

Heritage Provider Network

Contact List

As of April 2015

Group	Department	Contact Type	Contact Name	Title	Phone	Email
Heritage Provider Network, Corporate Office Main Number: (818) 654-3461	Claims	Main Contact	Robin Morales	Director of Claims	(661) 846-3927	rmorales@bfmc.com
		Escalated Contact	Octavio Campos	Corporate Dir. of Special Projects	(661) 951-3224	ocampos@heritaged.com
	Credentialing	Main Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritaged.com
		Main Contact (Credentialing Audits)	Marque Hernandez	Director of Clinical Operations	(714) 908-5617	mtherandez@heritaged.com
	Contracting	Main Contact	Jaya Kurian	CFO, SVP	(818) 654-3455	jkurian@heritaged.com
		Plan Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritaged.com
		Plan Contact	Maciej Makowiecki	Project Manager II	(818) 654-3464	mmakowiecki@heritaged.com
		Plan Contact	Lindra Frandinata	Director of Finance	(818) 654-3472	lfrandinata@heritaged.com
		Plan Contact	Jeff Rijadi	Director of Finance	(818) 654-3479	jrijadi@heritaged.com
		Plan Contact	Emre Sahinalp	Sr Finance/Ops Analyst	(818) 654-3496	esahinalp@heritaged.com
		Plan Contact	Rajat Malhotra	Project Manager	(818) 654-3434	rmalhotra@heritaged.com
		Plan Contact	Natjaya Chinda	Sr Project Manager	(818) 654-3416	nchinda@heritaged.com
		Plan Contact	Irene Francisca	Project Manager	(818) 654-3483	ifrancisca@heritaged.com
		Plan Contact	Greshe Abraham	Sr Finance/Ops Analyst	(818) 654-3444	gabraham@heritaged.com
		Plan Contact	Nilay Shah	Director of Finance	(818) 654-3462	nshah@heritaged.com
		Plan Contact	Neha Yadav	Data Analyst II	(818) 654-3473	nyadav@heritaged.com
Compliance	Main Contact	Sandy Finley	Human Resources Manager	(661) 726-3826	sdfinley@hdm.net	
Encounter/IT	Main Contact	Scott Bae	Sr VP, Corporate Information Systems	(818) 654-3480	schae@heritaged.com	
Clinical, QM, UM, Care Mngt	Main Contact	Teresa Kries	Vice President of Clinical Services	(714) 908-5608	tkries@heritaged.com	
High Desert Medical Group Main Number: (661) 726-3800	Claims	Main Contact	Anthony Cockerill	Director, Claims	(661) 726-3815	awcockerill@hdm.net
		Escalated Contact	Octavio Campos	Corporate Dir. of Special Projects	(661) 951-3224	ocampos@heritaged.com
	Credentialing	Main Contact	Theresa Leon	Credentialing Supervisor	(661) 726-3800	tleon@hdm.net
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritaged.com
	Contracting	Main Contact	Lisa Nelson	Sr. Director of Network Development / Provider Relations	(661) 951-3052 / cell (661) 810-0551	lnelson@hdm.net
		Secondary Contact	Rafael Gonzalez	Administrator	(661) 951-3083	rgonzalez@hdm.net
	Compliance	Main Contact	Jeanine Olmscheid	VP, Meas/Improv, QM/Compliance	(661) 726-3985	jolmscheid@hdm.net
		Secondary Contact	Sandy Finley	Corporate Human Resources Director	(661) 726-3826	sdfinley@hdm.net
	Clinical	Main Contact	Dr. Charles Lim	Medical Director	(661) 726-3800	cmlim@hdm.net
		Secondary Contact	Rafael Gonzalez	Administrator	(661) 951-3083	rgonzalez@hdm.net
