

CONTACT US

Please use this page as a quick reference for contact information. We strive to keep this information updated and as current as possible. If you find this sheet to be incorrect, please advise an MCC Customer Service Representative.

MANAGED CARE CONSULTANTS, INC.

311 NORTH PECOS ROAD
SUITE #100
HENDERSON, NV 89074
MAIN LINE: 702.792.2994
TOLL FREE: 800.545.1715 OR 800.748.6842

EXECUTIVE OFFICES

JOE LAWRENCE, PRESIDENT
GERALD KRING, EXECUTIVE VICE PRESIDENT
TREVIA GATEWOOD, EXECUTIVE ASSISTANT

CONTRACTING/PROVIDER RELATIONS

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PHIL ADAMS, CONTRACT & NETWORK DEVELOPMENT MANAGER 792.2994 x238
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JO VAN SCOTER, RECREDENTIALING TECHNICIAN.....792.2994 x205
ELIZABETH SERNA, ADMINISTRATION TECHNICIAN.....792.2994 x279
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REALCARE HEALTH PLANS

FAX:932.2137 OR 933.6673

MAIN LINE

GET-REAL (438.7325)

GABRIELLE SANSONE, SALES MANAGER 792.2994 x215
CAROL MARCO, SALES REPRESENTATIVE.....792.2994 x284
KAREN STARBIRD, ACCOUNT MANAGER.....792.2994 x208
KELLY CARR, SALES REPRESENTATIVE.....792.2994 x255
STEFANIE VAN AKEN, CORPORATE COMMUNICATIONS MANAGER.....792.2994 x682
KATHY WHITTAKER, CLAIMS SPECIALIST.....792.2994 x270
MICHELLE FAVELLA, CLAIMS SPECIALIST.....792.2994 x307
PRINCESS STALLWORTH, ELIGIBILITY/BILLING SPECIALIST.....792.2994 x688
MELISSA DOUGLAS, CALL CENTER.....792.2994 x268

TPA Benefits (MCC ONLY)

FAX: 433.5465 or 933.6658

PAMELA PEALE, DIRECTOR, BUSINESS DEVELOPMENT	792.2994 x 209
KATHY WHITTAKER, CLAIMS SPECIALIST.....	792.2994 x 291
MICHELLE FAVELLA, CLAIMS SPECIALIST.....	792.2994 x 258
PRINCESS STALLWORTH, ELIGIBILITY/BILLING SPECIALIST.....	792.2994 x 688
GREG MCFARLAND, MCC DIRECT.....	792.2994 x 704

TPA WORKER'S COMP

FAX: 451.6768 OR 933.6657

DIRECT LINE	938.2667
TOLL FREE	(866) 811.2667
CINDY BROWN-FRANZINO, DIRECTOR TPA WC	792.2994 x316
CHRIS FRANZINO, CLAIMS MANAGER.....	792.2994 x267
EILEEN MAY, SENIOR CLAIMS EXAMINER.....	792.2994 x278
ELAINE McANNANY, NURSE CASE MANAGER.....	792.2994 x308
MELISSA CROSS, BILL PAYOR.....	792.2994 x309
AMY RAFIQUE, CLAIMS ASSISTANT.....	792.2994 x251
SUSAN RADCLIFFE, CLAIMS ASSISTANT.....	792.2994 x253

UTILIZATION MANAGEMENT

FAX: 451.6768

TERRY J. IRONS, DIRECTOR MEDICAL MANAGEMENT	792.2994 x262
ANN VIRGIN, REVIEWER, CIGNA.....	792.2994 x256
DENISE COMELLO, CLAIMS LIAISON.....	792.2994 x680
JERRY CZARNY, LARGE CASE MANAGER.....	792.2994 x260
JULIA LACUESTA, REVIEW NURSE.....	792.2994 x237
LISA BREITHAAPT, LARGE CASE MANAGER.....	792.2994 x317
LYDIA REEVER, REVIEWER.....	792.2994 x314
MARIANNE ELLIS, CONCURRENT REVIEW NURSE.....	792.2994 x000

CALL CENTER

FAX: 451.6768

MELISSA DOUGLAS, CALL SPECIALIST.....	792.2994
MCC ISSUES.....	x268
REALCARE ISSUES.....	x289
ESTHER "COOKIE" HALL, CALL SPECIALIST.....	792.2994
MCC ISSUES.....	x231
REALCARE ISSUES.....	x274
LORRAINE SHEAR, CALL SPECIALIST.....	X

EMAIL ADDRESSES

MCC AND REALCARE EMPLOYEES CAN ALSO BE CONTACTED BY EMAIL. ALL EMAIL ADDRESSES FOLLOW THE SAME FORMULA:

FIRST NAME_ LAST NAME@MCCNEVADA.COM

-OR-

FIRST INITIAL_ LAST NAME@GETREALCARE.COM

MCC POST OFFICE BOXES

TPA WORKERS' COMPENSATION
P.O. Box 98137
LAS VEGAS, NV 89193

TPA BENEFITS
P.O. BOX 98998
LAS VEGAS, NV 89193

REPRICING
P.O. BOX 12419
LAS VEGAS, NV 89112

REALCARE CLAIMS
P.O. BOX 97357
LAS VEGAS, NV 89193

Providers may also have the option to view their referrals on-line. In order to utilize this tool, the provider must apply through the Provider Relations department. Contact Debbie Walker at 792.2994 x275 or email her at debbie_walker@mccnevada.com for more information.