

Provider Relations Department

<u>Network Consultant</u>	<u>Email Address</u>	<u>Counties</u>
Juana E Quintero – Castro	Castro-quinteroJ@aetna.com	Denton, Wise, Collin, Tarrant
Zenzi- Ferrell- Lewis	Ferrell-LewisZ@AETNA.com	STAR Kids
Hope Preston	PrestonH@aetna.com	Hood, Parker and Tarrant
VACANT		Johnson, Tarrant, Dallas
Mary Ballard	Mary.BallardSTX@aetna.com	Atascosa, Medina, Gillespie, Medical Center, Bexar
Frances Perez	PerezF@aetna.com	Bandera, Comal, Guadalupe, Kendall, Kerr, Wilson, Gonzales, Hays, Caldwell, Medical Center, Bexar
Rebecca Aguilar-Mendez	Mendez-AguilarR@aetna.com	Lead

PR Hotline for additional assistance:

Medicaid STAR:	CHIP:	Medicaid STAR Kids:
Bexar: 1-800-248-7767	Bexar: 1-866-818-0959	Tarrant: 1-844-787-5437
Tarrant: 1-800-306-8612	Tarrant: 1-800-245-5380	

Hours of Operation

Our Provider hotline is available Monday through Friday, 8:00 a.m. to 5:00 p.m. Central time, excluding State-approved holidays. Providers also have 24/7/365 by utilizing self-service tools such as our interactive voice response (IVR) system and provider portal for eligibility and benefit questions.