

Mercy Care is proud to introduce...



Reuben Lopez
Network Relations Consultant
Mercy Care

Reuben Lopez joined Aetna in 2015 in the Provider Data Services (PDS) department. In this role he was responsible for Mercy Care provider updates in the Claims Adjudication production environment. This included building new records, validating provider registration/licensing and aligning contracts. In 2016 he was recruited to work in Mercy Care's Network Management department. He served as a subject matter expert in sending provider demographic updates from the Network Management department to the PDS team.

Reuben was promoted to his current role as a Network Relations Consultant where he works directly as a liaison with our provider community. Reuben assists his providers with issues ranging from adding/terminating providers from their group, credentialing, contract issues, and claims research and resolution. His focus is to improve the provider experience by completing root cause analysis for permanent solutions which may include system updates and/or provider education.

Reuben is an active participant in the Aetna/Mercy Care volunteer community and can regularly be found donating his time to causes important to our organization.

When not working, Reuben enjoys spending time with his wife and family. He has been a proud pet parent to an array of animals including turtles, cats, sugar gliders, pig, bearded dragons, and an occasional rescue of wildlife birds that he has come across. As a true lover of all animals he has been a vegan for over 3 years now and enjoys experimenting with protein plant-based options to fuel his body for the intense workouts he enjoys on a daily basis.