



Creating solutions, One person at a time

PBH Provider Network Communication Bulletin

Communication Bulletin FY 1112 NM 06 20111118

To: All Network Providers

From: Nicole P. McKinney, PhD, LPC
Corporate Network Operations Director

Date: November 18, 2011

Re: Assigned Contract Specialists

In an effort to streamline the volume of phone calls received regarding general/initial contract inquiries about processes and procedures to become enrolled as a contracted PBH Cardinal Innovations network provider, the Corporate Network Operations Department has assigned contract specialists to provider groups based on agency/practitioner names. We are hopeful that this will expedite the receipt and return of calls and look forward to providing you with improved customer service in months to come.

Accordingly, our contract specialists may be reached as follows for general technical assistance:

Provider Name (A - I)

Jana Rollins

(704) 939-7747

jana.rollins@pbhsolutions.org

Provider Name (J - R)

Andrea Hogue

(704) 939-7890

andrea.hogue@pbhsolutions.org

Provider Name (S - Z)

Nicole Bailey

(704) 939-7889

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