APD/SSP/CW
Regional Meetings
2014

Resources
Packet 2

Office of Payment Accuracy and Recovery 10/6/2014
http://www.oregon.gov/oha/healthplan/Pages/regionals.aspx

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Central Processing Branch 5503 Staff List- July 2014
Phone: 1-800-699-9075 or 1-855-226-6170

Wkr ID	First Name	Last Name	Phone - Area Code 503
Managers			
–	Veronica	Hillebrand (sp)	503 378-6225
–	Zina	Martinez	503 378-4353
–	Michelle	Reinwald	503-884-5919
Program Mgr	Karen	House	503 945-6254
–	Amanda	Robnett	503 378-3488
–	Amy	Davis	503 378-2261
–	Katelyn	Bullard	503 378-4370
–	Katie	Beck	503 378-3916
	Elizabeth	Barger-Fox	503 378-4161
–	Francisco	Garibay (sp)	503 884-2688
	Margaret	Moran	503 373-0005
R7	Michael	Ruiz (sp)	503-269-1417
OH	Nichole	Brooks	503 378-4328
–	Nicky	Jeffreys	503-602-3873
–	Sheila	Raines	503 378-4344
B9	Olga	Barsukoff	503 378-3213
O3	David	Hurtado	503 378-6892
	David	Ballantyne	503 373-1243
–	Tiffany	Banes	503-884-0878
OPA1 Trainer			
OF	Melissa	Kittrell	503 378-3501
OC	Sara	Muir	503 378-4062
O9	Steve	Johnston	503 378-4215
H9	Krystalyn	Hockett	503 378-4322
J8	Jeanie	Zumar	503 378-4223
N5	Cynthia	Propeck-Bartram	503 378-4152
OPA1			
	Fay	Reeser	503 373-0778
	Sarah	Ottoson	503 378-4278
HSS4 (Lead Worker)			
OJ	Alyson	Vincent	503 373-1478
O2	Anselma	Ulloa Avalos (sp)	503 378-4315
O4	Ashley	Kramer	503 373-2248
O5	Ellen	Rust	503 378-4340
OG	Sabina	Zoren	503 373-1861
R5	Juliana	Montoya (sp)	503 378-5282
K6	Gina	Curiale	503 373-7382
K7	Cassandra	Riley	503 378-4087
ZY	Taesia	Barsukoff	503 378-4311
XI	Jeff	Randall	31245
M2	Maria	Garibay (sp)	503 378-4102

Central Processing Branch 5503 Staff List- July 2014
Phone: 1-800-699-9075 or 1-855-226-6170

CS2- Hearing Rep			
O7	Eric	Poynter	503 373-0910
T3	Janette	Howard	503-689-0627
T1	Jenn	Highley	503-689-3036
O1	Wassa	Matveev (ru)	503 373-1880
HSS3			
B3	Anthony	Chase	503 378-4129
D9	April	Owen	503-990-0870
B5	Carol	Darensburg	503 378-4149
H8	Christy	Pietrok	503 378-3726
D1	Deb	Harvey	503 378-5179
S1	Ed	Star	503 378-4327
E9	Emma	Salinas (sp)	503 378-3438
J9	Morgan	Daniels	503 378-4350
C6	Isabell	Anaya (sp)	503 378-4058
ER	Jan	Mautz	503 378-4276
P8	Kerrie	Smith	503 378-4174
J7	Maribel	Jimenez (sp)	503 378-3339
G1	Mark	Winn	503 378-4029
D3	Mary	Mireles (sp)	503 378-4332
E2	Mary Ann	Edsall	503 378-4163
G6	Michelle	Sanna	503 378-4356
B7	Ngoc Tram	Tran (vi)	503 378-4365
R3	Shelly	Bryant	503 378-3874
K4	Simeon	Santos	503 378-6357
B4	Stacie	Midkiff	503 378-4289
B1	Theresa	Worsham	503 378-4151
C4	Blanca	Diaz	503 373-1516
F1	Dawn	Carter	503 378-6389
E7	Erika	Johnson	503 945-5875
QP	Maria D	Lemus Torres	# not assigned, see address book
D5	Virginia	Essman	503 373-1628
P7	Jessie	Vinton	503 373-1569
P4	Kaye	Vinson	503 373-1556
R2	Melyssa	Lloyd	503 373-0074
H1	Nicholas	Solano	503 373-1867
H6	Rebecca	Palacios	503 373-1562
YF	Scott	Edwards	503 373-1590
N7	Serena	Sischo	503 373-1358
A9	Tessa	Thompson	503 373-1353
D8	Thomas	Nguyen	503 373-1892
L4	Tiffanie	Evans	503 378-3192
R4	Tyler	Palmblad	503 378-8173
H3	Van	Ige	503 378-4681
A2	Ameer	Furqan	503 378-3490

