



# Molina Healthcare of New Mexico 2024 Provider Network contacts

## Molina network management and services leadership

### Jennifer Sandoval, MHA

Vice President, Network Strategy & Services

Jennifer has oversight and responsibility for MHNM Network Management, which includes credentialing, contracting, provider services and provider data management.

Mobile: (505) 304-5193 Email: Jennifer.Sandoval2@MolinaHealthcare.com

### Stacie Ivers-Mcgraw

Director, Provider Contracting

Stacie oversees provider contracting to ensure a robust network of providers through contract development and the coordination of configuration, credentialing and provider data accuracy.

Mobile: (505) 506-4914 Email: Stacie.Ivers-Mcgraw@MolinaHealthcare.com

### Christi LaPlante

Director, Provider Relations

Christi oversees the establishment and maintenance of collaborative relationships with Molina's health care practitioners and facility providers, including provider engagement, network development and the coordination of configuration, credentialing and provider data accuracy.

Mobile: (505) 549-5116 Email: Christi.LaPlante@MolinaHealthcare.com

### Lisa Williams

Manager, Provider Quality & Practice Transformation

Lisa oversees the establishment and maintenance of collaborative relationships with Molina's health care practitioners and facility providers — including partnering with providers on HEDIS® and risk adjustment education opportunities.

Mobile: (505) 507-7702 Email: Lisa.Williams@MolinaHealthcare.com

### Marlene Driscoll

Manager, Provider Relations

Marlene oversees the establishment and maintenance of collaborative relationships with Molina's health care practitioners and facility providers, which includes provider engagement, education and provider service functions.

Mobile: (505) 264-2962 Email: Marlene.Driscoll@MolinaHealthcare.com

### Sandra Soriano, CPCS

Manager, Provider Relations

Sandra oversees the credentialing process for all network providers and assists in coordinating efforts with Molina's corporate credentialing team.

Email: Sandra.Soriano@MolinaHealthcare.com



## Molina Healthcare of New Mexico 2024 Provider Network contacts

### Health systems/hospitals/large provider groups/Indian health care providers

#### Jennifer Carlson

Senior Provider Relations Representative

Phone: (505) 239-2061

Fax: (505) 798-7313

Work email: Jennifer.Carlson@MolinaHealthcare.com

Department email: MHNM.ProviderServices@MolinaHealthcare.com

Specific providers: San Juan IPA, SWGI, NMCC, HME, Desert States Physical Therapy, White Sands, XRAM, Optum, Indian health care providers and school-based

Statewide hospitals & hospital groups: WUNM, Presbyterian, Texas Tech, Sierra Vista, Mountainview (CHS), Christus St. Vincent, Miners Colfax, Union County General, Rehoboth McKinley, Cibola General and Holy Cross

### Statewide behavioral health providers

#### Denise Garcia

Provider Relations Representative

Phone: (505) 508-9257

Fax: (505) 798-7313

Work email: Dee.Garcia@MolinaHealthcare.com

Department email: MHNM.ProviderServices@MolinaHealthcare.com

Specific providers: All behavioral health providers statewide

### Statewide long-term services and supports (LTSS) and ancillary providers

#### Jennifer Aguilar

Senior Provider Relations Representative

Phone: (505) 584-1105

Fax: (505) 798-7313

Work email: Jennifer.Aguilar@MolinaHealthcare.com

Department email: MHNM.ProviderServices@MolinaHealthcare.com

### Physical health providers (see territory)

#### Jennifer Aguilar

Senior Provider Relations Representative

Phone: (505) 584-1105

Fax: (505) 798-7313

Work email: Jennifer.Aguilar@MolinaHealthcare.com

Department email: MHNM.ProviderServices@MolinaHealthcare.com

Territory: All physical health providers in Taos, Colfax, Union, Mora, Harding, Santa Fe, San Miguel, Quay, Guadalupe, De Baca, Curry, Roosevelt, Chaves, Lea and Eddy A-M in Bernalillo Sandoval, Valencia and Torrance



## Molina Healthcare of New Mexico 2024 Provider Network contacts

### Physical health providers (see territory)

**Cassandra Romero**

Senior Provider Relations Representative

Phone: (505) 595-4867

Fax: (505) 798-7313

Work email: [Cassandra.Romero@MolinaHealthcare.com](mailto:Cassandra.Romero@MolinaHealthcare.com)

