



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

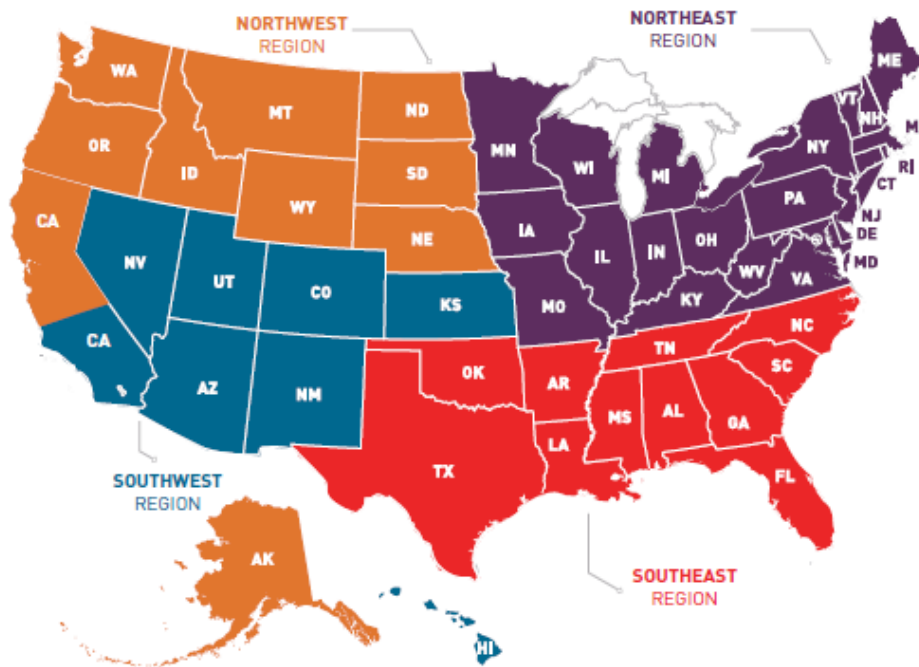
PROVIDER INVOICES BY MAIL:

-  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	SOUTHEAST
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	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

NORTHWEST REGION

Tony Mejia (Regional Account Manager) (305) 392-4450
northwestprovider@road-america.com

SOUTHWEST REGION

Tony Mejia (Regional Account Manager) (305) 392-4450
southwestprovider@road-america.com

NORTHEAST REGION

Anne Rocha (Regional Account Manager) (305) 392-4392
northeastprovider@road-america.com

SOUTHEAST REGION

Makeida Johnson (Regional Account Manager) (305) 392-4385
southeastprovider@road-america.com

MANAGER

Miguel Cifuentes (Manager) (305) 392-4363
mcifuentes@road-america.com

SPECIALTY (HD & RV's)

Wilmer Guayara (Specialty Vehicle Manager) (305) 392-4384
wguayar@road-america.com

LEADERSHIP TEAM

Jason Jones (Director) (305) 717-5841
jjones@road-america.com

Odalís Pou-Usategui (Deputy Director) (305) 392-4285
odalira@road-america.com

Patrice Painsón (Provider Payables Dep. Manager) (305) 392-4280
ppainson@road-america.com

PROVIDER PAYABLES DEPARTMENT (800) 226-6210

NORTHWEST REGION

Henry Negron (Payables Representative) (305) 392-4429
northwestprovider@road-america.com

SOUTHWEST REGION

Andrea Villamizar (Payables Representative) (305) 392-4428
southwestprovider@road-america.com

NORTHEAST REGION

Shirae Adams (Payables Representative) (305) 392-4429
northeastprovider@road-america.com

SOUTHEAST REGION

Karen Ellis (Payables Representative) (305) 392-4286
mcifuentes@road-america.com

RECRUITMENT

Direct Extension (800) 442-4690 ext.4240
recruiter@road-america.com

DEPARTMENT E-MAIL ADDRESSES

Provider Relations Dept.
vendors@road-america.com

Provider Payables Dept.
providerpayables@road-america.com