



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
Administration		
Jeff Erickson	Chief Executive Officer	130
Lynn Hoehstetter	Director, Accounting & Finance	111
Business Development and Sales		
Clay Kelley	Vice President, Sales & Channel Distribution	*
David Judge	Sr Vice President, Strategic Business Development	*
Operations, Compliance, Credentialing, Health Management, Network		
W. Virgil Thrash, MD	Chief Medical Officer	113
Jackie Dula	Vice President, Ops, HM, Network & Compliance	107
Gracie Fisher	Administrative Specialist	104
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
TPA & Provider Relations		
<i>Customer service for claims, benefits, in- and out-of-network providers</i>		
Aaron Harmon	Sr Director, TPA Operations & Client Success	*
Delane Stiles	Director, TPA Customer Experience & Provider Relations	110
Stacey Brackett	Asst Director, TPA Services & Implementation	101
Bryton Davis	Client Success Specialist	*
Jennifer Wallin	Client Services Representative I	106
Lisa Walker	Client Services Representative II	105
Vee Galloway	Client Services Representative II	117
Voicemail: Benefits and Claims Inquiries		134
<i>* Phone numbers provided individually; messages accepted at extension 134.</i>		