



# MEET THE PROVIDER RELATIONS TEAM

Our goal is to help all our providers serve our members in the best and most effective way possible. We remain true to our purpose of transforming the health of the community one person at a time.

**JASMINE BUTLER**

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I graduated from University of Nevada Las Vegas, studying Healthcare Administration and Policy in 2017, after which, my experience in health care began in credentialing and network operations for a managed care organization. I have had the opportunity to work with and meet amazing people in this field. I am passionate and inspired by the challenges of improving quality and performance in healthcare. I am encouraged in knowing that the work we do will have a positive impact on the members we serve and build stronger community relationships. As a Las Vegas native, I am hopeful and look forward to the growth and development of our community.



**CHRISTINA GALAN**

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I started working in healthcare after graduating from Oregon State University over 15 years ago. My first job was in customer service where I gained valuable experience and knowledge about being quick on my feet. From there, I wanted to pursue working directly with providers along with learning more about contracting. I decided to focus on provider relations. My service philosophy is to always be responsive. I may not always know the answer, but I believe in responding to each of my providers in a timely manner. I will always work on your behalf. I am wife and a mom to two daughters. We love living in Northern Nevada because we get to hike, ski and enjoy beautiful Lake Tahoe.

**TAMILIA HICKS-CREDLE**

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I graduated from Virginia State University in 2011 and am proud to be a product of an HBCU. I've been in the healthcare industry for over 6 years now and have learned so much over that time. Meeting and forming relationships with our providers is key to our organization to better serve our members. One of my biggest passions is helping others and serving the community. I enjoy traveling, interior design, and going to music festivals and concerts.



**VERONICA BALLENTOS**

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I graduated from University of Nevada Las Vegas with a BS in Healthcare Administration and Policy. I am currently a full time student at WGU pursuing my MBA in Healthcare Management. I have always had a passion to help others and serve my community which is why I decided to continue my career in healthcare. I love learning about this industry, whether it is the administrative side or clinical side, and adapting to how it is ever-changing and growing. On my free time I enjoy traveling, reading, painting, and enjoying the outdoors with my two dogs.

**ROBERTO NAVARRO**

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I graduated from the University of Nevada Las Vegas in 2018 with a bachelor's degree in Healthcare Administration. Since then, I've worked in several roles – beginning my journey in utilization management, then hospital operations, and now provider relations. Working in the industry has taught me to appreciate the accessibility and delivery of quality healthcare. This growing appreciation continually inspires me to expand my knowledge and develop my skills in this space. In turn, I hope that this will aid me in giving back to my community by leaving a lasting impact. I believe more than anything that we should all advocate for each other. By working in healthcare, I know I can do just that.



## FRANCES LOPEZ

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I have been in the healthcare field for over 26 years, where I have worked my way from the ground up, holding positions in every aspect of the industry, from Customer Service Representative, to Provider Relations Advocate, to today. With a clear understanding of terminology, procedures, and operations, I am fully capable of delivering the highest level of service to my customers. I am deeply passionate about my job, and the level of effort I put into even the smallest tasks shows that. When I'm not hard at work, I love traveling, and spending time with my family. I am also a classically trained French Chef, and enjoy putting my training to use!



## ESTEL DAVIS

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I was born and raised here in Las Vegas. I love this city! I have been in the Healthcare industry for 8 years now. Helping people has been a passion of mine and I'm always looking for ways to improve healthcare for all. I'm excited for this new chapter in my life with Centene and can not wait to get out and start networking with clinics and people..



## CHRISTINE SANDERS

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I have been a Registered Nurse for over 10 years spending most of my career in Quality Improvement and Population Health Management developing innovative ways to improve cost and quality performance while building rapport with clinical staff. I have experience with Medicare contracts, HEDIS, Medicare Shared Savings Programs as well as Promoting Interoperability. I also hold a degree in interior design and in my spare time I enjoy designing and building furniture, DIY projects and spending time out in nature.



## MERLENE MECUM

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I have been in the healthcare field for over 38+ years. I worked in the DME field for 35 of those years. I started in Customer Service and very quickly managed 2 branches. Having been on the Provider side and now being with the Health Insurance has truly given me a broader spectrum of diversity. I truly love working on the healthcare industry. I grew up in Washington state, moving to Nevada on March of 2003. I love the diversity that Nevada has to offer. So many activities available. Traveling is one of my favorite things to do



## SILVERSUMMIT HEALTH PLANS

SilverSummit Healthplan is a managed care organization in Nevada and a subsidiary of Centene Corporation. SilverSummit was established in July 2017 to deliver quality healthcare through local, regional, and community-based resources. SilverSummit Healthplan covers the following products in the state of Nevada:

### SilverSummit Healthplan Medicaid

SilverSummit provides healthcare services to Nevada Medicaid and Nevada Check Up members in Clark and Washoe counties.

### Ambetter from SilverSummit Healthplan

Ambetter is Centene's health insurance Marketplace product. It exists to improve the health of its beneficiaries through focused, compassionate, coordinated care.

### Allwell by Wellcare

Allwell by Medicare is Centene's Medicare Advantage product in Nevada, offering plans with prescription drug coverage. Wellcare was created to provide affordable and quality Medicare coverage to help members get the care they need.

Browse the Provider Toolkit: [www.silversummithealthplan.com/For Providers/Provider Resources/Provider Notifications/Medicaid Reassignment 2022](http://www.silversummithealthplan.com/For Providers/Provider Resources/Provider Notifications/Medicaid Reassignment 2022)

Register for the Provider Information Session on the Nevada Medicaid Redistribution: <https://www.silversummithealthplan.com/providers/resources/Prdr-Nws.html>