**Managed Care Department Overview**

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**Overview:** Managed Care is a very important department in any healthcare company, but many people really don’t understand what they do. In summary, they negotiate and re-negotiate the contracts between our facilities, physicians and other providers and the payors to become in-network or get higher rates for doing the same services. However, there is a lot more that goes into the Managed Care Department than that.

The Vice President is David Harkins who leads a team of 12 people in trying to maximize the revenue for the company. The department is broken into Managed Care Contractors (those who negotiate the contracts with payors) and Managed Care Coordinators (those who do the back office operations to implement contracts.)

Everyone has their own regions so sometimes it’s hard to figure out who to go to for what. Hopefully this quick guide can help.

If you need help figuring out rates for a contract, please consult the contract summary sheets on the P drive under P:/ASC/"your facility’s name"

We spend a lot of time ensuring these are loaded and posted to give you a good resource to utilize.

Also, if you have claims issues with a particular payor, we ask that you first exhaust all of the payor’s resources for reprocessing and/or appealing claims. If then you hit a wall or need some help escalating the issue you can contact your respective Managed Care Coordinator listed below:

Patricia Rivera, PRivera2@surgerypartners.com – Florida, Georgia, Louisiana, Mississippi and parts of Tennessee.

Tami Johnson, TJohnson@surgerypartners.com - Arkansas, California, Colorado, Hawaii, Idaho, Kansas, Missouri, Montana, Nebraska, North Dakota, Texas, Washington.


You can always find who is responsible for your facility in the spreadsheet at this path: P:\Managed Care and Contracting\Managed Care Breakdown\

Also, if you have a payor contracting issue such as you want to get a payor contracted for your facility or you have a question about the status of a contract you can contact your Managed Care Contractor listed below:

Josh Marenda, JMarenda@surgerypartners.com – Florida

Shawn Madgett, SMadgett@surgerypartners.com – Alabama, Arkansas, Georgia, Indiana, Kentucky, Mississippi, North Carolina, Tennessee.

Lisa Mann, LMann@surgerypartners.com – Delaware, Illinois, Michigan, New Hampshire, Ohio, Pennsylvania, Rhode Island.

Karen Maershbecker, KMaershbecker@surgerypartners.com – California, Hawaii, Kansas, Missouri, Nebraska, North Dakota, Washington, Wisconsin.

Jeff Hitz, JHitz@surgerypartners.com, and Vinny Meli, VMeli@surgerypartners.com, also work as Managed Care Contractors throughout the regions above, mostly dealing with government payors such as Medicare, Medicaid and Tricare.

Finally, if you really are not sure who you should contact with your issue you may email managedcare@surgerypartners.com and your question/issue will be routed to the right individual to respond to you.