



Southeast Michigan region facility provider consultant contact list

If you do not receive a response from your assigned consultant within two business days, please contact the corresponding manager at the number below:

Sarah Napthen – 313-983-2896
Roschelle Frazier – 248-326-5414

Remember: Provider Consultants are often in the field, visiting and training provider office staff. If you need immediate assistance, please contact **Provider Inquiry**.

Hospital facilities

Locate your hospital to determine which consultant you should contact. Non-hospital facilities are in the table following this one.

Hospital	Consultant	Phone	Fax	Manager
Beaumont Health – Dearborn – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Dearborn – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Farmington – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Farmington – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Taylor – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Taylor – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Trenton – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Trenton – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Wayne – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Beaumont Health – Wayne – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Chelsea Community Hospital (Trinity)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Children's Hospital of Michigan (DMC) – BCBSM	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Children's Hospital of Michigan (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Crittenton Hospital (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen



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Hospital	Consultant	Phone	Fax	Manager
Crittenton Hospital (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Detroit Receiving Hospital (DMC) – BCBSM	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Detroit Receiving Hospital (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Doctors' Hospital	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Forest Health Medical Center	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Garden City Hospital	Ann Faber	517-896-3769	1- 866-513-6447	Sarah Napthen
Harbor Oaks Hospital	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Harper University Hospital (DMC) – BCBSM	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Harper University Hospital (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Havenwyck Hospital	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Henry Ford Cottage Hospital	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Hospital – Main	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Kingswood Hospital	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Macomb Hospital – Clinton Township	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Macomb Hospitals	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Maplegrove Center	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford West Bloomfield Hospital	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Henry Ford Wyandotte Hospital	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Huron Valley Sinai Hospital (DMC) – BCBSM	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Huron Valley Sinai Hospital (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Karmanos Cancer Center	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Lake Huron Medical Center	Ann Faber	517-896-3769	1- 866-513-6447	Sarah Napthen
McLaren Medical Center – Macomb	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
McLaren Medical Center – Oakland	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
McLaren Medical Center – Port Huron	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
Oakland Regional Hospital	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
ProMedica Charles & Virginia Hickman (formerly Bixby Medical Center)	Ann Faber	517-896-3769	1- 866-513-6447	Sarah Napthen
ProMedica Coldwater Regional Hospital (formerly Coldwater Hospital and Herrick Medical Center)	Ann Faber	517-896-3769	1- 866-513-6447	Sarah Napthen
ProMedica Monroe Regional Hospital (formerly Mercy Memorial Hospital Monroe)	Ann Faber	517-896-3769	1- 866-513-6447	Sarah Napthen



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Hospital	Consultant	Phone	Fax	Manager
Providence Hospital (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Providence Hospital (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Providence Park Hospital (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Providence Park Hospital (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Rehabilitation Institute of Michigan (DMC) – BCBMS	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Rehabilitation Institute of Michigan (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Samaritan Behavioral Center	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Sinai Grace Hospital (DMC) – BCBSM	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Sinai Grace Hospital (DMC) – BCN	Roger Skaryd	517-231-0884	1- 877-877-3392	Sarah Napthen
Southeast Michigan Surgical Hospital	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Hospital & Medical Center (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Hospital & Medical Center (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Macomb-Oakland Hospital – Macomb Center (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Macomb-Oakland Hospital – Macomb Center (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Macomb-Oakland Hospital – Oakland Center (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John Macomb-Oakland Hospital – Oakland Center (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John River District Hospital (Ascension) – BCBSM	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
St. John River District Hospital (Ascension) – BCN and Medicare Advantage (Both BCN and Blue Cross)	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen



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Hospital	Consultant	Phone	Fax	Manager
St. Joseph Mercy Ann Arbor (Trinity) – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
St. Joseph Mercy Ann Arbor (Trinity) – BCN	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
St. Joseph Mercy Livingston (Trinity)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
St. Joseph Mercy Oakland (Trinity)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
St. Joseph Mercy Saline (Trinity)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
St. Mary Mercy Hospital (Livonia)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
StoneCrest Behavioral Health & Inpatient Treatment Center Detroit	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
Straith Hospital for Specialty Surgery	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
University of Michigan Medical Center – BCBSM	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
University of Michigan Medical Center – BCN	Terry Dennis	248-794-3815	1-866-702-8304	Roschelle Frazier
VA Medical Center - Ann Arbor	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
VA Medical Center - Detroit	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
William Beaumont Grosse Pointe – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
William Beaumont Grosse Pointe – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
William Beaumont Royal Oak – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
William Beaumont Royal Oak – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
William Beaumont Troy – BCBSM	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen
William Beaumont Troy – BCN and Medicare Advantage (Both BCN and Blue Cross)	Christina Frison	313-225-6516	1-866-645-0268	Sarah Napthen

Note: Out-of-state billers billing for Michigan facilities contact: Christina Frison at 313-225-6516 (fax: 1-866-645-0268).



Non-hospital facilities

Locate your county (listed in bold) or city to determine which consultant you should contact. (Counties are shown in bold.)

City	Consultant	Phone	Fax	Manager
Auburn Hills	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Berkley	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Beverly Hills	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Bingham Farms	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Birmingham	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Bloomfield Hills	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Brandon Township	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Clarkston	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Clawson	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Commerce	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Davisburg	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Farmington	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Farmington Hills	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Ferndale	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Franklin	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Hazel Park	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Highland Township	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Holly	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Huntington Woods	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Independence Township	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Keego Harbor	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Lake Orion	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Lathrup Village	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Lenawee County	Gwyn March	517-896-3780	1-866-513-0885	Roschelle Frazier
Leonard	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Macomb County	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Madison Heights	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Milford	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Monroe County	Cassandra Driver	248-704-3273		Roschelle Frazier
New Hudson	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier



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Non-hospital facility contacts continued

City	Consultant	Phone	Fax	Manager
Northville	Cassandra Driver	248-704-3273		Roschelle Frazier
Novi	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Oak Park	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Oakland Township	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Orchard Lake	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Orion	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Ortonville	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Oxford	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Pleasant Ridge	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Pontiac	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Rochester	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Rochester Hills	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Royal Oak	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
South Lyon	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Southfield	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Southgate	Gwyn March	517-896-3780	1-866-513-0885	Roschelle Frazier
St. Clair County	Cynthia Floyd	313-518-2793	1-866-392-9574	Sarah Napthen
Sylvan Lake	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Troy	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Union Lake	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Walled Lake	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Washington	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Washtenaw County	Cassandra Driver	248-704-3273		Roschelle Frazier
Waterford	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Wayne County	Cassandra Driver	248-704-3273		Roschelle Frazier
West Bloomfield	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
White Lake	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier
Wixom	Gina Taliaferro	248-915-8443	1- 866-538-4559	Roschelle Frazier

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Christina Frison at 313-225-6516 (fax: 1-866-645-0268).