



YOU ARE KEY TO OUR SUCCESS

You are essential to our success, and we recognize your value. The services you provide impact the experience of each of our members. Blue Cross and Blue Shield of Texas (BCBSTX) is committed to assisting you in our shared goal – to provide health care that is both accessible

and affordable to our members. As part of that commitment, we want you to feel free to contact staff in the Health Care Management Division for assistance. This publication has names and contact information for personnel in various departments in Health Care Management.



Blue Cross and Blue Shield of Texas Health Care Management Division

Darren Rodgers Divisional Senior Vice President of Health Care Management	901 South Central Expressway, East Wing Richardson, Texas 75080 Darren_Rodgers@bcbstx.com	(972) 766-3555
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Medical Directors

Responsibilities include oversight of Utilization Management, Credentialing, NCQA accreditation and HEDIS.

Allan Chernov, M.D. Medical Director, HMO Blue Texas and Health Care Quality Programs	901 South Central Expressway, North Building, C Richardson, Texas 75080 Allan_Chernov@bcbstx.com	(972) 766-1149
Wayne M. Casper, M.D. Medical Director, HMO UM Clinical Review — Northeast Texas	1251 South Sherman Street Richardson, Texas 75080 Wayne_Casper@bcbstx.com	(972) 766-4170
Terry Sutton, M.D. Medical Director, Midwest Texas Region	9020-II Capital of Texas Hwy North, Suite 400 Austin, Texas 78759 Terry_Sutton@bcbstx.com	(512) 349-4841
Stefan Sarre, M.D. Medical Director, West Texas Region	4150 Pinnacle, Suite 113 El Paso, Texas 79902 Stefan_Sarre@bcbstx.com	(915) 496-6619
Richard Nelson, M.D. Medical Director, Southeast Texas Region	2425 West Loop South, Suite 1000 Houston, Texas 77027-4208 Richard_Nelson@bcbstx.com	(713) 663-1240
Allan Kogan, M.D. Senior Medical Director, Southeast Texas Region	2425 West Loop South, Suite 1000 Houston, Texas 77027-4208 Allan_Kogan@bcbstx.com	(713) 354-7590

Office of Physician Advocacy (OPA)

Responsibilities include acting as liaison between BCBSTX and the Texas Medical Association, county medical societies and network physicians regarding key issues that arise throughout the state. Issues include timely communication from BCBSTX, claims and billing questions, as well as resolutions to inquiries from physicians, both individually and through the OPA Hassle Factor Log Program.

Dee Whittlesey, M.D. Vice President, Office of Physician Advocacy	901 South Central Expressway, North Building, C Richardson, Texas 75080 Dee_Whittlesey@bcbstx.com	(972) 766-6195
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Medical Policy and Review

Responsibilities include medical policy development, training and monitoring of physicians, performing medical reviews, adjudication of medical claims issues and development of underwriting policy.

Benjamin Carnovale, M.D. Medical Director, Policy and Adjudication	P.O. Box 660058 Dallas, Texas 75266-0058 hcm-medical@bcbstx.com	800-554-6332
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Utilization Management and Provider Services

Responsibilities include Utilization Management, Case Management, Quality Improvement Programs and Credentialing activities.

Carolyn Dawson Vice President, Utilization Management/Provider Services	1251 South Sherman Street Richardson, Texas 75080 Carolyn_Dawson@bcbstx.com	(972) 766-8545
Kathryn Starnes Director, Utilization Management/ Case Management Operations	1251 South Sherman Street Richardson, Texas 75080 Kathryn_Starnes@bcbstx.com	(972) 766-5103
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Sherry Childress Director, Delegation Oversight	1251 South Sherman Street Richardson, Texas 75080 Sherry_Childress@bcbstx.com	(972) 766-4162
Cindy Johnson Director, Provider Services	1251 South Sherman Street Richardson, Texas 75080 Cindy_Johnson@bcbstx.com	(972) 766-4635

Pharmacy Programs

Responsibilities include management of retail and mail order delivery systems, injectable drug program, contracting the in-state Pharmacy network, pharmacy data management and employer reporting, resolving complex pharmacy customer inquiry issues, and chairing the Pharmacy and Therapeutics Committee, Drug Utilization Review Committee.

James McGinnis, R.Ph. Director, Pharmacy Programs	P.O. Box 660201 Dallas, Texas 75266-0201 James_McGinnis@bcbstx.com	(972) 766-8909
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Network Management Department

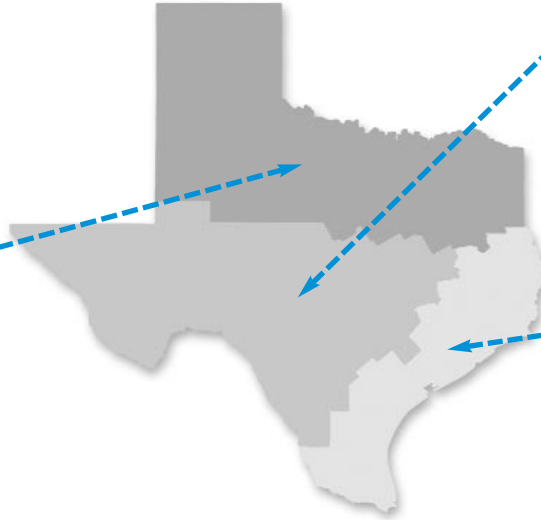
Responsibilities include building and maintaining professional and facility networks throughout the state to serve not only BCBSTX and HMO Blue Texas members, but also the members of other Blue Cross and Blue Shield plans who reside in Texas.

M. Ted Haynes Vice President, Network Management	2425 West Loop South, Suite 1000 Houston, Texas 77027-4208 Ted_Haynes@bcbstx.com	(713) 663-1121
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Facility Provider Network

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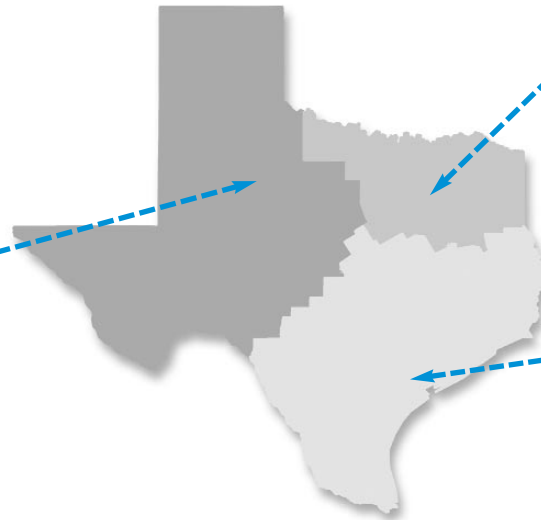
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Professional Provider Network

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