# Practitioner Experience Contacts

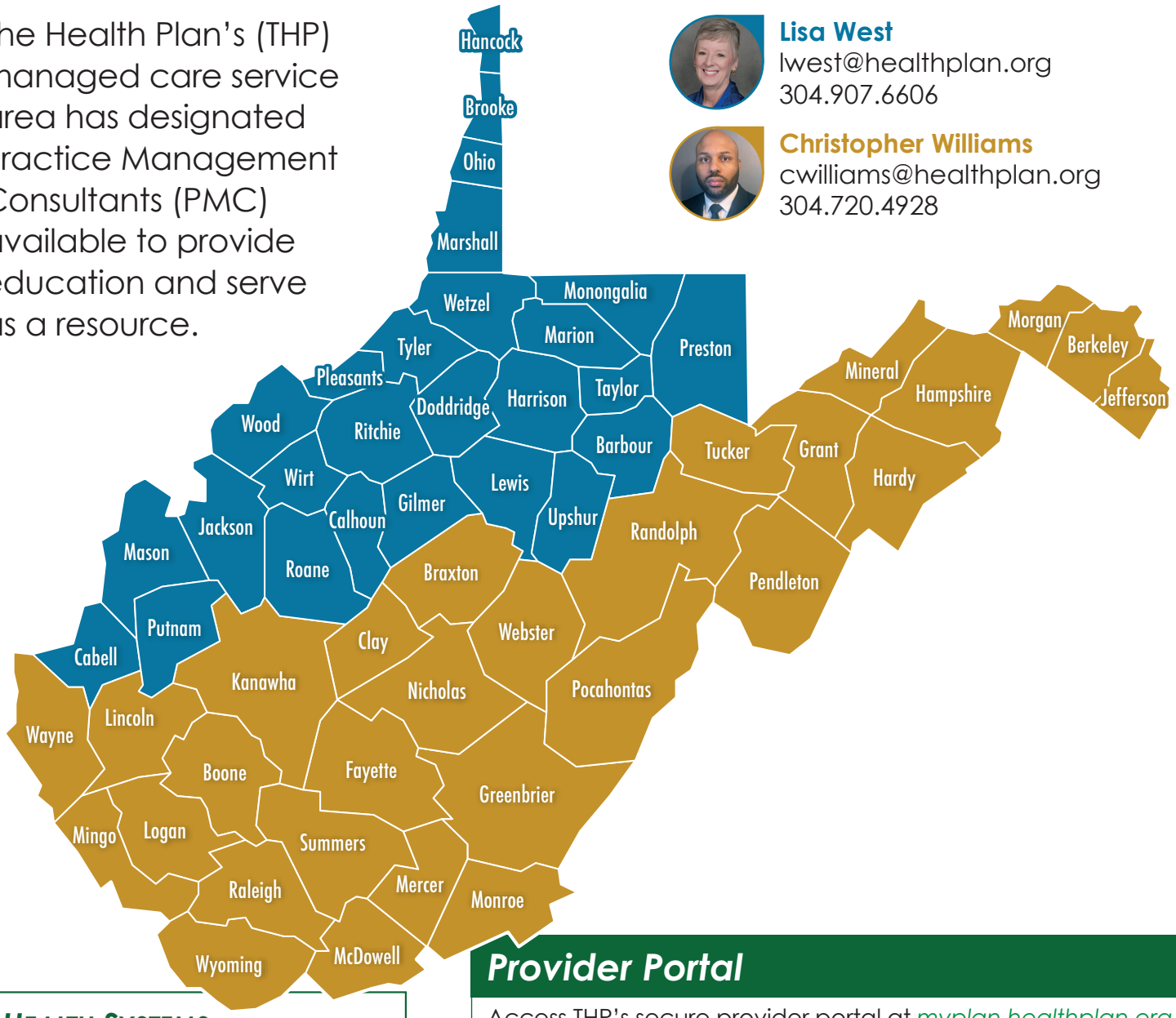
The Health Plan's (THP) managed care service area has designated Practice Management Consultants (PMC) available to provide education and serve as a resource.



**Lisa West**
lwest@healthplan.org
304.907.6606



**Christopher Williams**
cwilliams@healthplan.org
304.720.4928




## Health Systems

### Ohio

- **The Cleveland Clinic (CCF)**
  - Kourtney Koscevic
- **Memorial Health System**
  - Lisa West

### West Virginia

- **Marshall Health Network (MHN)**
  - Lisa West
- **Vandalia Health**
  - Lisa West
- **WVU Medicine (WVUM)**
  - Christopher Williams

## Provider Portal

Access THP's secure provider portal at myplan.healthplan.org for self-service options e.g., claims, prior authorizations, quality measures.

Contact Missy Hodge at mhodge@healthplan.org with questions about portal account set up.

## Contracting and Credentialing

To obtain a copy of your THP contract or a practitioner roster, contact Cayla Delman at cdelman@healthplan.org

## Customer Service

For general inquiries, or practitioners outside of THP's managed care service area, contact customer service at 1.877.847.7901.

Rev. 10.12.2026