



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:

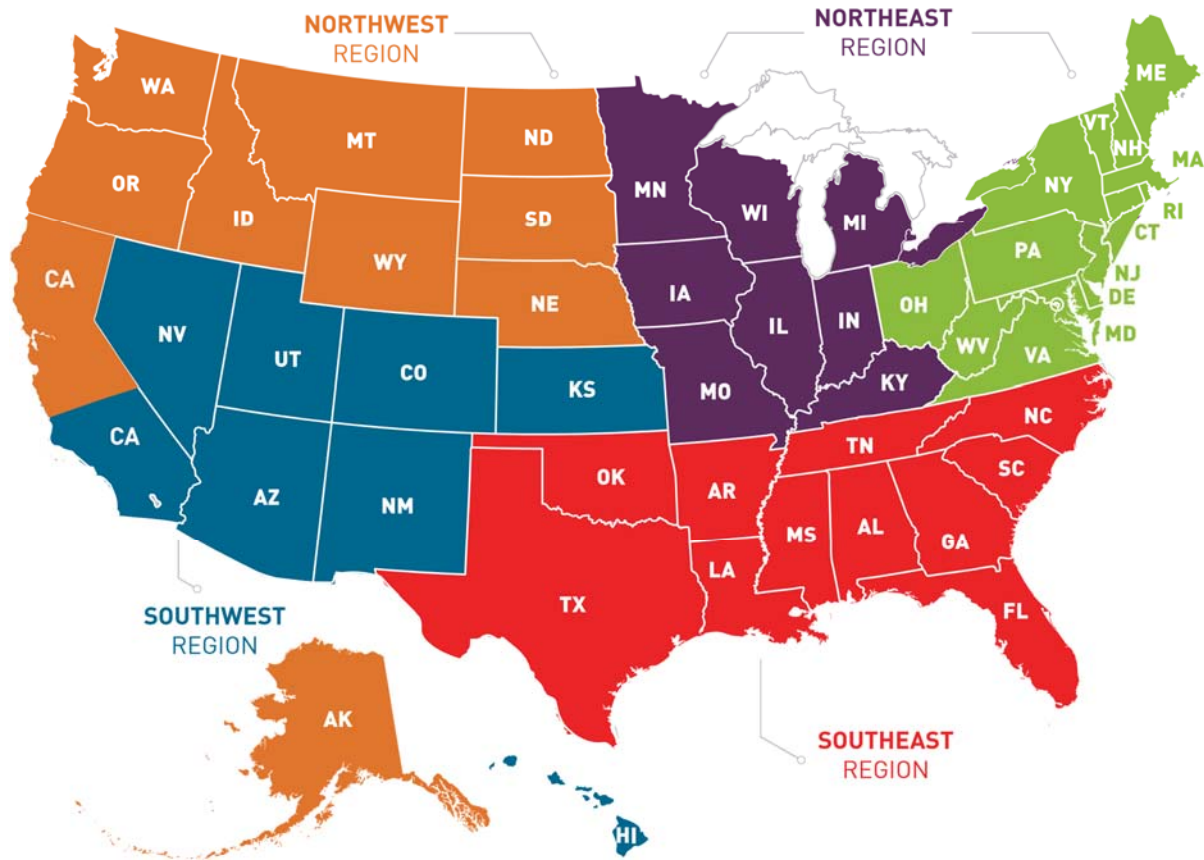
-  www.road-america.com
 -  Providers
 -  Service Provider Portal

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	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

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
Miguel Cifuentes (Area Manager) (305) 392-4363
_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)
Erin Bray (Area Manager) (305) 392-4422
_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/IVR)

Yiliani Cabrera (800) 442-4690 ext. 4070
dd@road-america.com

PROVIDER PAYABLES DEPARTMENT (800) 226-6210

NORTHWEST REGION

Mirian McGee (Payables Representative) (305) 392-4299
(AK,WA,OR,ID, MT, WY,ND, SD,NE, & NV)

SOUTHWEST REGION

Andrea Villamizar (Payables Representative) (305) 392-4428
(HI,CA,UT,AZ,CO,NM,KS,)

NORTHEAST REGION

Tony Mejia (Payables Representative) (305) 392-4450
(OH,WV,VA,NY,PA,MD,DC,ME,VT,NH,MA,RI,CT,NJ,DE)
Mirian McGee (Payables Representative) (305) 392-4299
(MN,IA,MO,WI,IL,MI,IN,KY)

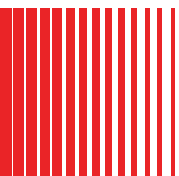
SOUTHEAST REGION

Karen Ellis (Payables Representative) (305) 392-4286
(LA,AL,NC,SC,GA,FL)
Anne Rocha (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 NETWORK ADMINISTRATION CONTACT LIST



DEPUTY DIRECTORS

Odalis Pou-Usategui (305) 392-4285
(Provider Network Administration Deputy Director)
odalira@road-america.com

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

RECRUITMENT

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

MANAGEMENT

Chris Popp (800) 442-4690 ext.4094
(Compliance Manager)
cpopp@road-america.com

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