Central Processing Branch 5503 Staff List- July 2014
Phone: 1-800-699-9075 or 1-855-226-6170

HSS3			
L3	Ampelia	Reyes (sp)	503 378-3643
H7	Ashley	Harriman	503 378-6936
G4	Carlie	Jackson	503 378-4208
UN	Cheri	Mathre	503 373-1894
J6	Cristi	Sermon	503 378-4178
G2	Donna	Gostevskyh	503 378-3891
C8	Edilia	Ventura (sp)	503 378-4368
S2	Heather	Clark	503 378-4233
H5	Jaime	Howard-Chavez	503 378-4036
B6	Janice	Alldredge	503 378-4157
C1	Jennifer	Condon	503 378-3155
F4	Jennifer	Heidt	503 378-4189
A3	John	Gant	503 378-4169
UO	Karen	O'Neal	503 373-1871
K3	Leticia	Duran (sp)	503 373-1481
OI	Robert	Franklin	503 373-7386
D7	Liliya	Arnautov (ru)	503 378-4044
F7	Linda	Marr	503 378-4171
A7	Norma	Ledezma (sp)	503 378-4361
R6	Rae	Gomez	503 378-4357
C9	Rebecca	Dominguez (sp)	503 378-4364
J2	Shannon	Johnston	503 378-6486
L7	Susan	Watson	503 378-4153
S9	Tammie	Self	503 378-5294
UP	Terri	Padilla	503 373-1763
F3	Vickie	Flores	503 378-5914
J4	Xochitl	Olivares (sp)	503 378-3641
S5	Yuliana	Stom	503 378-4308
L2	Ahtira	Rucker	503 373-0321
M5	Antonio	Porras (sp)	503 378-4321
L1	Battsetseg	Khishigt	503 373-0848
I5	Chris	Sermon	503 373-1864
I6	Christine	Vasquez	503 378-2172
K1	Dana	Bingham	503 378-4374
I8	Erin	Zech	503 373-1649
I9	Jazmin	Arias (sp)	503 378-4892
D6	Jennifer	Simonds (sp)	503 378-3856
C7	Maria	Miranda (sp)	503 378-4293
N1	Matthew	Longstroth	503 378-4144
S4	Michael	Thompson	503 378-4108
C3	Nadia	Mikhailichenko (ru)	503 378-4290
F6	Nancy	Culp	503 378-6226
C5/Y6	Nancy	Goyer	503 378-4069

Central Processing Branch 5503 Staff List- July 2014
Phone: 1-800-699-9075 or 1-855-226-6170

HSS3			
H2	Shelley	Koenig	503 378-4363
K5	Tatyana	Burlachenko	503 378-6383
N3	Teddi	Lutman	503 378-3440
I3	Teresa	Briseno (sp)	503 378-5935
E5/Y4	Ustina	Standley (ru)	503 378-4306
I4	Vanessa	Garcia	503 373-1658
I2	Vera	Bogun (ru)	503 378-6639
ZR	Angelica	Perales (sp)	503 378-4094
Z8	Asucena	Barrera	503 373-1423
XC	David	Murray	503 373-0057
ZF	Susana	Rodriguez	503 373-1391
XV	Virginia	Vogt	503 378-4039
C2	Blanca	Zamudio	503 378-5982
D2	Tracy	Weaver	503 373-1071
E4	Tifini	Linford	503 373-1376
F5	Thomas	Price	# not assigned, see address book
XL	Sally	Leary	503 373-1072
X7	Sarah	Caudillo-Tolento	503 378-4271
QX	Quan	Pham	503 378-6601
ZI	Robyn	Bielenberg	503 378-6894
ZN	Jovita	Noriega	503 373-1363
N8	Anahi	Cotto (sp)	503 373-0397
QA	Christine	Murfin	503 378-4374
S6	Debbie	Forkin	503 373-2367
UQ	Donald	Cole	503 945-5860
E1	Eva	Zamora (sp)	503 378-4071
I7	Gabriela	Loberg (sp)	503 378-5860
S3	Rosa	Garcia	503 378-4104
P9	Tonyal	Chavez	503 373-1582
HSS1			
VA	Brent	Coffey	503 378-4134
VB	Gail	Dominguez	503 378-4159
VK	Jaime	Vineyard	503 378-5207
VC	Joyce	Wemark-Birdinground	503 378-4022
VT	Kathy	Agan	503 378-3348
VG	Narry	Miles	503 373-1383
QR	Michele	Ford	503 378-4191
VN	Shannon	Luis	503 373-1487

