

MCO Audiology Contact List

MCO	Credentialing Contact	Claims Contact	Prior-Authorization Contact
Aetna Better Health	Cheryl Toland (Temporary) Tel: 443-457-5293	Quentin Yip Tel: 443-457-5291	Tel:1-866-827-2710 Fax: 1-855-661-1967 www.aetnabetterhealth.com/maryland (Preauths 60 days for hearing aids & molds)
Amerigroup Community Care	Carol Zimmerman Tel: 410-859-5900 (Option #0)	Kathy Harmon Tel: 410-981-4069	Tel:1-800-454-3730 Web:https://providers.amerigroup.com/MD (Preauths 90 days for hearing aids & molds)
Jai Medical Systems	Helena Manu Tel: 410-433-2000 (ext. 3189)	Kristin Yursha Tel: 410-433-2200	Tel:1-888-JAI (524)-1999 (Preauths 90 days for hearing aids & molds)
Kaiser Permanente	Provider Relations Application: Web:http://www.providers.kaiserpermanente.org/html/cpp_mas/forms.html Fax: 855-414-2621 Email: provider.relations@kp.org	Meryl Katz Tel: 301-816-7101	<i>No prior-auths required for KP Audiologists - All audiology services at KP sites are provided only by KP audiologists.</i>
Maryland Physician's Care	Email:Provider_Contract_Requests@marylandphysicianscare.com	Adam S. Currey Tel: 443-713-4773	Tel:1-800-953-8854 Fax:800-953-8856 (Preauths 90 days for hearing aids & molds) *Implants are date specific in the authorization.
MedStar Family Choice	Provider Credentialing: Tel:800-905-17220 (Option #6)	Elizabeth Johnson Tel: 410-933-3078	Tel:1-800-905-1722 Fax: 410-933-2274 (Preauths 90 days for hearing aids & molds) *Implants are date specific in the authorization.
Priority Partners	Kathy Pettway Sr. Director Priority Partners Administration 6704 Curtis Court Glen Burnie, MD 21060 Tel: 410-424-4623 Fax: 410-424-4785 Email: kpettwa@jhhc.com	Kathy Pettway Sr. Director Priority Partners Administration 6704 Curtis Court Glen Burnie, MD 21060 Tel: 410-424-4623 Fax: 410-424-4785 Email: kpettwa@jhhc.com	Tel:1-800-261-2421 Fax: 410-762-5205 (Preauths 90 days for hearing aids & molds)
United Healthcare Community Plan	Enterprise Voice Portal: 1-877-842-3210 (This number can be used for follow-up or questions.)	md_dc_provider_relations@UHC.com	•Prior authorization department: Tel:866-604-3267 Fax: 888-899-1681 •Escalation: Renee Roberts, Health Services Director Tel: 443.896.0617 Fax: 844.881.2965
University of Maryland Health Partners	David Margolit Tel: 443-552-3264	Jay Brain Tel: 410-595-2658	Tel: 1-800-730-8543 or 410-779-9359 Fax: 410-779-9336 or 443-552-7407 (Preauths 90 days for hearing aids & molds)