		Escalated Contact	Michele Christensen	VP Operations	(661) 951-3097	mlchristensen@hdm.net
		Escalated Contact	Saro Arakelians	PharmD DM and Pharmacy Director	(661) 726-3956	sarakelians@hdm.net
	UM/Authorization	Main Contact	Denise Rock	UM Manager/Continuity of Care	Office: (661) 723-8761 Fax: (661) 952-3684	drock@hdm.net
		Secondary Contact	Lynda Masco	VP, Care Management	(661) 951-3361	lmmasco@hdm.net
	Cal MediConnect	Main Contact	Michael Almazar	Associate VP, Care Management	(661) 726-3995	malmazar@hdm.net
		Secondary Contact	Denise Rock	UM Manager/Continuity of Care	Office: (661) 723-8761 Fax: (661) 952-3684	drock@hdm.net

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Group	Department	Contact Type	Contact Name	Title	Phone	Email
Heritage Victor Valley Medical Group Main Number: (760) 245-4747	Claims	Main Contact	Anthony Cockerill	Director, Claims	(661) 726-3815	awcockerill@hdmg.net
		Escalated Contact	Octavio Campos	Corporate Dir. of Special Projects	(661) 951-3224	ocampos@heritagemed.com
	Credentialing	Main Contact	Julia Shelton	Credentialing Coordinator II	(760) 245-4747	jshelton@hvvmg.com
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritagemed.com
	Contracting	Main Contact	Rick Howells	Sr. Director of IPA Operations	(760) 261-5231	rhowells@hvvmg.com
		Secondary Contact	Debrah Bennett	Director, Provider Relations	(760) 261-5227	dgbennett@hvvmg.com
	Compliance	Main Contact	Stephen Orr	Compliance	(760) 261-6498	storr@hvvmg.com
		Secondary Contact	Debrah Bennett	Director, Provider Relations	(760) 261-5227	dgbennett@hvvmg.com
	Clinical	Main Contact	Yvonne Lopez	Audit and Compliance Specialist	(760) 261-5235	ylopez@hvvmg.com
		Secondary Contact	Susannah Meehan	Director, Clinical Services	(760) 261-5297	slmeehan@hvvmg.com
		Escalated Contact	Dr. Mohinder Ahluwalia	Medical Director	(760) 514-7379	mpahl@hvvmg.com
	UM/Authorization	Main Contact	Yvonne Lopez	Audit and Compliance Specialist	(760) 261-5235	ylopez@hvvmg.com
		Secondary Contact	Irma Still	Referral Supervisor	(760) 261-5213	iestill@hdmg.net
	Sierra Medical Group Main Number: (661) 945-9411	Claims	Main Contact	Anthony Cockerill	Director, Claims	(661) 726-3815
Escalated Contact			Octavio Campos	Corporate Dir. of Special Projects	(661) 951-3224	ocampos@heritagemed.com
Credentialing		Main Contact	Belinda Hartson	Credentialing Coordinator	(661) 579-2034	bkhartson@sierramedicalgroup.com
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritagemed.com
Contracting		Main Contact	Belinda Hartson	Administrative Assistant	(661) 579-2034	bkhartson@sierramedicalgroup.com
		Escalated Contact	Dr. Tuan Phan	Medical Director	(661) 579-2012	tdphan@sierramedicalgroup.com
Compliance		Main Contact	Sherry Connelly	Manager of QM/UM	(661) 579-2005	slconnelly@sierramedicalgroup.com
		Secondary Contact	Sandy Finley	Corporate Human Resources Director	(661) 726-3826	sdfinley@hdmg.net
Clinical		Main Contact	Dr. Tuan Phan	Medical Director	(661) 579-2012	tdphan@sierramedicalgroup.com
		Escalated Contact	Nilay Shah	Director of Finance	(818) 654-3462	nshah@heritagemed.com
