



An Independent Licensee of the Blue Cross Blue Shield Association

Health
Choice

Provider Escalation Process

Arizona Health Plans

Health Choice is committed to ensuring that you have an open line of communication with us at all times.

If you feel your concerns are not being met in a timely fashion, or to your satisfaction, please contact our team in the order listed below.

●	<p>*Your Provider Performance Representative*</p> <p><i>Please contact our Provider Service Team at (800) 322-8670 should you need assistance in identifying your Provider Representative.</i></p>	<p>For Non-Contracted Providers</p> <p>Non-Contracted Provider Representative HCHNonContracted@azblue.com 480-968-6866</p>	
●	<p>Network Operations Related Concerns: Jadelyn Fields (Bulut) Network Services Provider Manager and Educator Jadelyn.Fields@azblue.com 480-760-4593</p>	<p>Behavioral Health/ Integrated Network Concerns: Aimee Perez Director of Network Contracting Aimee.Perez@azblue.com 480-760-4551</p>	<p>Contracting Related Concerns: HCHNetworkContracting@azblue.com 855-500-2307</p>
●	<p>Kijuana Wright Director of Network Services Kijuana.Wright@azblue.com 480-760-4504</p>		

Your Provider Performance Representative will contact you regularly to schedule site visits, however should you have any questions between those visits, please do not hesitate to reach out to your Provider Performance Representative.

We will address your needs in a timely and thorough manner.

Best Regards,

Network Services Team