

Provider Relations Department - Parkland

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

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.