UM/Authorization		Main Contact	Sherry Connelly	Manager of QM/UM	(661) 579-2005	slconnelly@sierramedicalgroup.com
		Secondary Contact	Dr. Tuan Phan	Medical Director	(661) 579-2012	tdphan@sierramedicalgroup.com
Cal MediConnect		Main Contact	Robert Caro	LVN	(661) 480-2063	rjcaro@sierramedicalgroup.com
		Escalated Contact	Dr. Tuan Phan	Medical Director	(661) 579-2012	tdphan@sierramedicalgroup.com

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Group	Department	Contact Type	Contact Name	Title	Phone	Email	
Bakersfield Family Medical Center (BFMC)	Claims	Main Contact	Mark Reyes	Director of Claims Management	(661) 616-9415	mreyes@bfmc.com	
		Secondary Contact	Robin Dow-Morales	Corporate Claims Director	(661) 846-3927	rmorales@bfmc.com	
		Escalated Contact	Octavio Campos	Corporate Dir. of Special Projects	(661) 951-3224	ocampos@heritagemed.com	
	Credentialing	Main Contact	Tonya Walsh	Credentialing Coordinator	(661) 846-4708	twalsh@bfmc.com	
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritagemed.com	
	Contracting	Main Contact	Stacy Reeves	ACO/Quality/Provider Relations	(661) 616-9432	sreeves@bfmc.com	
		Compliance	Main Contact	Debbie Zamora	VP, Risk Management	(661) 846-4639	dzamora@bfmc.com
	Main Number: (661) 327-4411	Clinical	Secondary Contact	Renae Montez	Compliance Coordinator	(661) 616-9412	rmontez@bfmc.com
			Main Contact	Manisha Mistry	VP of Medical Management	(661) 301-5705	mmistry@bfmc.com
			Secondary Contact	Dr. JuHwan Lee	Medical Director	(661) 345-7147	jhlee@bfmc.com
		UM/Authorization	Escalated Contact	Dr. David Leece	Chief Medical Officer	(805) 550-2993	dleece@bfmc.com
			Main Contact (In-Patient)	Manisha Mistry	Vice President of Medical Management	(661) 301-5705	mmistry@bfmc.com
			Secondary Contact (In-Patient)	Theresa Peeples	Util Review Administrative Supervisor	(661) 846-3972	tpeeples@bfmc.com
		Main Contact (Out-Patient)	Casey Wilkerson	Sr Director of Utilization Management	(661) 616-9416	cwilkerson@bfmc.com	
		Secondary Contact (Out-Patient)	Melissa Zavaleta	Utilization Management Lead	(661) 846-4849	mzavaleta@bfmc.com	
Desert Oasis Healthcare		Claims	Main Contact	Clare Abadie	Director, Claims	(760) 323-2614, ext 1907	cabadie@mydohc.com
	Escalated Contact		Lauren Beyeler	VP of Finance and CFO	(760) 969-6515	lbeyeler@mydohc.com	
	Credentialing	Main Contact	Cathy Brandon	Regional Credentialing Manager/CME Manager	(760) 320-4122, ext 1310	cbrandon@mydohc.com	
		Escalated Contact	Carlos Schroeder	VP, Quality & Compliance	(760) 320-4122, ext 1440	cschroeder@mydohc.com	
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritagemed.com	
	Contracting	Main Contact	Helene Leclair	VP of Network Administration	(760) 320-8814, ext 1575	hleclair@mydohc.com	
		Secondary Contact	Ken Rains	Director of Contracting	(760) 320-8814, ext 1577	krains@mydohc.com	
	Compliance	Main Contact	Carlos Schroeder	VP, Quality & Compliance	(760) 320-4122, ext 1440	cschroeder@mydohc.com	
