

Provider Engagement – Contact Guide

Provider Engagement Representatives

Provider Engagement Representatives are available to help address your complex claims concerns, enrollment, credentialing, secure web portal navigation, provider education requests and much more! Representatives are assigned to specific regions and provider groups and can be contacted directly.

Provider Engagement – Territory Key Contact Information

Regions	Service	Contact Name	Phone #	Email
Region 01	Florida Healthy Kids - (Escambia, Okaloosa, Santa Rosa, Walton)	Eva Szollosy	(407) 212-1418	SzollosyE@aetna.com
Region 02	Florida Healthy Kids - (Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington)	Bridgett Allen	(407) 341-7389	AllenB2@aetna.com
Region 03	Florida Healthy Kids - (Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee, Union)	Patrice Green-Ewart	(863) 632-0743	Green-Ewartp@aetna.com
Region 04	Florida Healthy Kids - (Baker, Clay, Duval, Flagler, Nassau, St. Johns, Volusia)	Kimberley Falaro	(561) 517-7591	BygraveK@aetna.com
Region 05	Florida Healthy Kids - (Pasco and Pinellas)	Patrice Green-Ewart	(863) 632-0743	Green-Ewartp@aetna.com
Region 06	Medicaid, Florida Healthy Kids - (Hardee, Highlands, Hillsborough, Manatee, Polk)	Patrice Green-Ewart	(863) 632-0743	Green-Ewartp@aetna.com
Region 07	Medicaid, Florida Healthy Kids - (Brevard and Seminole County)	Eva Szollosy	(407) 212-1418	SzollosyE@aetna.com
Region 07	Medicaid, Florida Healthy Kids - (Orange, Osceola County)	Bridgett Allen	(407) 341-7389	AllenB2@aetna.com
Region 08	Florida Healthy Kids - (Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota)	Kimberley Falaro	(561) 517-7591	BygraveK@aetna.com
Region 09	Florida Healthy Kids - (Palm Beach County)	Kerene Robinson	(561) 607-7080	Robinsonk7@aetna.com
Region 09	Florida Healthy Kids - (Indian River, Martin, Okeechobee, St. Lucie)	Michelle Daniels	(305) 389-7084	DanielsM@aetna.com
Region 10	Florida Healthy Kids - (Broward)	Kerene Robinson	(561) 607-7080	Robinsonk7@aetna.com
Region 11	Medicaid, Florida Healthy Kids - (Miami-Dade South)	Michelle Daniels	(305) 389-7084	DanielsM@aetna.com
Region 11	Medicaid, Florida Healthy Kids - (Miami-Dade North)	Kerene Robinson	(561) 607-7080	Robinsonk7@aetna.com
Region 11	Medicaid, Florida Healthy Kids - (Monroe)	Kimberley Falaro	(561) 517-7591	BygraveK@aetna.com
Statewide (6,7,11)	Long Term Care	Laura Montano	(786) 578-7275	MontanoL@aetna.com
Statewide (6,7,11)	EIS, MFC	Kimberley Falaro	(561) 517-7591	BygraveK@aetna.com
Statewide (ALL)	Hospital and Hospital owned physician groups + ancillary	Yolanda Rivera	(954) 290-1847	Yxriveracole@aetna.com
Statewide (ALL)	Behavioral Health	Yolaine Joseph-Doralus	(352) 460-2548	Joseph-DoralusY@aetna.com

***If you are not able to get in contact with your assigned Provider Engagement Representative, please call our Provider Engagement Department.**

MMA	LTC	FHK	Email
1-800-441-5501 TTY (711)	1-844-645-7371 TTY (711)	1-844-528-5815 TTY (711)	FLProviderEngagement@aetna.com