

Meet Your Dedicated Illinois Support Team

2025 | Presented by Managers of Provider Relations

Thank you for joining us! We will begin shortly. 😊
Please make sure your microphone is muted until Q&A at the end.

Meet Your Dedicated Illinois Support Team

Housekeeping

- Welcome! Thanks for joining!
- Please make sure your mic is muted until Q&A at the end.
- Questions can also be typed in the chat.
- A PDF version of these slides will be emailed to you afterward.



Welcome Provider Partners!

- Whether you have been working with them for months or years, we at Molina Healthcare of Illinois would like to introduce you to your provider relations managers (PRM).
- They are your dedicated support system for all things Molina.
- Each PRM supports a specific provider type in a specific geographic service area. Therefore, you have one point of contact for all questions, concerns, comments, and needs.



Team Leaders

LaTasha Smith, MBA, MIS

- Director, Provider Relations
- With Molina Since September 2013

Get to know me: I love to garden. Each year I plant a huge variety of vegetables, herbs, and fruits. I love planting and tending them as much as eating them and sharing with family and friends! To get a jump on the short growing season of northern Illinois, I start them indoors in pots, then transfer them to my garden beds.



Krystina Nickel, MBA

- Manager, Provider Relations—Ancillary
- With Molina Since August 2019

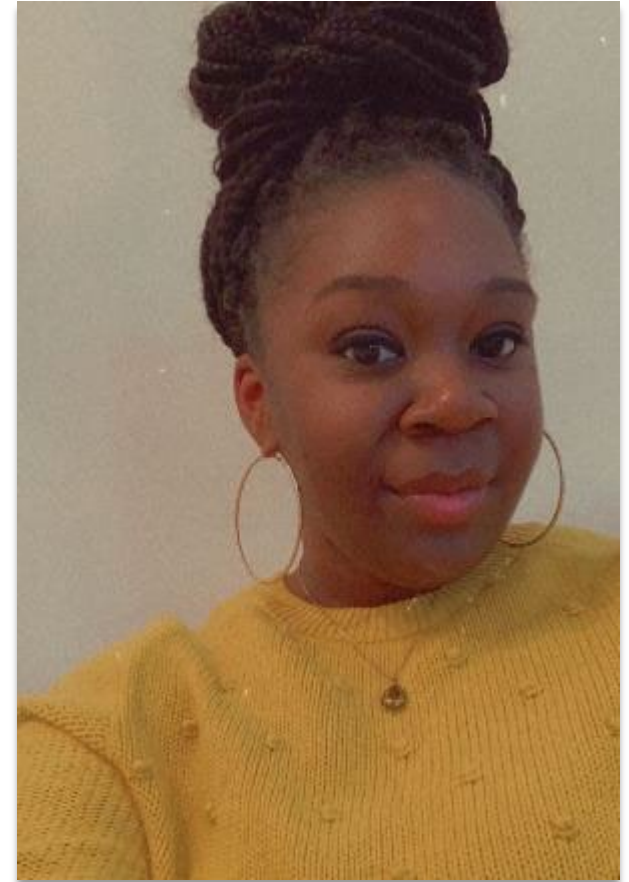
Get to know me: I enjoy history and archeology because they stretch the imagination and give me the chance to travel in time. I am capable of holding conversations in three languages at the same time. (There are also three languages that are not so fluent, but I can get by.)



Alexandria “Alex” Brinson, MBA

- Manager, Provider Relations—Hospitals
- With Molina Since October 2019

Get to know me: I am originally from North Carolina. I am left-handed and love to travel with my friends to try new restaurants! Lately when I am not traveling, I have been spending my time planning my wedding with my fiancé Patrick. My dream is for us to have our own farm surrounded by a lot of animals!



Ancillary Team

Detra Alexander

- Provider Relations Manager
- Independent Physicians & Medical Groups Cook County; Emergent Transportation Statewide
- With Molina Since November 2015

Get to know me: I am a mother of two and a nana of five. I enjoy eating out at different restaurants, taking long walks, and bike riding. I love hanging out with my family and friends, especially bowling with them because none of us are any good at it—but it is a ton of fun!



Ann Berk

- Provider Relations Manager
- Home Health & HCBS Waiver Statewide
- With Molina Since June 2014

Get to know me: Proud mother of two: my daughter and our goldendoodle, who is currently rocking a sweet mohawk. In my spare time, I enjoy exploring new coffee shops, brew pubs, hole-in-the-wall diners, supporting local everything, watching my daughter play school sports, and LET'S GO BLUES! "I don't know where I'm going, but I'm on my way."



Michael Coleman

- Provider Relations Manager
- With Molina Since February 2022
- DME Statewide

Get to know me: I'm a "baseball dad," and I enjoy attending my son's games, working out, traveling, and playing softball. Amat Victoria Curam (Victory Loves Preparation, in Latin).