		Secondary Contact	Randy Vaughn	Compliance	(760) 360-3193	rvaughn@mydohc.com	
	Clinical	Main Contact	Dr. Marc Hoffing	Medical Director	(760) 320-4122, ext 1400	mhoffing@mydohc.com	
		Main Contact - HMO	Tom Rancilio, RN	VP, Clinical Services	(760) 969-5262, ext 1400	trancilio@mydohc.com	
		Main Contact - ACO	Brian Hodgkins	Pharm D, EVP Clinical Ops & ACO	(760) 969-5262, ext 1400	bhodgkins@mydohc.com	
		Escalated Contact	Teresa Hodgkins	PharmD, AVP, Clinical Perf. & Outcomes	(760) 320-4122, ext 1313	thodgkins@mydohc.com	
		Escalated Contact	Dr. Osmundo Saguil	Medical Director Clinical Services	(760) 969-5262, ext 1400	osaguil@mydohc.com	
	UM/Authorization	Main Contact	Carlos Schroeder	VP, Quality & Compliance	(760) 320-4122, ext 1440	cschroeder@mydohc.com	
Secondary Contact		Tom Rancilio, RN	VP, Clinical Services	(760) 969-5262, ext 1400	trancilio@mydohc.com		

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Regal Medical Group (RMG)	Claims	Main Contact	Soon Huh	Director, Claims Processing	(818) 654-3430	shuh@regalmed.com
		Escalated Contact	Becky Nething	Senior Director, Claims	(818) 357-5069	bnething@regalmed.com
Lakeside Medical Group (LMG)	Credentialing	Main Contact	Irania Jauregui	Credentialing Manager	(818) 357-5031	igjauregui@regalmed.com
		Escalated Contact	Mihir Sanghavi	Operations/Finance Manager II	(818) 654-3463	msanghavi@heritagemed.com
Affiliate Doctors of Orange County (ADOC)	Contracting	Main Contact	Will Jukes	Vice President of Regional Operations	(818) 654-3424	wajukes@RegalMed.com
		Secondary Contact	Julie Feind	Director of Network Management	(818) 637-2000, ext 4149	julie.feind@lakesidemed.com
		Main Contact - RMG/ADOC	Jasmine Torgerson	SVP Network Management	(714) 908-5633	jtorgerson@RegalMed.com
Main Number: (818) 654-3400 (818) 637-2000	Compliance	Main Contact	Jeff Baron	Compliance Officer / Privacy Officer	(818) 637-2000, ext 1248	jbaron@regalmed.com
	Clinical <i>Burbank / Los Angeles / Glendale / San Fernando Valley</i> <i>Simi Valley</i> <i>Inland Empire (Riverside/San Bernardino) / Pomona / Chino Valley and Covina</i> <i>ADOC (Orange County)</i>	Contact	Violetta Smolyar	Director of Inpatient Case Mgmt	(818) 637-2000, ext 1223	vsmolyar@regalmed.com
Escalated Contact		Shelly Mason	VP of Clinical Services	(818) 637-2000, ext 3371	smason@regalmed.com	
Escalated Contact (afterhours)		Beth Gibbons	SVP Clinical Services	(626) 646-2710	bgibbons@regalmed.com	
Contact		Margie Manwell	Supervisor of Med Management	(805) 210-7404	mmanwell@regalmed.com	
Escalated Contact		Shelly Mason	VP of Clinical Services	(818) 637-2000, ext 3371	smason@regalmed.com	
Escalated Contact (afterhours)		Beth Gibbons	SVP Clinical Services	(626) 646-2710	bgibbons@regalmed.com	
Contact - Pomona/Chino/Covina		Alexis Mutuc	Manager of Case Mgmt	(626) 646-2740 ext. 3261	Amutuc@regalmed.com	
Contact - Inland Empire		Diana Bravo	Manager of Inpatient Case Mgmt	(626) 646-2740, ext 3259	dbravo@gcmg.org	
Escalated Contact		Faith Nation	Director of Inpatient Case Mgmt	(909) 380-7144	Fnation@regalmed.com	
