



## AETNA BETTER HEALTH® OF VIRGINIA

September 12, 2018

To: All Aetna Providers

Hurricane Florence State of Emergency

In order to make sure we can best work with you to provide the best care for our members during this weather situation we wanted to provide you with the following information.

- Our Member Services, Provider Relations, Preauthorization and Concurrent Review staff are spread throughout The Commonwealth and will be working from their homes before, during, and after hurricane Florence.
- We expect that because our staff is spread out geographically that you should have no problems reaching our staff utilizing your normal channels, although there may be some increase in hold times.
- If you cannot reach any of our team then we want you to make your best decisions on behalf of your patients and we will retro-review the information at the earliest possible time after the emergency passes.
  - Please document the date and time of your attempts to reach us.
- If you need our assistance for emergencies or for any other reason and cannot reach anyone via your normal channels we want to provide you with the following backup contacts and numbers for assistance during the emergency period.
  - Stephanie Hargan – Manager, Prior Authorization - 804-824-5541
  - Shelli Hall-Marrow, Manager, Concurrent Review – 804-241-8681
  - Carisa Thomas, Supervisor, Member Services – 804-704-3753
  - Pat Thomas, Manager, Provider Relations – 804-629-5890
  - Dr. Harry Keener, Director, Behavioral Health – 804-350-0816
  - Dr. Danielle Grandrimo Medical Director – 312-965-8868
  - Dr. Ira Bloomfield – Chief Medical Officer – 828-308-3396
  - Elizabeth Papanu – Director of Medical Management - 540-207-5935

Thanks,

Roger Gunter  
Chief Executive Officer  
Aetna Better Health of Virginia

[www.aetnabetterhealth.com](http://www.aetnabetterhealth.com)

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