

## Network Relations Team Updates -- Colorado

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We are excited to announce some updates to our Network Relations Team contact information that we think will best service your needs including faster turnaround times. **As a reminder our Network Relations Team is here to assist you with the follow types of questions/need:**

- *demographic updates*
- *credentialing inquiries*
- *provider education questions/needs*

While we will still maintain our shared mailbox of [COProviderRelations@anthem.com](mailto:COProviderRelations@anthem.com), this will primarily be used just for triaging emails to your designated representative in case you don't know your direct contact. Below is an overview of our Network Relations Team and their territory assignments:

Non-Ancillary Network Relations		
Network Relations: <i>contact for demographic updates, credentialing inquiries, or provider education questions/needs</i>		
CO Provider Relations Team	<b>Statewide:</b> All professional & facility providers, including Behavioral Health.	<a href="mailto:COProviderRelations@anthem.com">COProviderRelations@anthem.com</a>
Jeremy Sterling	I-70 North and Pueblo	<a href="mailto:Jeremy.Sterling@anthem.com">Jeremy.Sterling@anthem.com</a>
Brandi Montoya	I-70 South (excluding Pueblo)	<a href="mailto:Brandi.Montoya@anthem.com">Brandi.Montoya@anthem.com</a>
Lolly Esquibel	Western Slope	<a href="mailto:Lolly.Esquibel@anthem.com">Lolly.Esquibel@anthem.com</a>
Jackie Ferguson	Director, Network Relations	<a href="mailto:Jackie.Ferguson@anthem.com">Jackie.Ferguson@anthem.com</a>
Ancillary Network Relations		
Enterprise Ancillary Team	If you aren't sure of your direct ancillary contact, please utilize the Enterprise Ancillary Team email address for further assistance.	<a href="mailto:EnterpriseAncillary@anthem.com">EnterpriseAncillary@anthem.com</a>

**Note:** Please do not duplicate sending emails to both the shared mailbox and your designated representative.

**For claims questions/issues resolution Process:**

If you have claims related questions, please ensure you are following the steps outlined below first before outreaching to the Provider Relations Team. The Provider Claim Questions/Issue Resolution Process Flow documents below outline the information we will need to assist you in escalating an issue on your behalf.

- Send a **Secure Message** through [Availity](#) portal
- **Provider Chat** – via [Availity](#) | [Payer Spaces](#) | [Applications](#) | [Chat with Payer](#)
- [Provider claim questions/issue resolution process flow for COMMERCIAL members](#)
- [Provider claim questions/issue resolution process flow for MEDICARE members](#)

**Updated Escalation Contact List:**

Our new Provider Relations Team contact information has been updated on our Escalation Contact List and is available online. Please go to [anthem.com](http://anthem.com). Select **Providers**. Under the *Communications* heading, select **Contact Us**. Choose **Colorado**, then select [Escalation Contact List](#).

**URL:** <https://providernews.anthem.com/colorado/article/network-relations-team-updates-colorado>

**Featured In:**

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