



PROVIDER NETWORK

CONTACT INFORMATION

Provider Relations & Provider Payables TOLL-FREE CONTACT INFORMATION

PLEASE CONTACT OUR

DISPATCH CENTER

at: **(888) 298-6776 Option 1** for issues concerning:

- 🚗 Updates, changes, or problems with a dispatch
- 🚗 Problems with the fax dispatch

Note: Please do not contact the Dispatch Center for Provider Relations or Payment issues

PROVIDER RELATIONS DEPARTMENT

at: **(888) 293-6672 Option 2** for issues concerning:

- 🚗 Existing Service Agreement
- 🚗 Digital Dispatch
- 🚗 Service Area

RECRUITMENT DEPARTMENT

at: **(800) 442-4690 Option 1 ext. 4240**
for issues concerning:

- 🚗 New Applications
- 🚗 Insurance Certificates & Other Relevant Documents
- 🚗 Repair Facility Network

YOU MAY CONTACT OUR

PROVIDER PAYABLES DEPT.

at: **(800) 226-6210** for issues concerning:

- 🚗 Payment Status
- 🚗 Check Copy Request
- 🚗 Stop Payment / Reissue Payment

INVOICING INFORMATION

PROVIDER INVOICES BY WEB:

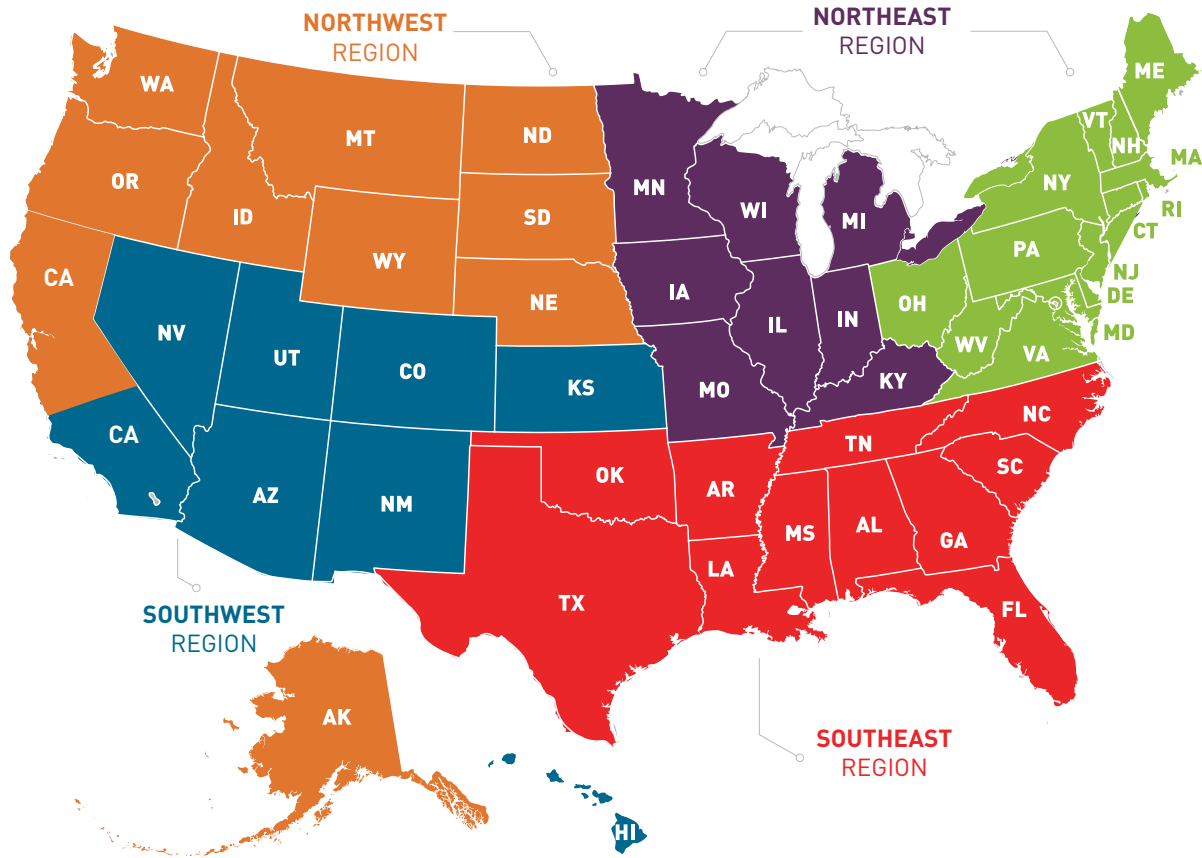
- 🚗 www.road-america.com
 - Providers
 - Service Provider Portal

PROVIDER INVOICES BY MAIL:

- 🚗 ROAD AMERICA MOTOR CLUB
Attention: Provider Payables
P.O. Box 528024
Miami, Florida 33152

