 Email: PSHPCentralOps@centene.com
Akia Braxton Specialist Servicing and Operations Southwest/South Southeast	Atkinson, Baker, Ben Hill, Berrien, Brantley, Brooks, Camden, Charlton, Chatham, Clay, Clinch, Coffee, Colquitt, Decatur, Dougherty, Early, Echols, Glynn, Grady, Irwin, Lanier, Lee, Lowndes, McIntosh, Miller, Mitchell, Quitman, Randolph, Schley, Seminole, Stewart, Terrell, Thomas, Tift, Turner, Ware, Webster, Worth Alabama – Barbour, Houston Florida – Leon	Office: 678-206-8425 Fax: 866-753-5773 Email: PSHPSouthernOps@centene.com
Diane Conner Specialist Servicing and Operations FQHC/RHC	Statewide	Office: 678-556-2349 Fax: 866-753-5773 Email: FQHCGeorgia@centene.com

Open Coordinator Servicing and Operations	South Region	
Ginger Lee Coordinator Servicing and Operations	South Region	Office: 229-430-5835 Fax: 866-753-5773 Email: ginger.b.lee@centene.com