Escalated Contact		Lisa Ali	Director of Vital Care	(626) 646-2709	Lali@regalmed.com	
Escalated Contact		Barbara Caudill	VP Medical Management	(909) 380-7137	bcaudill@regalmed.com	
Escalated Contact (afterhours)		Beth Gibbons	SVP Clinical Services	(626) 646-2710	bgibbons@regalmed.com	
Contact		Diana Bravo	Manager of Inpatient Case Mgmt	(626) 646-2740, ext 3259	dbravo@gcmg.org	
Escalated Contact		Alexis Mutuc	Manager of Vital Care	(626) 646-2740, ext 3261	amutuc@regalmed.com	
Escalated Contact		Barbara Caudill	VP Medical Management	(909) 380-7137	bcaudill@regalmed.com	
Escalated Contact		Beth Gibbons	SVP Clinical Services	(626) 646-2710	bgibbons@regalmed.com	
Escalated Contact		Sarada Mylavarapu, MD	Medical Director	(714) 539-3100, ext 1215	smylavarapu@adoc.us	

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Group	Department	Contact Type	Contact Name	Title	Phone	Email	
RMG / LMG / ADOC (continued)	UM/Authorizations						
		<i>Simi Valley</i>	Contact	Alma Maldonado	Prior Auth Coordinator	(818) 707-9603, ext 5160	amaldonado@regalmed.com
		<i>San Fernando Valley</i>	Contact	Lisetta Huerta	Prior Auth Team Lead	(818) 707-9603, ext 5226	lishuerta@regalmed.com
		<i>Burbank / Los Angeles</i>	Contact	Veronica Robles	Prior Auth Coordinator	(818) 707-9603, ext 5093	vrobles@regalmed.com
		<i>Glendale</i>	Contact	Jennifer Acevedo	Prior Auth Coordinator	(818) 707-9603, ext 5193	jacevedao@regalmed.com
			Escalated Contact	Dania Sanchez-Pinnick	Senior Manager-Prior Authorization	(818) 654-3408	dlsanchezpinnick@regalmed.com
		<i>RMG Orange County / ADOC / Covina / GCMG</i>	Contact	Cindy Sarmiento	Prior Auth Manager, LVN	(626) 974-0440, ext. 268	csarmiento@gcmg.org
		<i>Riverside / San Bernardino / Pomona / Chino Valley</i>	Contact	Jeremy McDonald	Prior Auth Manager, RN	(909) 383-2384	jmcdonald@regalmed.com
		Cal MediConnect					
		<i>Simi Valley / San Fernando Valley / Burbank / Glendale / Los Angeles</i>	Contact	UM Department		(213) 835-2820	Fax: (818) 933-5439
			Escalated Contact	Christine Frega	Prior Auth Case Manager	(818) 637-2000, ext 1336	cfrega@regalmed.com
			Escalated Contact	Luana Oneil	Prior Auth Coordinator	(818) 637-2000, ext 3024	loneil@regalmed.com
			Escalated Contact	Tara Jett	UM Coordinator	(818) 637-2000, ext 5080	tjett@regalmed.com
			Escalated Contact	Keith Campeau, MD	Medical Director	(818) 637-2000, ext 3276	keith.campeau@lakesidemed.com
		<i>Riverside / San Bernardino / Pomona / Chino Valley / Covina and Orange County</i>	Contact	UM Department		(909) 890-2674	Fax: (909) 890-0629
		Contact	Enrique Cabrera	Prior Auth Nurse	(909) 890-2674, ext 7175	ecabrera@regalmed.com	
		Contact	Trinette Magee	UM Coordinator	(909) 890-2674, ext 7227	tmagee@regalmed.com	
		Contact	Candace Smith	UM Coordinator	(909) 380-7145	casmith@regalmed.com	
		Contact	Dr. Tenzing Wangyal	Medical Director	(714) 539-3100, ext 5905	twangyal@regalmed.com	
		Escalated Contact	Jeremy McDonald	Prior Auth Manager, RN	(909) 383-2384	jmcdonald@regalmed.com	