



GNP CONTACT LIST

Submit changes to Carla Sharon csharon@memorialcare.org

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Quick Find Dept. Contact Numbers	Phone	Email	Quick Find Dept. Contact Numbers	Phone	Email
ACO General Number	(833) 598-CARE (2273)	myaco@memorialcare.org	Directory Support	(657) 241-3616 (Option 4)	mcmfdirectorysupport@memorialcare.org
Boeing ACO (MCHA) Concierge Center	(844) 441-8852	https://www.boeingmcha.org	Discharge Hotline	(657) 241-3099	
Case Management Referrals	(657) 241-3638		GNP/MCMF Navigation Center	(800) 553-6537	
Claims and Eligibility	Claims: (657) 241-3616, Option 1; Eligibility (800) 553-6537		Nautilus Support Desk	(657) 241-3168	
Contracting	(657) 241-3616 (Option 3)	mcmfcontracting@memorialcare.org	PerfectServe Help Desk - available 24/7/365	(877) 844-7727	
Clinically Integrated Network (C.I.N.) Jennifer Tinajero, Exec. Dir.; 714-377-2965		jtinajero@memorialcare.org	PRN/Cal Rehab Central Scheduling (Physical Therapy)	(657) 246-3445	
Clinically Integrated Network (C.I.N.) Kayla Sotelo, Mgr	(657) 241-3207	ksotelo@memorialcare.org	RAF Hotline/Daniela Culciar, CPC, Director of Risk Adjust.	(657) 241-3255	
Cozeva	(657) 241-3229	Brandon - bwoods@memorialcare.org	RadNet - GNP Central Scheduling & Direct to Radiologist	Scheduling: (949) 396-7435; Radiologist: (949)706-7831	
Credentialing	(657) 241-3616 (Option 2)	mcmfcredentialing@memorialcare.org	WaveImaging - Concierge Services via our Patient Imaging Navigators for your convenience - Kat Love 949-308-4421 or 714-348-8958		
CTS - Clinical Training Specialists for assistance with technical support for online applications		mhsctsteam@memorialcare.org	Utilization Management -- Available 24/7/365	(657) 241-3603	

PROVIDER RELATIONS REPRESENTATIVES General Number: (657) 241-3616, Option 1; MCMFProviderRelations@memorialcare.org; Director: Cathy Gies, cgies@memorialcare.org, (657) 241-3513

Nancy Fereria, PCPs	Sherrie Lee, PCPs	Joy Bateman, Specialists	
Nfereria@memorialcare.org	Slee7@memorialcare.org	Jbateman@memorialcare.org	
Office: (657) 241-3524; Cell: (714) 581-3117	Office: (657) 241-3626; Cell: (714) 625-5873	Office: (657) 241-3526; Cell: (714) 886-8158	
Cities	Cities	Cities	
Aliso Viejo/Anaheim/ Costa Mesa/ Dana Point/Foothill Ranch/Irvine	Bellflower/Brea/Buena Park/ Carson/Cerritos	All Areas	
Ladera Ranch/Laguna Hills/ Laguna Niguel/Laguna Woods/Lake Forest	Cypress/Downey/Fountain Valley/Fullerton		
Mission Viejo/Newport Beach/Oceanside/Orange/Rancho Mission Viejo	Garden Grove/Huntington Beach/La Mirada/Long Beach		
Rancho Santa Margarita/San Clemente/San Juan Cap/Santa Ana/Tustin	Los Alamitos/San Pedro/Torrance/Westminster/Whittier		
			Contact Info Management: Provider Relations (657) 241-3616, Option 1

GNP Department	Contact Name/Title	Department	Phone Number	Email
Leadership	Deeling Teng, MD	GNP Senior Medical Director	(657) 241-3493	DTeng@Memorialcare.org
	Betha Schnelle, Vice President	IPA Operations	(657) 241-3111	Bschnelle@Memorialcare.org
	Debra Spindel, Vice President	Physician Services and Patient Experience	(657) 241-3494	DSpindel@Memorialcare.org
	Linda Violas, Executive Director	Accountable Care Organizations (ACO)	(657) 241-3753	LViolas@Memorialcare.org
	David Dirickson, Director, Strategic Partners	RadNet, SCA, Fresenius, Quest, PRN/CalRehab	(657) 241-3506	DDirickson@Memorialcare.org
Marketing	Cheryl Calandrino, Executive Director	Marketing & Communication	(714) 377-2945	Ccalandrino@Memorialcare.org
	Domenic Mazza, Manager	Marketing & Communication	(714) 377-3187	DMazza@Memorialcare.org
	Cheryl Hirtler, Specialist	GNP Medicare Education	(714) 377-2959	CHirtler@Memorialcare.org
Medical Management/ Utilization Management	George Hong, MD	GNP Medical Director	(657) 241-3574	GHong@MemorialCare.org
	Elizabeth (Betty) Simpson, RN, Vice President	Medical Management	(657) 241-3597	ESimpson@Memorialcare.org
	Monica Haider, RN, Director	Utilization Management	(657) 241-3291	MHaider@Memorialcare.org
	Gwyn Merz, RN, Director	Outpt/Inpt Care Management	(657) 241-3336	GMertz@Memorialcare.org
Network Management - (Contracting, Credentialing, Directory Support, Provider Relations)	Angela Arredondo, Executive Director	Network Management	(657) 241-3530	AArredondo@Memorialcare.org
	Cathy Gies, Director, Provider Networks	Provider Relations, Credentialing, Directory Support	(657) 241-3513	CGies@Memorialcare.org
Clinical Pharmacy and Quality/ Performance Improvement	Andrea De Coro, PharmD, Vice President	Clinical Pharmacy and PI	(657) 241-3265	ADeCoro@Memorialcare.org
	Jessica Kwon, PharmD, Executive Director	Risk Adjustment & Performance Improvement (Quality)	(657) 241-3250	JKwon@Memorialcare.org
	Daniela Culciar, CPC, Director	Risk Adjustment	(657) 241-3255	DCulciar@Memorialcare.org
	Alan Phan, PharmD, Director	Clinical Pharmacy Services	(657) 241-3249	APhan@Memorialcare.org
	Cindy Giambrone, PharmD, Director	Quality Improvement/ACO Pharm	(657) 241-3632	CGiambrone@Memorialcare.org
	Kristi March, PharmD, BCPS, CDE, Manager	ACTIVE ®, SCC & Anticoag Clinic	(714) 916-0881	KMarch@Memorialcare.org
	Lidia Micle, RN, Supervisor	HCC Education	(657) 241-3258	LMicle@Memorialcare.org