Susana Farries

- Provider Relations Manager
- With Molina Since March 2024
- CMHC, SUPR, BHC Statewide

Get to know me: I enjoy reading, although very little time to read for pleasure these days (in a good way!). Dave Ramsey and Michelle Obama's books were my last reads. 😊
Spending time with family and friends is my favorite pastime, as it refuels my spirit.



Tammy Gosslin

- Provider Relations Manager
- With Molina Since July 2024
- Independent Physicians & Medical Groups Northwest, Central & Southern IL + Collar Counties
- Independent Labs Statewide

Get to know me: I enjoy hiking, canoeing, attending live theater, camping, and road trips with my two teenagers and husband. I also enjoy volunteering for our local high school's theater program.



Robin Taylor

- Provider Relations Manager
- With Molina Since September 2022
- LTC, SLF, SNF & Hospice Statewide

Get to know me: I have two Chihuahua rescues who are my office buddies every day. Both are super sweet and very smart. My husband is diabetic, and they alert him when his blood sugar is going haywire. I also love landscaping and spend a lot of time outdoors with flowers, mulch, and yard work. In my spare time, I am a movie nut. We have collected over 800 movies.



Hospital, Health Care System Team

Devin Birch

- Provider Relations Manager
- With Molina Since December 2024
- Hospitals, Northern Cook County IL

Get to know me: I have been bouldering lately. It's a fun way to exercise and the climbs feel like mini puzzles. I aspire to cook more, but my local taqueria usually ends up cooking for me lol. Mexican food has a serious chokehold on my caloric intake!



Susana Farries

- Provider Relations Manager
- With Molina Since March 2024
- BH Hospitals Statewide

We got to know Susana earlier! Susana is a “hybrid” PRM with duties spanning more than one team.



Janean Hines

- Provider Relations Manager
- With Molina Since March 2024
- Hospitals, Southern IL

Get to know me: I love to cook for my family and try new restaurants. I also love to travel; I am planning to get back to Paris in 2025 and a few other international destinations. I am very involved in my church on the south side of Chicago, and you can find me there most weekends. I am a Prince fan!



Joseph “Joey” Johnston

- Provider Relations Manager
- With Molina Since February 2017
- Dialysis Statewide
- Hospitals in Christian, DeWitt, Edgar, Iroquois, Fulton, Mason, Piatt Counties: Clay County Hospital, Graham Hospital, Iroquois Hospital, Kirby Hospital, Mason District, Pana Hospital, Pinckneyville Community Hospital, and Warner Hospital



Get to know me: I am a big weather geek. I used to storm-chase back in college but have yet to see an actual tornado. Also, I am an avid gardener. You can call me Joey.

Diane Michael

- Provider Relations Manager
- With Molina Since February 2015
- Hospitals, West-Central IL

Get to know me: I love being around my family, including my eight grandchildren, which takes most of my spare time. The remainder of my time goes to keeping up with home chores—a lot of mowing and maintaining my yard. I do enjoy cooking and, of course, eating what I cook!



Lainie Robinson

- Provider Relations Manager
- With Molina Since June 2022
- Hospitals, Northwestern IL & Collar Counties

Get to know me: I have three amazing grand-loses (all girls) who keep me on my toes and on top of the latest Disney releases. I am number six of nine children. Family is everything to me. I collect brooches, so my favorite thing to do on a Sunday afternoon is visiting estate sales, consignment shops, or thrift stores in search of vintage brooches.



Veronica Melissa Torres

- Provider Relations Manager
- With Molina Since April 2022
- Hospitals, East-Central IL + Crawford Hospital, Ferrell Hospital, Franklin Hospital, Hamilton Memorial, Hammond Henry Hospital, Hardin County Hospital, Hillsboro Hospital, and Sparta Hospital

Get to know me: I am a mom of 4-year-old twin boys and a 2-year-old daughter. I love crafting and photography. I am very excited to be on the Molina team. Please call me Melissa!



Linnette Williams

- Provider Relations Manager
- With Molina Since April 2022
- Hospitals, Southern Cook County IL

Get to know me: I've been happily married for 30 years. I have four beautiful adult children and two beautiful grandchildren. My favorite food is pizza, and I love to bowl. I also dabble a little bit with interior decorating for my friends and family. I love putting together the decorative details and aesthetics to make their homes more pleasing to the eye. 😊

