

Provider Relations Department

Network Relations ConsultantEmail AddressService Area/Territory

Mary Ballard

mary.ballardstx@aetna.comAtascosa, Bexar, Gillespie, Medical Center zip 78229,
Medina

Frances Perez

perezf@aetna.comBandera, Bexar, Caldwell, Comal, Gonzales, Guadalupe,
Hays, Kendall, Kerr, Wilson

Juana Castro-Quintero

castro-quinteroj@aetna.com

Dallas, Denton, Collin, Parker, Tarrant, Wise

Eisha Johnson

johnsone2@aetna.com

Dallas, Hood, Johnson, Tarrant

Zenzi Ferrell-Lewis

ferrell-lewysz@aetna.com

STAR Kids

Rebecca Mendez-Aguilar

mendez-aguilarr@aetna.com

PRE Team Lead

PR Hotline Additional Assistance:

[Email: TXProviderEnrollment@aetna.com](mailto:TXProviderEnrollment@aetna.com)**Medicaid STAR:** Bexar: 1-800-248-7767 Tarrant: 1-800-306-8612**CHIP:** Bexar: 1-866-818-0959 Tarrant: 1-800-245-5380**Medicaid STAR Kids:** Tarrant/Dallas: 1-844-787-5437