

# Network Specialist Assignments

We continue to make improvements to our organization and processes so that every interaction you have with us will be faster, easier and more productive.

In the January issue of *Blue Review*, we announced a new specialty-based organizational approach for our Network Specialists. This new approach, effective **January 1, 2011**, enables us to serve you more effectively by developing a high level of expertise and familiarity with the concerns and issues that are particular to your specialty. Network Specialists also have the support of dedicated teams of internal resources throughout Horizon Blue Cross Blue Shield of New Jersey to help you navigate the health care system.

Your Network Specialist is your primary point of contact for Horizon BCBSNJ products and administrative policies and procedures. He or she is accessible to you when and where you need him or her – by telephone, e-mail and/or visits to your office, upon request.

Our Network Specialist teams are listed in the tables below and on the back of this page.

## Primary Care Physicians and Obstetricians/Gynecologists

This team also serves practitioners in the following specialties: family practice, internal medicine, general practice, geriatrics, pediatrics, midwifery and neonatal-perinatal medicine.

Network Specialist	Counties
Beverly Kreiss 1-856-638-3102	<ul style="list-style-type: none"> <li>Burlington, Mercer and Somerset counties, New Jersey.</li> <li>Bucks County, Pennsylvania.</li> </ul>
Bridgette Coleman 1-856-638-3056	<ul style="list-style-type: none"> <li>Atlantic, Camden, Cape May, Cumberland, Gloucester and Salem counties, New Jersey.</li> <li>New Castle County, Delaware.</li> <li>Delaware and Philadelphia counties, Pennsylvania.</li> </ul>
Jeanne Fox-Grande 1-973-466-8219	<ul style="list-style-type: none"> <li>Middlesex, Monmouth and Ocean counties, New Jersey.</li> </ul>
Joyce Goodman 1-973-466-6384	<ul style="list-style-type: none"> <li>Bergen and Union counties, New Jersey.</li> <li>Bronx, Kings, New York, Orange, Richmond, Rockland and Westchester counties, New York.</li> </ul>
Tania Diaz 1-973-466-5676	<ul style="list-style-type: none"> <li>Essex and Hudson counties, New Jersey.</li> </ul>
Tracy Soto 1-973-466-7935	<ul style="list-style-type: none"> <li>Hunterdon, Morris, Passaic, Sussex and Warren counties, New Jersey.</li> <li>Monroe, Northampton and Pike counties, Pennsylvania.</li> </ul>

## Medical single specialty practices

Network Specialist	Medical single specialty*
Margaret Mooney 1-856-638-3192	<ul style="list-style-type: none"> <li>Allergy/Immunology and Pediatric Allergy/Immunology</li> <li>Critical Care Medicine and Pediatric Critical Care Medicine</li> <li>Emergency Medicine and Pediatric Emergency Medicine</li> <li>Hospitalist</li> <li>Pathology</li> <li>Perinatology</li> <li>Pulmonology and Pediatric Pulmonology</li> </ul>
Chaunte Abdellah 1-856-638-3414	<ul style="list-style-type: none"> <li>Dermatology</li> <li>Dermatopathology</li> <li>Nephrology and Pediatric Nephrology</li> <li>Neurodevelopmental Pediatrics and Pediatric Neurodevelopmental Disabilities</li> <li>Neurology and Pediatric Neurology</li> <li>Otolaryngology</li> <li>Physical Medicine and Rehabilitation</li> </ul>
Deborah Bernard 1-973-466-7368	<ul style="list-style-type: none"> <li>Adolescent Medicine</li> <li>Genetics</li> <li>Nuclear Medicine</li> <li>Radiation Oncology</li> <li>Radiation Therapy</li> <li>Radiology</li> <li>Rheumatology</li> </ul>
Sandra Yarbrough 1-973-466-8418	<ul style="list-style-type: none"> <li>Endocrinology and Pediatric Endocrinology</li> <li>Infectious Disease and Pediatric Infectious Disease</li> <li>Ophthalmology, Neuro-ophthalmology and Surgical Ophthalmology</li> <li>Reproductive Endocrinology</li> <li>Urology and Pediatric Urology</li> </ul>

(Over, please)



