

**Appendix V
Health Plan Management**

Health Plan Manager Afton Hewlett Afton.Hewlett@hhsc.state.tx.us 512-491-1807	Health Plan Manager Colleen Grace Colleen.Grace@hhsc.state.tx.us 512-491-1192	Health Plan Manager Lisa Neal Lisa.Neal@hhsc.state.tx.us 512-491-1313	Health Plan Manager Rudy Villarreal Rudy.Villarreal@hhsc.state.tx.us 512-491-1466	Health Plan Manager Susan Gibson Susan.Gibson@hhsc.state.tx.us 512-491-1859
Team lead-oversight of assigned MCO	Team lead-oversight of assigned MCO	Team lead-oversight of assigned MCO	Team lead-oversight of assigned MCO	MCO Special Projects
Health Plan Specialist	Health Plan Specialist	Health Plan Specialist	Health Plan Specialist	
Analysis, evaluation, coordination of site visits, investigation, contract management	Analysis, evaluation, coordination of site visits, investigation, contract management	Analysis, evaluation, coordination of site visits, investigation, contract management	Analysis, evaluation, coordination of site visits, investigation, contract management	Contiguous County Expansion Project
Jesse Sharp	Lorena Mora	Kim Carr	Reena Smith	
Eileen Kreh	Chastidy Artis	Camisha Steen	Lily Vela	Superior Foster Care Policy
Becky Alejandro		LaTrese Jones		
Ann Olsen				
Health Plan Technician	Health Plan Technician	Health Plan Technician	Health Plan Technician	
Process complaints, completes quarterly reports, marketing reviews	Process complaints, completes quarterly reports, marketing reviews	Process complaints, completes quarterly reports, marketing reviews	Process complaints, completes quarterly reports, marketing reviews	
Mary Wright	Anita Brooks	Connie Groves	Nicole Carlson	
Lorena (Lori) Vela-Parker		Eva Ramirez		
Arleen Darnell				
Health Plans	Health Plans	Health Plans	Health Plans	
Molina	Comm. First	Amerigroup	Aetna	
First Care	Delta	BRAVO	Parkland	
CHC	Cook	El Paso	Seton	
Superior	Driscoll		Evercare	
	Texas Children's		United	
	Unicare			

Complaint Coordinators – Frank Mendez, Tammy King

Send complaints and/or inquiries to HPM.Complaints@hhsc.state.tx.us or STAR.Health@hhsc.state.tx.us