



West Michigan region facility provider consultant contact list

Locate the county in which your facility is located to determine which consultant you should contact.

Spectrum Health Systems facility-related questions should be directed to:

[Beth Mehall](#) at 616-389-2232 (fax: 1-877-202-0825)

All Bronson Hospitals facility-related questions should be directed to:

[Kathy Fletcher](#) at 616-389-2049 (fax: 1-866-392-6473)

County	Consultant	Phone	Fax	Manager
Alcona	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Allegan	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Borgess-Pipp Hospital Borgess - Allegan	Cynthia Floyd	313-225-6855	1-866-392-9574	
Alpena	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Antrim	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Barry	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Benzie	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Berrien	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Branch	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Calhoun	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Bronson Battle Creek	Kathleen Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Cass	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Borgess-Lee Memorial Hospital (Ascension) only	Cynthia Floyd	313-225-6855		
Charlevoix	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Cheboygan	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Crawford	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Emmett	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Grand Traverse	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Ionia	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Iosco	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain



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Kalamazoo	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Borgess Medical Center (Ascension) only	Cynthia Floyd	313-225-6855		
Bronson Methodist	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Kalkaska	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Kent	Beth Mehall	616-389-2232	1-877-202-0825	Pamela Sylvester
*Forest View Hospital and Pine Rest Hospital only	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Lake	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Leelanau	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Manistee	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Mason	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Mecosta	Beth Mehall	616-389-2232	1-877-202-0825	Pamela Sylvester
Missaukee	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Montcalm	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Montmorency	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Muskegon	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Newaygo	Beth Mehall	616-389-2232	1-877-202-0825	Pamela Sylvester
Oceana	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Ogemaw	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Osceola	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Oscoda	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Otsego	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain
Ottawa	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Presque Isle	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
Roscommon	Leslie Pieper	517-325-4145	1-866-466-2859	Cynthia Swain
St. Joseph	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain



County	Consultant	Phone	Fax	Manager
VanBuren	Josh Howe	616-285-5280	1-877-318-6299	Cynthia Swain
Bronson South Haven	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Bronson Lakeview	Kathy Fletcher	616-389-2049	1-866-392-6473	Cynthia Swain
Wexford	Jacquie Harding	231-941-6041	1-800-474-8112	Cynthia Swain

Skilled Nursing Facility and Home Health Care Providers

- Non-hospital Affiliated – Contact Jacquie Harding at 231-941-6041
- Hospital Affiliated – Contact the consultant assigned to the hospital
- Hospital Affiliated & Non-Affiliated in Kent County – Contact Beth Mehall at 616-389-2232

Out-of-state billers with questions about Michigan facilities must contact the consultant assigned to the facility/county in question.

If you are unable to reach your assigned consultant, please contact the corresponding manager or specialist at the number listed below:

Managers:

- Cynthia L. Swain – 616-389-2138
- Pamela Sylvester – 269-321-7661

BCBSM complex claim-related issues? Please, first contact provider inquiry to obtain a call reference number: 1-800-249-5103.

Call a specialist: Call Jeff Munn at 616-389-2116.

BCN complex claim-related issues? Please, first contact provider inquiry to obtain a call reference number: 1-800-249-5103.

Call a specialist: Call Jennifer Gallandt at 616-389-2136 (supports all consultants, credentialing, and contract issues).