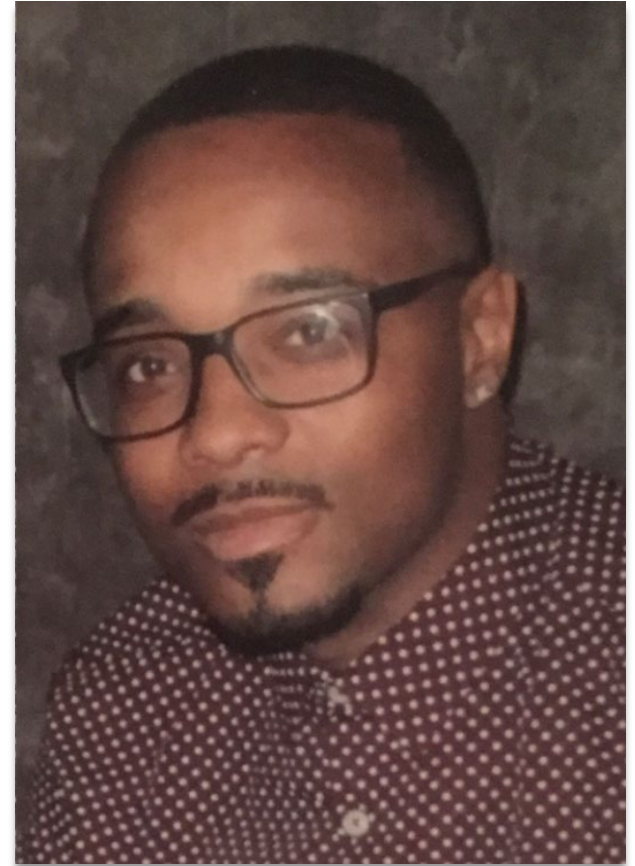


FQHC/RHC/ERC Team

Michael Coleman

- Provider Relations Manager
- With Molina Since February 2022
- FQ Central and Southern IL

We got to know Michael earlier! Michael is a “hybrid” PRM with duties spanning more than one team.



Karen Ferrara

- Provider Relations Manager
- With Molina Since August 2019
- FQ Northern IL

Get to know me: I am a cancer (one of the water signs) and enjoy being near the ocean and sand. Every year, I hit the reset button by visiting my best friend in San Diego. I enjoy DIY crafting and painting projects in my free time.

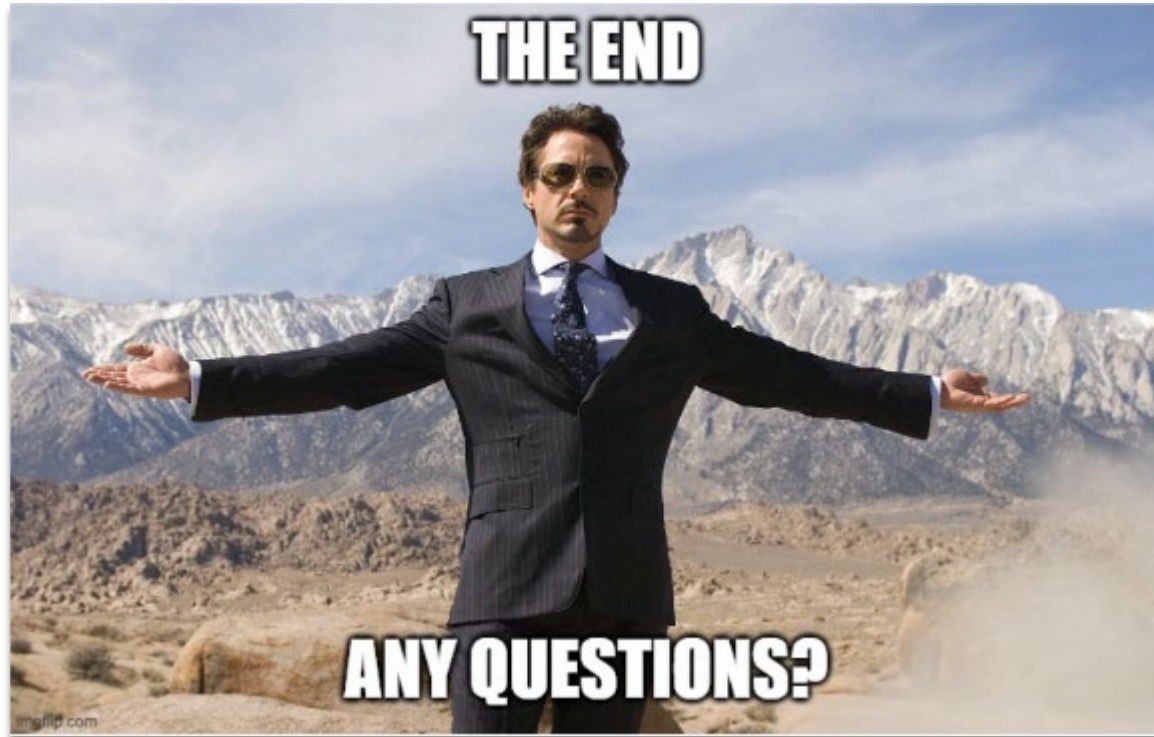


Final Thoughts

- Your designated PRM will be proactive with meetings and assist with all of your needs.
- When your PRM is enjoying time off, a teammate will step in to help you.
- You can always contact the team at (855) 866-5462 or email us at MHILProviderNetworkManagement@MolinaHealthcare.com.
- [CLICK HERE](#) to register for email updates curated specifically for Molina's Illinois providers.

Thank you for being our partner in member care!

Questions? Answers!



Thanks for participating!

Please [CLICK HERE](#) to register for email updates specifically for Illinois providers.