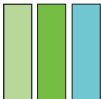







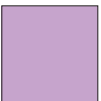



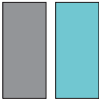





# Meet the Provider Services Team

Passport by Molina Healthcare maintains a strong commitment to meeting the needs of our providers. Our Provider Services Team is dedicated to enhancing network provider relationships and ensuring that day-to-day experiences with Passport are positive. Passport has designated Provider Services Representatives across Kentucky for all provider types. These are subject matter experts who are available to provide education and orientations for you. Additionally, they partner with our Providers to problem-solve and offer solutions for each practice's individual needs.

Passport also offers a dedicated **Provider Contact Center**, which can be reached by calling **(800) 578-0775**. This line is your resource for claims inquiries, demographic changes, panel inquiries and general questions. Provider Services Representatives can be reached individually as shown below or via [ProviderRelations@PassportHealthPlan.com](mailto:ProviderRelations@PassportHealthPlan.com).

Territories	Provider services rep.	Area	Provider type	Contact info
	 Shelley Shumaker	<b>All Health Systems in these Counties:</b> Regions 1 & 2, Region 4 Counties: Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson & Warren Excluding TJ Samson and Medical Center	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in this Region	(502) 213-8964 <a href="mailto:Shelley.Shumaker@MolinaHealthcare.com">Shelley.Shumaker@MolinaHealthcare.com</a>
	 Crystal Roper	<b>All Health Systems in these areas:</b> Regions 3, Jefferson Co. Zip Codes: 40291, 40218, 40023, 40041, 40202, 40203, 40204, 40205, 40208, 40210, 40211, 40212, 40213, 40299 & Counties: Nelson, Shelby & Taylor	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in this Region	(502) 212-6763 <a href="mailto:Crystal.Roper@MolinaHealthcare.com">Crystal.Roper@MolinaHealthcare.com</a>
	 Melissa Reynolds	<b>All Health Systems in these areas:</b> Regions 3, Jefferson Co. Zip Codes: 40118, 40214, 40215, 40216, 40217, 40258, 40272, & Counties: Breckenridge, Bullitt, Grayson, Larue, Marion, Meade, Hardin & Washington	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in this Region	(502) 212-6665 <a href="mailto:Melissa.Reynolds@Molinahealthcare.com">Melissa.Reynolds@Molinahealthcare.com</a>
	 Brittany Eads	<b>All Health Systems in these areas:</b> Regions 3, Jefferson Co. Zip Codes: 40059, 40206, 40207, 40220, 40222, 40223, 40241, 40242, 40243, 40245, 40219, 40228, 40229 & Counties: Carroll, Hardin, Henry, Oldham, Spencer, Trimble	Medical, Behavioral Health, Passport Advantage, Market Place All Provider Types in this Region	(502) 212-6734 <a href="mailto:Brittany.Eads@MolinaHealthcare.com">Brittany.Eads@MolinaHealthcare.com</a>
	 John Snodgrass	<b>All Health Systems in these Counties:</b> Regions 5 Counties: Anderson, Bourbon, Boyle, Clark, Fayette, Franklin, Garrard, Jessamine, Lincoln, Madison, Mercer, Owen, Rockcastle, Scott, Woodford	Medical, Behavioral Health, Passport Advantage, Market Place All Health Systems in this Region	(502) 563-2683 <a href="mailto:John.Snodgrass@MolinaHealthcare.com">John.Snodgrass@MolinaHealthcare.com</a>
	 Donna Moor	<b>All Health Systems in these Counties:</b> Region 5 Counties: Estill, Harrison, Jackson, Montgomery, Nicholas, Powell Region 6 & 7 Counties: All Health Systems in this Region	Medical, Behavioral Health, Passport Advantage, Market Place All Health Systems in this Region	(606) 356-5066 <a href="mailto:Donna.Moor@MolinaHealthcare.com">Donna.Moor@MolinaHealthcare.com</a>

Territories	Provider services rep.	Area	Provider type	Contact info
	 Brittany Spencer	<b>All Health Systems in these Counties:</b> Region 4 Counties: Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, & Wayne Region 8 Counties: All Health Systems in this Region	<b>Medical, Behavioral Health, Passport Advantage, Market Place</b> <b>All Provider Types in this Region</b>	<b>(502) 212-6802</b> <a href="mailto:Brittany.Spencer@MolinaHealthcare.com">Brittany.Spencer@MolinaHealthcare.com</a>
Statewide	 Yolanda Cowherd	<b>Major Health Systems:</b> University of Kentucky, St. Elizabeth's Healthcare, CCHMC, Lifepoint, KPCA, Hospital Corporation of America (HCA), APCP & TPN, TJ Samson	<b>Medical, Behavioral Health, Passport Advantage, Market Place</b> <b>All Provider Types in these Organizations and Regions</b>	<b>(502) 212-6703</b> <a href="mailto:Yolanda.Cowherd@MolinaHealthcare.com">Yolanda.Cowherd@MolinaHealthcare.com</a>
Statewide	 Justin Radford	<b>Major Health Systems:</b> University of Louisville, Baptist Health System and formerly Hardin Intensive Health, Norton Health, CHI/St. Joseph, & Amerimed Leitchfield Pediatrics, Med Center	<b>Medical, Behavioral Health, Passport Advantage, Market Place</b> <b>All Provider Types in these Organizations and Regions</b>	<b>(502) 585-7914</b> <a href="mailto:Justin.Radford@MolinaHealthcare.com">Justin.Radford@MolinaHealthcare.com</a>

