



In-Network Relation Region Guide

In-Network Relations Representatives

Network Relations Representatives are available to help address your complex claims concerns, enrollment, credentialing, secure web portal navigation, provider education requests and much more! Representatives are assigned to specific regions and provider groups and can be contacted directly.

In-Network Relations – Territory Key Contact Information

Service/Region	Contact Name	Phone #	Email
Statewide Behavioral Health (BH)	Yolaine Joseph-Doralus	(352) 460-2548	Joseph-DoralusY@aetna.com
Statewide Hospital Facility & Employed Physicians	Yolanda Rivera	(954) 290-1847	Yxriveracole@aetna.com
*Region 1,2,3,4	TBD	TBD	TBD
*Region 5,6	TBD	TBD	TBD
Region 6,7,11 Long Term Care (LTC)	Laura Montano	(786) 578-7275	MontanoL@aetna.com
Region 7	Bridgett Allen	(407) 341-7389	AllenB2@aetna.com
Region 7 (Seminole and Brevard)	Eva Szollosy	(407) 212-1418	SzollosyE@aetna.com
Region 8,9	Ileyana Graves	(561) 531-8093	GravesI@aetna.com
Region 10,11 Medical Foster Care (MFC) Early Intervention Services (EIS)	Kimberley Bygrave	(561) 517-7591	BygraveK@aetna.com
Region 10, 11	Michelle Daniels	(305) 389-7084	DanielsM@aetna.com
Region 11	Kerene Robinson	(561) 607-7080	Robinsonk7@aetna.com

***If you are not able to get in contact with your assigned In-Network Relations Representative or need assistance with out of network questions, please call our Provider Relations Department.**

MMA	LTC	FHK	Email
1-800-441-5501	1-844-645-7371	1-844-528-5815	FLMedicaidProviderRelations@aetna.com