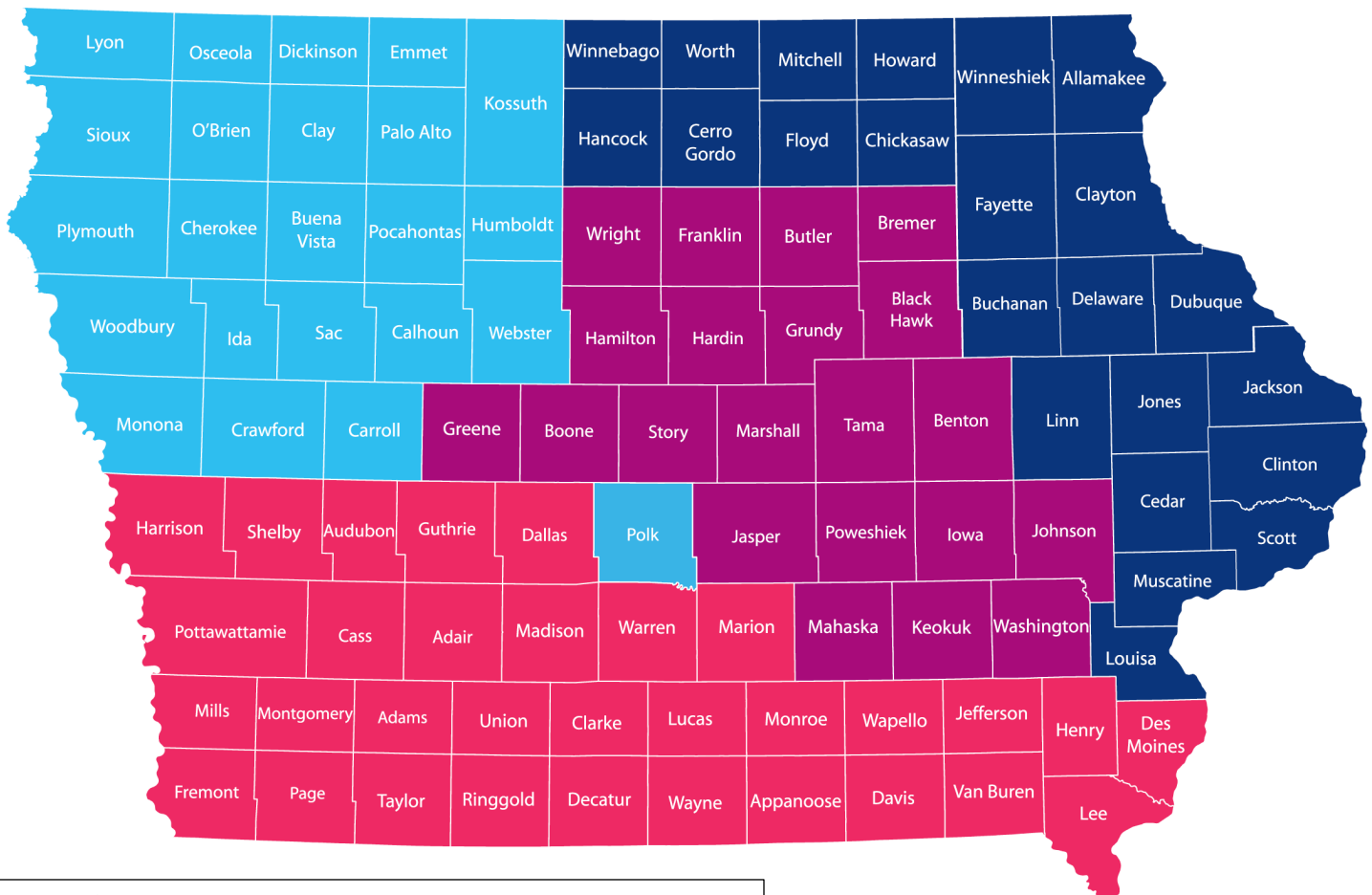



Provider relationship account management territory listing



Provider Services: **833-731-2143**

Additional contacts: Provider Services general email:
ProviderSolutionsIA@wellpoint.com

