



# STAFF DIRECTORY

MAIN PHONE: 828-670-9145

MAIN FAX: 828-670-9155

HOURS: 8:00 AM -4:30 PM ET

PRECERTIFICATION - PRIOR AUTHORIZATION

FAX: 828-670-9159 \* VOICEMAIL: EXT 115

\*PLEASE VERIFY CRESCENT IS CORRECT REQUEST SOURCE. ONLINE PRE-AUTH FORM MUST BE COMPLETED PRIOR TO FOLLOW UP WITH NURSE.

NAME	TITLE	EXT
<b>Administration</b>		
Jeff Erickson	Chief Executive Officer	130
Saleena Russell	Director, Finance	111
<b>Business Development and Sales</b>		
Clay Kelley	Vice President, Sales & Channel Distribution	*
David Judge	Sr Vice President, Strategic Business Development	*
<b>Operations, Compliance, Credentialing, Health Management, Network, Provider Relations</b>		
Gregory S. Byrd, DO	Chief Medical Officer	113
Jackie Dula	Vice President, Ops, HM, Network & Compliance	107
Delane Stiles	Director, Customer Experience & Provider Relations	110
Leslie Gibson, RN	Case Management Nurse	108
Lisa Marrow, RN	Case/Disease Management Coordinator	122
Pat Hensley	PPO Network Executive	109
Patty Lyn	Sr Credentialing Manager	102
<b>TPA</b>		
<i>Customer service for claims, benefits, in- and out-of-network providers</i>		
Aaron Harmon	Sr Director, TPA Operations & Client Success	*
Stacey Brackett	Asst Director, TPA Services & Implementation	101
Bryton Davis	Client Success Specialist	*
Jennifer Wallin	Client Services Representative I	106
Gracie Fisher	Client Services Representative II	104
Lisa Walker	Client Services Representative II	105
Vee Galloway	Client Services Representative II	117
<b>Voicemail: Benefits and Claims Inquiries</b>		<b>134</b>
<i>* Phone numbers provided individually; messages accepted at extension 134.</i>		