

## Ped-I-Care Departmental Contacts

**DO NOT SEND PERSONAL HEALTH INFORMATION (PHI) VIA EMAIL**, unless you are using DataMotion.  
 General questions regarding protocols and procedures are acceptable by email, but **items containing PHI MUST BE SENT USING DATAMOTION. DO NOT PUT PHI IN THE SUBJECT LINE!**

<p><b>Administration</b>          (352) 627-9100 or (866) 376-2456</p> <p>Donald Fillipps, PhD, MD          Medical Director</p> <p>Leslie Herndon, MBA, CPC, CMPE          Executive Director  <a href="mailto:lrherndon@ufl.edu">lrherndon@ufl.edu</a></p>	<p><b>Member Services</b>          (352) 627-9100 or (866) 376-2456          – Option 1          Fax: (352) 294-8075</p> <p>Questions related to long-distance travel:  <a href="mailto:pedicareldt@peds.ufl.edu">pedicareldt@peds.ufl.edu</a></p> <p>Marc Grasley, MS, MSM, ICGB          Assistant Director</p>
<p><b>Finance, Human Resources,          &amp; Claims Appeals</b></p> <p>Questions related to finance and human resources:  <a href="mailto:Peds-ics-HrAndFinance@peds.ufl.edu">Peds-ics-HrAndFinance@peds.ufl.edu</a>          (352) 627-9100          Fax: (352) 294-8092</p> <p>Questions related to claims appeals:          (352) 627-9100          – Option 2, Option 2          Fax: (352) 294-8092          1699 SW 16<sup>th</sup> Ave          Gainesville, Florida 32608</p> <p>Karen Billings, MPA          Assistant Director</p>	<p><b>Network, Contracting,          &amp; Provider Data Management</b>          (352) 627-9100 or (866) 376-2456          Provider Relations – Option 2, Option 4          Contracting and Credentialing – Option 2, Option 5</p> <p>Questions related to credentialing process:  <a href="mailto:peds-ics-providerapprovals-mailbox@peds.ufl.edu">peds-ics-providerapprovals-mailbox@peds.ufl.edu</a>          Fax: (352) 294-8081</p> <p>Questions related to contracting:  <a href="mailto:peds-ics-mbx-contract@peds.ufl.edu">peds-ics-mbx-contract@peds.ufl.edu</a>          Fax: (352) 294-8081</p> <p>Kati Breton, BS          Assistant Director</p>
<p><b>Utilization Management</b>          (352) 627-9100 or (866) 376-2456          – Option 2, Option 3</p> <p><a href="mailto:Pedicarereviews3@peds.ufl.edu">Pedicarereviews3@peds.ufl.edu</a>          Fax: (352) 294-8084</p> <p>Holly Estep, BSN, RN, CCM          Assistant Director</p>	<p><b>Compliance, Quality Improvement,          &amp; Special Projects</b>          Fraud, Waste, &amp; Abuse Hotline: (866) 787-4557</p> <p>Questions related to compliance:          Email: <a href="mailto:pedicarecd@peds.ufl.edu">pedicarecd@peds.ufl.edu</a>          Fax: (352) 294-8080</p> <p>Questions related to quality improvement:          Email: <a href="mailto:pedicarequality@peds.ufl.edu">pedicarequality@peds.ufl.edu</a>          Fax: (352) 294-8085</p> <p>Jennifer Barry,          MHA, BSN, RN, CPC, CPMA, CPCO, CPC-I          Assistant Director</p>