

CONTACT NUMBERS FOR KEY STAFF IN MEDICA CARE COORDINATION PRODUCTS

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CCP Regulatory Oversight and Improvement | MedicaSPPRegQuality@medica.com

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Care Coordination Products (CCP)

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Kathy Albrecht Director Medicaid and SNP Program & Strategy	952-992-3372	kathleen.albrecht@medica.com
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Shelley Lano Clinical Liaison	888-906-0971	MedicaCCSupport@medica.com
Kristi Hocking Supervisor Care Coordination Support	952-992-2821	kristi.hocking@medica.com

Other Important Resources

Enrollment Team SPPEnrollmentQ@medica.com	952-992-3876	Fax: 952-992-2682
Government Programs Dental Care Coordinator (for CCs and County Staff Only)	651-994-5198 or 866-303-8138	
Provide-A-Dentist Delta Dental® of Minnesota (for members)	651-406-5919 or 1-800-459-8574 (toll-free)	
Case Consultation Line (for CCs only)	877-855-1322 ext. 3	
Health Support Programs	866-905-7430	
Nursing Home Admissions	NFCcommunications@medica.com	
Medica NurseLine (available 24/7)	1-866-715-0915	
Medica Customer Service	952-992-2580 or 888-347-3630	
Medica Customer Service County Advocate Line	1-866-317-1170	
Medica Behavioral Health (MBH) customer service	800-848-8327	

Other Important Resources (continued)

Medica Behavioral Health (MBH) claims issues	866-214-6829
Live and Work Well (Mental Health provider search and resources)	LiveAndWorkWell.com (Access Code: Medica)
Provide-A-Ride Call Center (Ride and Interpreter Scheduling)	952-992-2580 or 888-347-3630
Provider Services (claims/billing issues)	800-458-5512
TransPerfect Connect - Interpreter Services Customer Service	855-886-2909
Provider Oversight Team: Provide-A-Ride, Special Transportation, Interpreter	ProviderOversight@medica.com
Alicia Dunn Enrollment Retention Navigator	952-992-1611

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