

Escalation Tree

Atrezzo	Members & Appeals	Clinical Questions	Training & Reporting
CARreviews@acentra.com Direct: (866) 449-2737	AppealsCA@acentra.com Direct: (866) 449-2737	CARreviews@acentra.com Direct: (866) 449-2737	CARreviews@acentra.com Direct: (866) 449-2737
Crystal Zapata, Lead CSR crystal.zapata@acentra.com	Jade Rivera, Appeals Coordinator AppealsCA@acentra.com	Ani Hacopian, Clinical Supervisor ani.hacopian@acentra.com	Crystal Zapata, Lead CSR crystal.zapata@acentra.com
Julia Hales, PM julia.hales@acentra.com	Julia Hales, PM julia.hales@acentra.com	Keshia Ingram, Clinical Manager keshia.ingram@acentra.com	Julia Hales, PM julia.hales@acentra.com
Rob Noble, VP robert.noble@acentra.com	Rob Noble, VP robert.noble@acentra.com	Kelly Parnell, Clinical Director kelly.parnell@acentra.com	Rob Noble, VP robert.noble@acentra.com