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## Ancillary professionals

Network Specialist	Ancillary specialty*
Richard Kluczyk 1-973-466-5540	<ul style="list-style-type: none"> <li>• Acupuncture Therapy</li> <li>• Chiropractic Medicine</li> <li>• Occupational Therapy</li> <li>• Physical Therapy</li> </ul>
Open Position 1-856-638-3064	<ul style="list-style-type: none"> <li>• Audiology</li> <li>• Dietician/Nutrition</li> <li>• Optician</li> <li>• Optometry</li> <li>• Podiatry</li> <li>• Speech Therapy</li> </ul>
Tiffany Underwood 1-973-466-7622	<ul style="list-style-type: none"> <li>• Counseling (Pastoral/Alcohol/Marriage)</li> <li>• Licensed Marriage and Family Therapy</li> <li>• Licensed Professional Counseling</li> <li>• Psychiatric Nursing</li> <li>• Psychiatry</li> <li>• Psychology</li> <li>• Social Work</li> <li>• Social Work (MSW/ACSW)</li> <li>• Licensed Clinical Social Work (LCSW)</li> </ul>

## Multispecialty practices

Large group practices and hospital-based professional practices.

Network Specialist	Counties
Dawn Burke 1-973-466-5750	<ul style="list-style-type: none"> <li>• Bergen, Essex, Hudson, Hunterdon, Monmouth, Passaic and Somerset counties, New Jersey.</li> </ul>
Robert DeNardo 1-973-466-7561	<ul style="list-style-type: none"> <li>• Atlantic, Cape May, Cumberland, Mercer, Middlesex, Ocean, Sussex and Warren counties, New Jersey.</li> </ul>
Susan Herriott 1-856-638-3449	<ul style="list-style-type: none"> <li>• Bucks, Delaware, Monroe, Northampton, Philadelphia and Pike counties, Pennsylvania.</li> </ul>
Open Position 1-856-638-3224	<ul style="list-style-type: none"> <li>• Burlington, Camden, Gloucester, Morris, Salem and Union counties, New Jersey.</li> <li>• New Castle County, Delaware.</li> </ul>

Thanks to all our participating offices for providing feedback to help direct our efforts to make your interactions with us easier and for letting us know how we are meeting your needs.

## And don't forget ...

You have convenient access to the information you need through Online Services and our Interactive Voice Response (IVR) system 24 hours a day, seven days a week generally including holidays. For help with eligibility, benefit and claim inquiries, please visit [www.NaviNet.net](http://www.NaviNet.net) or call our IVR System 24 hours a day, seven days a week at 1-800-624-1110. You may also speak with our Physician Services team by calling the same number, Monday through Friday, between 8 a.m. and 5 p.m., Eastern Time.

You also have convenient access at any time, day or night, to a variety of important information, job aids and training materials about our policies and procedures, products and benefits and more. Visit *Provider Reference Materials* on [www.NaviNet.net](http://www.NaviNet.net) or [www.HorizonBlue.com/Providers](http://www.HorizonBlue.com/Providers) to learn more.

## Surgical specialty practices

Specialist	Surgical specialty*
Catherine White 1-856-638-3117	<ul style="list-style-type: none"> <li>• Anesthesiology</li> <li>• Certified Registered Nurse Anesthetists (CRNA)</li> <li>• Hand Surgery</li> <li>• Orthopedics</li> <li>• Orthopedic Surgery and Pediatric Orthopedic Surgery</li> <li>• Pain Management</li> <li>• Sports Medicine</li> </ul>
Kevin Jennings 1-973-466-7102	<ul style="list-style-type: none"> <li>• Cardiac Electrophysiology</li> <li>• Cardiology and Pediatric Cardiology</li> <li>• Cardiovascular Surgery</li> <li>• Critical Care Surgery</li> <li>• Neurological Surgery</li> <li>• Oral and Maxillofacial Surgery</li> <li>• Vascular Surgery</li> </ul>
Marlo Sutphin 1-856-638-3234	<ul style="list-style-type: none"> <li>• Colon and Rectal Surgery</li> <li>• Gastroenterology and Pediatric Gastroenterology</li> <li>• General Surgery and Pediatric General Surgery</li> <li>• Gynecology/Oncology</li> <li>• Hematology</li> <li>• Hematology/Oncology and Pediatric Hematology/Oncology</li> <li>• Oncology and Surgical Oncology</li> <li>• Plastic and Reconstructive Surgery</li> <li>• Proctology</li> </ul>

\* The Network Specialists dedicated to these specialties are responsible for serving practices in Horizon BCBSNJ local service area, including:

- ▶ All New Jersey counties.
- ▶ Bronx, Kings, New York, Orange, Richmond, Rockland and Westchester counties, New York.
- ▶ Bucks, Delaware, Monroe, Northampton, Philadelphia and Pike counties, Pennsylvania.
- ▶ New Castle County, Delaware.