# Provider Relations Department - Parkland

<table>
<thead>
<tr>
<th>Network Consultant</th>
<th>Email Address</th>
<th>Cities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Juan Hernandez</td>
<td><a href="mailto:HernandezJ1@aetna.com">HernandezJ1@aetna.com</a></td>
<td>Irving, Oak Cliff, Cockrell Hill, Duncanville, Cedar Hill, Euless, Hurst, Bedford and Coppell</td>
</tr>
<tr>
<td>214-200-8296</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teresa Miller</td>
<td><a href="mailto:Millert14@aetna.com">Millert14@aetna.com</a></td>
<td>Denton, Lewisville, Carrollton Fairview and Wiley</td>
</tr>
<tr>
<td>469-329-2117</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contreece Bullard</td>
<td><a href="mailto:BullardC@aetna.com">BullardC@aetna.com</a></td>
<td>Garland, Rowlett, Greenville, Royce City, Sunnyvale, Forney and some of Mesquite</td>
</tr>
<tr>
<td>469-239-2103</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chermine Jackson-Garrett</td>
<td><a href="mailto:Jackson-garrett@aetna.com">Jackson-garrett@aetna.com</a></td>
<td>Balch Springs, Ennis, Waxahachie, Wilmer, Ferris Red Oak, Desoto, Lancaster and some of Mesquite</td>
</tr>
<tr>
<td>214-200-8645</td>
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## Hours of Operation

Our Provider hotline is available Monday through Friday, 8:00 a.m. to 5:00 p.m. Central time, excluding State-approved holidays. Providers also have 24/7/365 by utilizing self-service tools such as our interactive voice response (IVR) system and provider portal for eligibility and benefit questions.