PROVIDER NETWORK DEPARTMENT REGIONAL MAP

REGIONS MAP



REGIONS / STATES GUIDE

NORTHWEST	SOUTHWEST	NORTHEAST	SOUTHWEST	SOUTHWEST
Alaska Idaho California (Northern) Montana N. Dakota Nebraska Oregon S. Dakota Washington Wyoming	Arizona California (Southern) Colorado Hawaii Kansas Nevada New Mexico Utah	Connecticut Delaware Illinois Indiana Iowa Kentucky Maine Maryland Massachusetts Michigan Minnesota Missouri New Jersey	New York New Hampshire Ohio Pennsylvania Rhode Island Vermont Virginia Washington DC West Virginia Wisconsin	Alabama Arkansas Florida Georgia Louisiana Mississippi N. Carolina Oklahoma S. Carolina Tennessee Texas

PROVIDER NETWORK DEPARTMENT CONTACT LIST

DISPATCH CENTER (888) 298-6776 Option 1 **FAX (877) 377-8441**

PROVIDER RELATIONS DEPARTMENT (888) 293-6672

PROVIDER PAYABLES DEPARTMENT (800) 226-6210

NORTHWEST REGION

Jaime Santamaria (Regional Account Manager) **(305) 392-4381**

Erin Bray (Area Manager) **(305) 392-4422**

northwestprovider@road-america.com

SOUTHWEST REGION

Alex Francisco (Regional Account Manager) **(305) 392-4392**

southwestprovider@road-america.com

NORTHEAST REGION

Raul Medina (Regional Account Manager) **(305) 392-4380**

(WV, VA, PA, NY, MD, NJ, DE, CT, DC, MA, RI, NH, VT, ME, OH)

Makeida Johnson (Regional Account Manager) **(305) 392-4385**

(MN, IA, MO, WI, IL, MI, IN, KY)

Ryan Jamison (Area Manager) **(305) 717-5842**

northeastprovider@road-america.com

SOUTHEAST REGION

Wilmer Guayara (Regional Account Manager) **(305) 392-4384**

Miguel Cifuentes (Area Manager) **(305) 392-4363**

southeastprovider@road-america.com

SPECIALTY (HD, Motorcycles, & Transport Services)

Jason Jones (Deputy Director) **(305) 717-5841**

jjones@road-america.com

SPECIAL PROGRAMS (Digital Dispatch/Battery Program)

Bibiana Gutierrez (Program Manager) **(800) 442-4690 ext. 5805**

dd@road-america.com

NORTHWEST REGION

Mirian McGee (Payables Representative) **(305) 392-4299**

(WA,OR,ID,WY,MT,ND,SD,NE)

SOUTHWEST

Erika Rivera (Payables Representative) **(305) 392-4421**

(UT,AZ,CO,NM,KS,HI, NV, Northern CA)

Andrea Villamizar (Payables Representative) **(305) 392-4428**

(Southern CA)

NORTHEAST REGION

Mirian McGee (Payables Representative) **(305) 392-4299**

(MN, IA, MO, WI, IL, MI, IN, KY)

Tony Mejia (Payables Representative) **(305) 392-4450**

(WV, VA, PA, NY, MD, NJ, DE, CT, DC, MA, RI, NH, VT, ME, OH)

SOUTHEAST REGION

Karen Ellis (Payables Representative) **(305) 392-4286**

(FL, GA, SC, NC, LA, AL)

Eddie Rios (Payables Representative) **(305) 392-4429**

(TX, OK, AR, MS, TN)

DEPARTMENT E-MAIL ADDRESSES

Provider Relations Dept. **Provider Payables Dept.**

vendors@road-america.com providerpayables@road-america.com

PROVIDER ADMINISTRATION CONTACT LIST

MANAGEMENT

Odalis Pou-Usategui (Provider Network Administration Deputy Director) **(305) 392-4285**

odalira@road-america.com

Jason Jones (Deputy Director) **(305) 717-5841**

jjones@road-america.com

Chris Popp (Compliance Manager) **(800) 442-4690 ext. 4094**

cpopp@road-america.com

Patrice Painsion (Provider Payables Manager) **(305) 392-4280**

ppainson@road-america.com

RECRUITMENT / CONTRACTING

Lily Miranda (Recruiter NE & NW regions) **(800) 442-4690 ext. 4240**

Joy Owens (Recruiter SE & SW regions) **(800) 442-4690 ext. 4240**

recruiter@road-america.com

SUPPORT SPECIALIST

Joyce Johnson (Support Specialist)

joycej1@road-america.com

Sylvia Usategui (Support Specialist)

DEPARTMENT E-MAIL ADDRESSES

Provider Relations Dept.

Provider Payables Dept.

vendors@road-america.com

providerpayables@road-america.com