



Important Contacts

PROVIDER SERVICES

Address: 651 Perimeter Drive, Suite 300
Lexington, KY 40517
Fax: 859.335.3736
Email: provider@BaptistHealthPlan.com

*Include name, phone number and address in all correspondence

Contact for:

- Administrative or contractual questions
- Grievance and Appeals, i.e., Contractual Issues, Plan Rules, Fee Schedule (Contact Appeals Department for appeals on behalf of Members)
- New Provider Applications/Credentialing questions
- Provider Complaints
- Office education, support, training

Ben Singleteary

Director, Provider Services, Network Development & Credentialing

Main Line: 859.268.5367
Toll Free: 800.787.2680 ext. 5367
Fax: 859.268.3587
Email: ben.singleteary@BaptistHealthPlan.com

Sue Ciaramitaro

Provider Services Specialist

Main Line: 859.335.3754
Toll Free: 800-787-2680 ext. 2506
Fax: 859.268.3576
Email: sue.ciaramitaro@BaptistHealthPlan.com

Kentucky: Counties: Adair, Allen, Ballard, Barren, Breckinridge, Butler, Caldwell, Calloway, Carlisle, Christian, Clinton, Crittenden, Cumberland, Edmonson, Fulton, Graves, Grayson, Hart, Hickman, Hopkins, Livingston, Logan, Lyon, Marshall, Metcalf, Monroe, Muhlenberg, McCracken, McCreary, McLean, Ohio, Pulaski, Russell, Simpson, Todd, Trigg, Warren, Wayne and Whitley

Tennessee: All areas

Theresa Cloyd

Hospital Relations Specialist

Main Line: 859.335.4112
Toll Free: 800.787.2680 ext. 4112
Fax: 859.268.3566
Email: theresa.cloyd@BaptistHealthPlan.com

All Service Areas: Hospital Services; Ground/Air Ambulances; Zoll Lifecare
Ancillary Services: Ambulance Surgery Centers and Skilled Nursing Facilities

Kentucky: Baptist Health Community Care (BHCC): Ambulance Surgery Centers (ASC) and Skilled Nursing Facilities (SNF)

Kimberley Georgoulis, MHA

Provider Services Specialist

Main Line: 859.335.4120
Toll Free: 800.787.2680 ext. 4120
Fax: 859.268.3528
Email: kimberley.georgoulis@BaptistHealthPlan.com

All Service Areas: Ancillary Services: Durable Medical Equipment (DME) and Labs

Kentucky:

Counties: Anderson, Boone, Boyle, Bullitt, Campbell, Carroll, Casey, Daviess, Fayette, Franklin, Gallatin, Grant, Green, Hancock, Hardin, Harrison, Henderson, Henry, Jefferson, Kenton, Larue, Marion, Meade, Nelson, Oldham, Owen, Pendleton, Shelby, Spencer, Taylor, Trimble, Union, Washington, Woodford and Webster

Baptist Health Community Care (BHCC): All areas except Ambulance Surgery Centers (ASC) and Skilled Nursing Facilities (SNF)

For BHCC ASCs and SNFs: Contact Theresa Cloyd, Hospital Relations Specialist (See above)

Indiana: Counties: Clark, Crawford, Floyd, Harrison, Jefferson, Orange, Scott, and Washington



Donna Johnson
Provider Services Specialist

Main Line: 859.268.5376
Toll Free: 800.787.2680 ext. 5376
Fax: 859.268.3568
Email: donna.johnson@BaptistHealthPlan.com

All Service Areas: Ancillary Services: Occupational Therapy, Physical Therapy, and Speech Therapy

Kentucky: Counties: Bath, Bell, Bourbon, Boyd, Bracken, Breathitt, Carter, Casey, Clark, Clay, Elliott, Fayette, Fleming, Floyd, Garrard, Greenup, Harlan, Jackson, Jessamine, Johnson, Knott, Knox, Laurel, Lawrence, Lee, Leslie, Letcher, Lewis, Lincoln, Magoffin, Martin, Mason, McCreary, Menifee, Montgomery, Morgan, Nicholas, Owsley, Perry, Pike, Powell, Robertson, Rockcastle, Rowan, Scott, Whitley and Wolfe

West Virginia: Counties: Huntington, Logan, Mingo and Williamson

BAPTIST HEALTH PLAN ADVANTAGE (Medicare)

Main Line: 859.335.4150
Toll Free: 844.405.1763
Fax: 859.268.3549
Email: medicareadvantagecustomerservice@BaptistHealthPlan.com

Contact for members and providers to ask questions and receive:

- Assistance in accessing care
- Confirmation of member eligibility and benefits
- Benefit Plan information

CUSTOMER SERVICE

Main Line: 859.269.4475
Toll Free: 800.787.2680
Fax: 859.335.4110
Email: cservice@BaptistHealthPlan.com

Contact for members and providers to ask questions and receive:

- Assistance in accessing care
- Confirmation of member eligibility and benefits
- Benefit plan information

PHARMACY SERVICE

Main Line: 859.335.3755
Toll Free: 877.205.6308
Fax: 859.335.3744
Email: pharmacy@BaptistHealthPlan.com

Contact for providers to ask questions and receive:

- Assistance with formulary/Preferred Drug List (PDL)
- Pharmacy Prior Authorization

UTILIZATION MANAGEMENT at BAPTIST HEALTH PLAN

Main Line: 859.335.3737
Toll Free: 877.449.2884

Contact for:

- Prior Authorization of Emergency/Urgent Inpatient Medical Admissions
- Prior Authorization of Elective Inpatient Medical Admission
- Prior Authorization of Outpatient Medical Services Case Management
- Discharge Planning Assistance
- Wellness

Care Continuum

Toll Free: 877.700.3482

Contact for Home Health/Home Infusion Services

OptumHealth Behavioral Solutions

Toll Free: 877.369.2201

Contact for Mental Health/Substance Abuse

OptumHealth Care Solutions

Toll Free: 800.873.4575

Contact for Chiropractic Service