Account manager	Iowa counties	Phone	Email
Carelon Behavioral Health Account Management contact Kelsey Cox	Adair, Adams, Audubon, Boone, Buena Vista, Calhoun, Carroll, Cass, Cherokee, Clarke, Clay, Crawford, Dallas, Decatur, Dickinson, Emmet, Fremont, Greene, Guthrie, Harrison, Humboldt, Ida, Kossuth, Lucas, Lyon, Madison, Marion, Mills, Monona, Montgomery, O'Brien, Osceola, Page, Palo Alto, Plymouth, Pocahontas, Polk, Pottawattamie, Ringgold, Sac, Shelby, Sioux, Story, Taylor, Union, Warren, Wayne, Webster, Woodbury, Allamakee, Appanoose, Benton, Black Hawk, Bremer, Buchanan, Butler, Cedar, Cerro Gordo, Chickasaw, Clayton, Clinton, Davis, Delaware, Des Moines, Dubuque, Fayette, Floyd, Franklin, Grundy, Hamilton, Hancock, Hardin, Henry, Howard, Iowa, Jackson, Jasper, Jefferson, Johnson, Jones, Keokuk, Lee, Linn, Louisa, Mahaska, Marshall, Mitchell, Monroe, Muscatine, Poweshiek, Scott, Tama, Van Buren, Wapello, Washington, Winnebago, Winneshiek, Worth, Wright		Carelon Provider.inquiry.IA@carelon.com
 Patty Bucklin South Dakota	O'Brien, Clay, Palo Alto, Plymouth, Cherokee, Buena Vista, Pocahontas, Humboldt, Woodbury, Ida, Sac, Calhoun, Webster, Monona, Crawford, Carroll, Kossuth, Lyon, Polk, Osceola, Dickinson, Emmett, Sioux, Jones, Jackson, Cedar, Clinton, Muscatine	515-380-8561	patricia.bucklin@wellpoint.com

Account manager	Iowa counties	Phone	Email
Sharon Brees	Harrison, Shelby, Audubon, Guthrie, Dallas, Cass, Adair, Madison, Warren, Marion, Davis, Wapello, Van Buren, Jefferson, Monroe, Appanoose, Henry, Lee, Des Moines, Pottawattamie, Mills, Montgomery, Adams, Union, Clarke, Lucas, Fremont, Page, Taylor, Ringgold, Decatur, Wayne	515-468-3064	sharon.brees@wellpoint.com
Robin Lank Paramount Illinois Nebraska	Winneshiek, Allamakee, Fayette, Clayton, Buchanan, Delaware, Dubuque, Jones, Cedar, Clinton, Scott, Howard, Muscatine, Linn, Louisa, Winnebago, Worth, Mitchell, Hancock, Cerro Gordo, Floyd, Chickasaw, Jackson, Clinton, Jones, Cedar, Muscatine	563-449-4468	robin.lank@wellpoint.com
Willie Christensen	Howard, Franklin, Butler, Bremer, Hardin, Grundy, Black Hawk, Marshall, Tama, Benton, Jasper, Poweshiek, Iowa, Johnson, Mahaska, Keokuk, Washington, Wright, Hamilton, Story, Boone, Greene	515-493-8973	willie.martin@wellpoint.com Please note: From January 5 to May 1, 2026, please send inquiries to ProviderSolutionsIA@wellpoint.com.
Illinois, Minnesota			Contact Us webform: https://www.provider.wellpoint.com/iowa-provider/contact-us/email

Account manager	Phone	Email
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Julia Thompson FQHCs MercyOne	515-363-1131	julia.thompson2@wellpoint.com

Director of Provider Relationship Account Management	Phone	Email
Jamie Ferguson	515-473-4551	jamie.ferguson@wellpoint.com