



# West Michigan region facility provider consultant contact list

Locate the county in which your facility is located to determine which consultant you should contact.

**Spectrum Health Systems** facility-related questions should be directed to:

[Beth Mehall](#) at 616-389-2232 (fax: 1-877-202-0825)

**All Bronson Hospitals** facility-related questions should be directed to:

[Kathy Fletcher](#) at 616-389-2049 (fax: 1-866-392-6473)

County	Consultant	Phone	Fax	Manager
Alcona	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Allegan	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Borgess-Pipp Hospital Borgess - Allegan	<a href="#">Cynthia Floyd</a>	313-225-6855	1-866-392-9574	
Alpena	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Antrim	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Barry	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Benzie	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Berrien	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Branch	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Calhoun	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Bronson Battle Creek	<a href="#">Kathleen Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Cass	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Borgess-Lee Memorial Hospital (Ascension) only	<a href="#">Cynthia Floyd</a>	313-225-6855		
Charlevoix	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Cheboygan	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Crawford	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Emmett	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Grand Traverse	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Ionia	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Iosco	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain



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Kalamazoo	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Borgess Medical Center (Ascension) only	<a href="#">Cynthia Floyd</a>	313-225-6855		
Bronson Methodist	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Kalkaska	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Kent	<a href="#">Beth Mehall</a>	616-389-2232	1-877-202-0825	Pamela Sylvester
*Forest View Hospital and Pine Rest Hospital only	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Lake	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Leelanau	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Manistee	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Mason	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Mecosta	<a href="#">Beth Mehall</a>	616-389-2232	1-877-202-0825	Pamela Sylvester
Missaukee	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Montcalm	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Montmorency	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Muskegon	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Newaygo	<a href="#">Beth Mehall</a>	616-389-2232	1-877-202-0825	Pamela Sylvester
Oceana	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Ogemaw	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Osceola	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Oscoda	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Otsego	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain
Ottawa	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Presque Isle	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
Roscommon	<a href="#">Leslie Pieper</a>	517-325-4145	1-866-466-2859	Cynthia Swain
St. Joseph	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain



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VanBuren	<a href="#">Leah Moore</a>	517-325-4735	1-877-248-2090	Cynthia Swain
Bronson South Haven	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Bronson Lakeview	<a href="#">Kathy Fletcher</a>	616-389-2049	1-866-392-6473	Cynthia Swain
Wexford	<a href="#">Jacquie Harding</a>	231-941-6041	1-800-474-8112	Cynthia Swain

**Skilled Nursing Facility and Home Health Care Providers**

- Non-hospital Affiliated – Contact Jacquie Harding at 231-941-6041
- Hospital Affiliated – Contact the consultant assigned to the hospital
- Hospital Affiliated & Non-Affiliated in Kent County – Contact Beth Mehall at 616-389-2232

**Out-of-state billers with questions about Michigan facilities** call Christina Frison at 313-225-6516 (fax: 1-866-645-0268).

If you are unable to reach your assigned consultant, please contact the corresponding manager or specialist at the number listed below:

**Managers:**

- Cynthia L. Swain – 616-389-2138
- Pamela Sylvester – 269-321-7661

**BCBSM complex claim-related issues? Please, first contact provider inquiry to obtain a call reference number: 1-800-249-5103.**

**Call a specialist:** Call Jeff Munn at 616-389-2116.

**BCN complex claim-related issues? Please, first contact provider inquiry to obtain a call reference number: 1-800-249-5103.**

**Call a specialist:** Call Jennifer Gallandt at 616-389-2136 (supports all consultants, credentialing, and contract issues).