




HEALTH | CHOICE

Provider Escalation Process

Arizona Health Plans

Steward 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>Dental Provider Performance Representative</p> <p>Will Bonillas Sr. Provider Performance Representative Guillermo.Bonillas@steward.org 520-237-5242</p>	<p>For Non-Contracted Providers</p> <p>Non-Contracted Provider Representative HCH.NonContracted@Steward.org 480-968-6866</p>
	<p>Network Operations Related Concerns:</p> <p>Beth Scully Director of Network Operations Beth.Scully@steward.org 480-397-3792</p>	<p>Behavioral Health/ Integrated Network Concerns:</p> <p>Laura Hartgroves Director of Integrated Development Laura.Hartgroves@steward.org 480-760-4644</p>	<p>Contracting Related Concerns:</p> <p>HCHNetwork.Contracting@steward.org 855-500-2307</p>
	<p>Pat Hansen VP of Network Services Patrick.Hansen@steward.org 480-350-2204</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