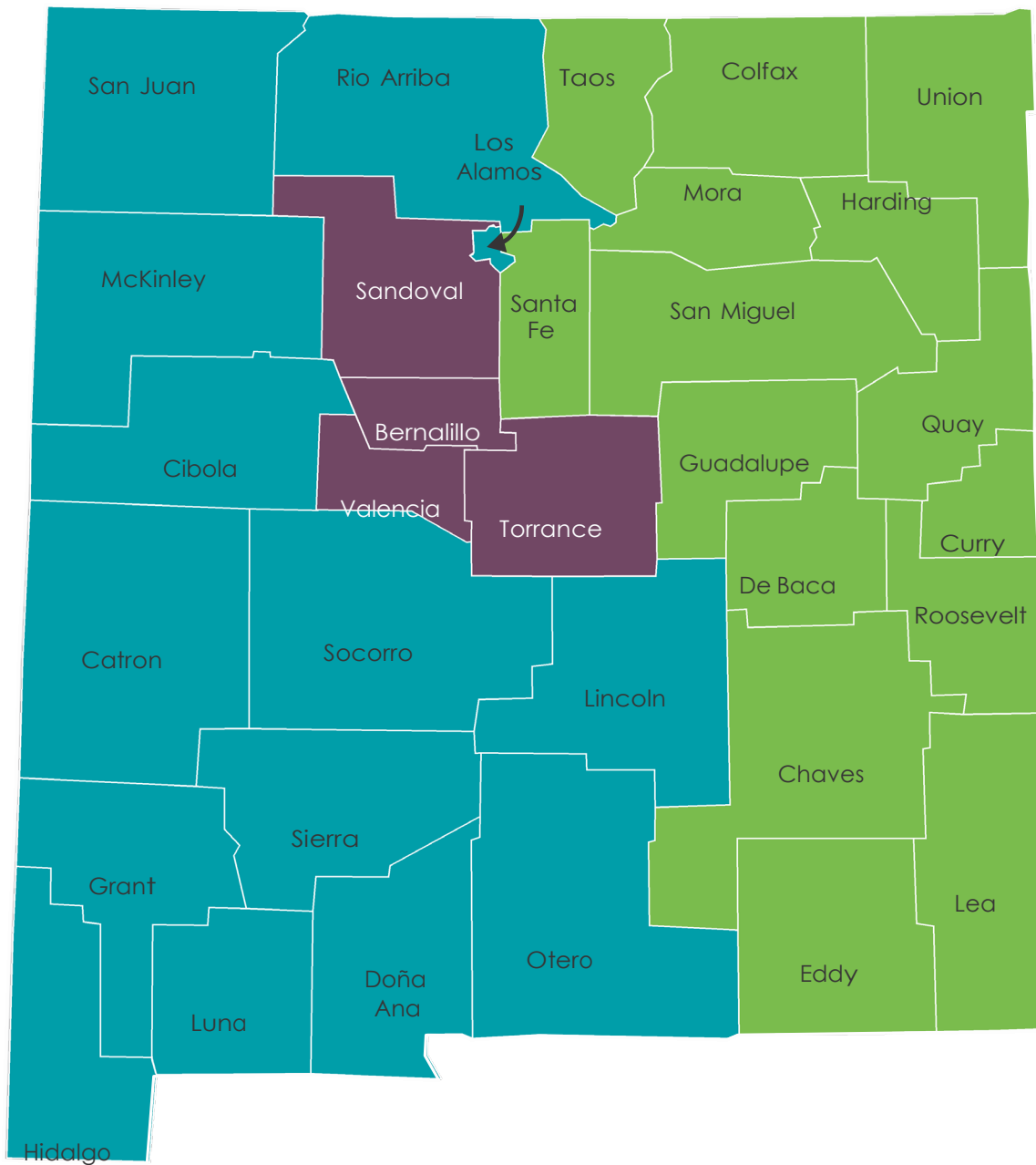
Department email: [MHNM.ProviderServices@MolinaHealthcare.com](mailto:MHNM.ProviderServices@MolinaHealthcare.com)

Territory: All physical health providers in San Juan, Rio Arriba, McKinley, Cibola, Catron, Socorro, Lincoln, Sierra, Grant, Hidalgo, Luna, Dona Ana and Otero  
N-Z in Bernalillo, Sandoval, Valencia and Tarrant

Specific providers: Ben Archer Health Care, Debaca Family Health, La Clinica de Familia, PMS, First Choice Community, La Casa de Buena Salud, La Familia, El Centro Family Health, Mimbres Memorial & Deming Hospital Corporation, Gila Regional, Memorial Medical Center, Las Cruces Physician Practices, Lovelace, Southwest Medical and all Federally Qualified Health Center (FQHC) providers

| General contact information   |   |
|---|---|
| Type of request   | Contact   |
| New provider contract requests  | NMProviderContracting@MolinaHealthcare.com<br>Fax: (505) 798-7313   |
| Adding providers to existing contracts: <ul style="list-style-type: none"> <li>• New provider joining an existing contracted group requires credentialing</li> <li>• New provider joining an existing contracted group, and the provider is already credentialed with Molina</li> </ul> | MHNMCredentialing@MolinaHealthcare.com<br>Fax: (505) 348-0932<br><br>Please contact your provider relations representative.   |
| General provider questions/inquiries and Medicare Model of Care (MOC) training attestations   | MHNM.ProviderServices@MolinaHealthcare.com<br>or contact your provider relations representative.  |
| Provider appeals & grievances   | Molina Healthcare of New Mexico<br>PO Box 182273<br>Chattanooga, TN 37422<br>Phone: (855) 322-4078<br>Fax numbers:<br>Claims disputes/reconsiderations:<br>(855) 378-3642<br>Provider appeals: (855) 378-3643 |
| Molina Healthcare website (Provider updates, newsletters, provider manual, forms, resources, provider portal)   | MolinaHealthcare.com  |
| Availity Essentials provider portal   | Provider.MolinaHealthcare.com   |

## 2024 provider relations representative area map



**Jennifer Carlson**  
Senior Provider  
Relations  
Representative

IHCP (Statewide)  
Hospitals (Statewide)  
Key provider groups

**Cassandra Romero**  
Senior Provider  
Relations  
Representative

Physical health (Blue)

**Dee Garcia**  
Provider  
Relations  
Representative

Behavioral health  
(Statewide)

**Jennifer Aguilar**  
Senior Provider  
Relations  
Representative

Physical health (Green)  
LTSS & ancillary  
(Statewide)