

From: Hubbard, Krista <krista.hubbard@optum.com>**Date:** March 1, 2023**To:** jpolley@transformationsllc.net, shannan.thornton@optum.com**Time:** 8:20 am**Subject:** RE: Carli Allen**Size:** 55 KB

Good morning

The update has been completed for Carli.

If you need anything else, please let me know.

Thank you

Krista Hubbard, BS, MBA, MHA, MS

Provider Relations Advocate, KY

Optum Behavioral Health Solutions

P (952) 324-4667

F (855) 686-5461

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REMINDER: Consolidated Appropriations Act of 2021 requires quarterly attestation of your practice information. Go to providerexpress.com to validate and avoid potential claim issues and suppression in the provider directory.

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From: Jenni Polley <jpolley@transformationsllc.net>**Sent:** Wednesday, March 1, 2023 7:58 AM**To:** Thornton, Shannan <shannan.thornton@optum.com>**Cc:** Hubbard, Krista <krista.hubbard@optum.com>**Subject:** RE: Carli Allen

Good morning.

Can you please give me an update on this providers status?

Thank you,

Jenni Polley

Transformations

502 899-5411

On February 17, 2023 10:50:22 am EST, "Thornton, Shannan" <shannan.thornton@optum.com> wrote:

Hi Jenni –

The ETA for these is usually 7-10 business days.

Thank you,

Shannan Thornton

Senior Provider Relations Advocate, Central Region KY, OH

Optum Behavioral Health Solutions

O 952-246-4343

F 855-584-9743

Shannan.Thornton@optum.com

9100 Shelbyville Road

Louisville, KY 40222



From: Jenni Polley <jpolley@transformationsllc.net>
Sent: Friday, February 17, 2023 8:05 AM
To: Thornton, Shannan <shannan.thornton@optum.com>
Cc: Hubbard, Krista <krista.hubbard@optum.com>
Subject: Re: Carli Allen

Thank you very much for the response.

Could you please tell me about how long this usually takes?

Thanks so much,

Jenni

On February 16, 2023 05:17:14 pm EST, "Thornton, Shannan" <shannan.thornton@optum.com> wrote:

Hello –

We received a request to add KY Medicaid for Carli Allen. This was submitted on ticket# DMR-000507059 effective 01/01/2023. If you have any questions please reach out to your Provider Relations Advocate Krista Hubbard who I have included on this email.

Thank you,

Shannan Thornton

Senior Provider Relations Advocate, Central Region KY, OH

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Jenni Polley

jpolley@transformationsllc.net

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Jenni Polley

jpolley@transformationsllc.net

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