



STAFF DIRECTORY

MAIN PHONE: 828-670-9145

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

MAIN FAX: 828-670-9155

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

How can we help you? Thank you for calling!

NAME	TITLE	EXT
Administration		
Jeff Erickson	Chief Executive Officer	130
Lynn Hoehstetter	Director, Accounting & Finance	111
Patty Lyn	Executive Assistant & Project Manager	102
Business Development and Sales		
<i>New and existing client services</i>		
Clay Kelley	Vice President, Sales & Channel Distribution	*
Aaron Harmon	Manager, Senior Marketing Account	*
Sherri Sutton	Senior BD Operations Analyst	126
* Provided individually; messages accepted at extension 134.		
Credentialing		
Patty Lyn	Credentialing Manager	102
Susan Sluder	Administrative Specialist	105
Operations, Health Management, Network and Compliance		
W. Virgil Thrash, MD	Chief Medical Officer	113
Jackie Dula	Vice President, Ops, HM, Network & Compliance	107
Lisa Marrow, RN	Case/Disease Management Coordinator	122
Pat Hensley	PPO Network Executive	109
TPA and Provider Relations		
<i>Customer service for claims, benefits, in- and out-of-network providers</i>		
Delane Stiles	Director, TPA Operations & Provider Relations	110
Stacey Brackett	Manager, TPA Services	101
Jennifer Wallin	Client Services Representative	106
Vee Galloway	Client Services Representative	117
Voicemail: Benefits and Claims Inquiries		134