

D-SNP Contact Information for Complaints					
Plan Name	Parent Company	Member Services Number	Primary Name	Primary Phone	Primary Email
AETNA HEALTH INC	CVS Health Corp.	1-866-409-1221	Brandon Lalone Lina Darsa	(959)230-9045 (305) 322-1216	laloneb@aetna.com DarsaL@aetna.com
DEVOTED HEALTH	Devoted Health, Inc.	1-800-338-6833	Christy Buchanan Sarah Ferguson	(205) 718-2483 (231) 499-2794	statecompliance@devoted.com
DOCTORS HEALTHCARE PLANS, INC	Doctor's Healthcare Plans, Inc.	1-833-342-7463	Jenny Curbelo	(786) 578-0956 ext. 956	jcurbelo@doctorshcp.com
FREEDOM HEALTH, INC	Elevance Health	1-800-401-2740	Kim Nelson	813-506-6000 x 11058	knelson@freedomh.com
HEALTHSUN		1-877-336-2069	Annette Danese	(305) 421-1970	Annette.danese@healthsun.com
OPTIMUM HEALTH CARE, INC		1-800-401-2740	Kim Nelson	813-506-6000 x 11058	knelson@freedomh.com
SIMPLY HEALTHCARE PLAN, INC		1-877-577-0115	Felipe Fontecilla	561-608-0523	Felipe.Fontecilla@wellpoint.com SHPCCompliance@simplyhealthcareplans.com
FLORIDA BLUE	Guidewell Mutual Holding Corp.	1-800-727-2227	Chrissy This Deyka Vanegas-Castaneda	1-800-727-2227	chrissy.this@bcbsfl.com deyka.vanegas-castaneda@bcbsfl.com
CAREPLUS HEALTH PLANS, INC.	Humana Inc.	1-800-794-5907	Jeniffer Smalls Jenna Pinardo	(786) 526-3020	CPHPG_AAHCAComplaints@humana.com
HUMANA HEALTH INSURANCE COMPANY OF FLORIDA INC		1-800-457-4708	Cindy Hanke	920-337-5667	medicareurgentcrightfax@humana.com
HUMANA MEDICAL PLAN INC		1-800-457-4708	Cindy Hanke	920-337-5668	medicareurgentcrightfax@humana.com
HUMANA INSURANCE COMPANY		1-800-457-4708	Cindy Hanke	920-337-5669	medicareurgentcrightfax@humana.com
PREFERRED CARE NETWORK, INC	United Healthgroup, Inc.	1-800-407-9069	Irma Martinez	651-286-1952	irma_martinez2@uhc.com
PREFERRED CARE PARTNERS, INC		1-866-231-7201	Irma Martinez	651-286-1952	irma_martinez2@uhc.com
CARE IMPROVEMENT PLUS SOUTH CENTRAL INSURANCE COMPANY (LPPO, RPPO)		1-844-560-4944	Lorraine Fletcher Susan Frishman	(954) 364-0728	Lorraine_j_fletcher@uhc.com susan_c_frishman@uhc.com

UNITED HEALTHCARE OF FLORIDA, INC. (HMO/POS)		1-844-560-4944	Lorraine Fletcher Susan Frishman	(954) 364-0728	Lorraine_j_fletcher@uhc.com susan_c_frishman@uhc.com
SOLIS HEALTH PLANS, INC	Athena Healthcare Holdings LLC	1-844-447-6547	Marie Biehler Michael Lynch	(954) 774-7088 (954) 647-4259	mbiehler@solishealthplans.com mlynch@solishealthplans.com
HEALTHSPRING	Cigna	1-800-668-3813	Barbara Langley Dawn Miller	770-261-0806 (602) 524-7286	Barbara.Langley@Cigna.com dawn.miller@cignahealthcare.com
WELLCARE OF FLORIDA, INC	Centene	1-833-444-9089	Charisse Jones Nadine Archer Smikle	1-833-444-9089	Charisse.G.Jones@SunshineHealth.com Nadine.ArcherSmikle@SunshineHealth.com
WELLCARE HEALTH INSURANCE OF ARIZONA			Charisse Jones Nadine Archer Smikle		Charisse.G.Jones@SunshineHealth.com Nadine.ArcherSmikle@SunshineHealth.com
PROMINENCE HEALTHFIRST OF FL		1-855-969-5882	Liz Revada	775-770-9207	liz.revada@uhsinc.com
ULTIMATE HEALTH PLANS INC		1-888-657-4170	Crystal Gephart	(352) 515-5936	cgephart@ulthp.com
LEON HEALTH PLANS		1-844-969-5366	Milagros Yzquierdo	305-496-3156	milagros.yzquierdo@leonhealth.com
ASCENSION COMPLETE	Centene Venture Company	1-833-242-2223	Kelsey Schuffenhauer	1-833-242-2223	kschuffenhauer@ahcusa.com
Florida Complete Care (FC2)	HPMP of Florida, Inc.	1-833-322-7526	Jenny Fagundo	786-543-5229	jfagundo@ilshealth.com
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