

Provider Relations Representative – PCP / Maternal and Child Health Services

Assistant Director, Provider Engagement

John Rodriguez

Phone: 210-358-6407

Email: jrodriguez@cfhp.com

Provider Types Supported:

- Hospitals
- Rural Health Clinics (RHCs)
- Federally Qualified Health Centers (FQHCs)
- Large Physician Groups (UMA, UT, CommuniCare, CentroMed, etc.)
- Primary Care Physicians (PCPs)
- Pediatrics
- Texas Health Steps Providers
- Obstetrics and Gynecology (OB/GYN)
- Doulas
- Community Health Workers

Provider Relations Representative – Behavioral Health

Alan Koshy

Phone: 210-358-6336

Email: akoshy@cfhp.com

Provider Types Supported:

- Intensive Outpatient Programs (IOPs) and Inpatient Services
- Substance Use Disorder (SUD) Treatment Facilities
- Licensed Professional Counselors (LPCs)
- Psychiatry Providers
- Mid-Level Practitioners Specializing in Psychiatry
- Social Workers and Licensed Clinical Social Workers (LCSWs)
- Targeted Mental Health Case Management (TMCM) Providers

Provider Relations Representative – Specialty

Ana K. Mayfield

Phone: 210-358-6041

Email: amayfield@cfhp.com

Provider Types Supported:

- Specialty Providers
- Pain Management Providers
- Pharmacy and Infusion Services
- Laboratory Providers
- Durable Medical Equipment (DME) Providers

Provider Relations Representative – LTSS

JoAnn M. Tejada

Phone: 210-358-6183

Email: jtejeda@cfhp.com

Provider Types Supported:

- Nursing Facilities
- Assisted Living Facilities
- Long-Term Services and Supports (LTSS)
- Respite Care Providers
- Emergency Response Services (ERS) Providers
- Adult Day Care Providers
- Adult Foster Care Providers
- Consumer Directed Services (CDS) Providers
- Adaptive Aids and Custom Home Modification Providers

Provider Relations Representative – Therapy / PDN

Marvelin Torres

Phone: 210-358-6106

Email: mtorres@cfhp.com

Provider Types Supported:

- Physical Therapy Providers
- Occupational Therapy Providers
- Speech Therapy Providers
- Private Duty Nursing (PDN) Providers
- Applied Behavior Analysis (ABA) Therapy Providers

Provider Relations Representative – Urgent Care Centers / Operations

Faith Rippy

Phone: 210-358-6447

Email: frippy@cfhp.com

Responsibilities and Provider Types Supported:

- Urgent Care Centers
- General Provider Inquiries
- Tracks Letters of Interest (LOIs) submitted by prospective providers and serves as the primary point of contact for LOI correspondence
- Organizes information for the Network Adequacy Review Committee (NARC)
- Organizes and manages correspondence for the Provider Office Staff Advisory Committee (POSAC)
- Primary point of contact for the Provider Relations Department email, phone, and fax lines

Need Assistance?

For general questions, claims-related inquiries, or assistance identifying the appropriate Provider Relations Representative, please contact our team at ProviderRelations@cfhp.com.