Oregon Health Authority
Office of Client and Community Services
Medical Assistance Programs
Policy Analysts

Joyce Clarkson
503-945-6106
Joyce.clarkson@state.or.us

Carol Berg
503-945-6072
carol.berg@state.or.us

Vonda Daniels
541-690-6139
vonda.daniels@state.or.us

Christy Garland
503-947-5519
christy.garland@state.or.us

Jewel Kallstrom
503-947-2316
jewel.kallstrom@state.or.us

Yer Vue-Xiong
503-945-5855
yer.vue-xiong@state.or.us

Guadalupe Benhumea
503-947-5032
guadalupe.benhumea@state.or.us

Kristie Taylor
503-947-5512
kristie.f.taylor@state.or.us

OCCS medical program questions can also be sent to the OCCS Medical Policy E-mail Box at: OCCS Medical Policy

Effective August 6, 2014

Shared Services

Office of Payment Accuracy and Recovery
Policy Team

Managers

Cathy Brosnan-Trepus **Vacancy – hiring 10/14**
503 378-2220
Cathy.Brosnan-Trepus @dhsoha.state.or.us

Carolyn Thiebes
Health Insurance Group (HIG), Medical Payment Recovery (MPR)
Provider Audit Unit (PAU)
503 378-3507
carolyn.thiebes@dhsoha.state.or.us

Barbara Zharkoff
Payment Error Rate Measurement (PERM), Overpayment Recovery Unit (ORU)
503 378-3299
Barbara.zharkoff@dhsoha.state.or.us

Rick Mills
Estate Recovery Unit (EAU), Personal Injury Liens Unit (PIL)
503 378-3289
rick.mills@dhsoha.state.or.us

Sharon Arrington
Client Maintenance Unit (CMU), Data Match Unit (DMU)
503 378-3304
sharon.m.arrington@dhsoha.state.or.us

Svetlana Fadden
Fraud Investigation Unit (FIU), Overpayment Writing Unit (OWU)
503 378-3510
Svetlana.fadden@dhsoha.state.or.us

Effective 7/2014

Office of Payment Accuracy and Recovery

Health Insurance Group (HIG)

The Health Insurance Group verifies private health insurance for individuals receiving health benefits on a DHS/OHA program. Once verified, HIG enters the third party liability insurance (TPL) information into MMIS to ensure accurate payment of claims. HIG's customers are state staff, insurance carriers, managed care plans, providers and others.

Some of the ways HIG receives information related to TPL are:

- MSC415H and MSC0156 referrals
- Division of Child Support
- Referrals from state overpayment and investigations units.
- Referrals from DMAP units such as Provider Services
- Reports and third party vendors

HIG Contact Information

General inquiries and assistance with Third Party Liability issues

Phone: 503-378-6233
Toll Free: 1-855-999-6273
Fax: 503-373-0358

EMAIL: tpr.referrals@state.or.us – (General mailbox) **REFERRALS TPR** (in Outlook)

Additional Contact Information:

- Tim Cole - *Manager*
  503-378-6147

- Carolyn Thiebes - *Policy Analyst*
  503-378-3507

Resources:

MSC415H – Insurance Notification Form
Used for non-emergent processing

MSC0156 - Rush Request form
Used for expedited processing when a recipient has been denied medication or treatment for an acute condition.

Department of Human Services
Office of Payment Accuracy and Recovery
Estate Administration Unit

3406 Cherry Ave NE
Keizer, OR 97303-4924
PO Box 14021
Salem, OR 97309-5024
503-378-2884
FAX: 503-378-3137
Toll Free: 800-826-5675
estate.admin@state.or.us

EAU Contact List:

Assistant Estate Administrators:		**Case Load:**	
Alissa Bruster	503-373-0329	I, J, K, L	Alissa.L.Bruster@dhsoha.state.or.us
Deena Fitts	503-378-4937	O, S	Deena.K.Fitts@dhsoha.state.or.us
Ashley Gust	503-373-0323	T **thru** Z	Ashley.A.Gust@dhsoha.state.or.us
Betty Holladay	503-378-2334	A, B, Q	Betty.F.Holladay@dhsoha.state.or.us
Dianne Holmes	503-378-4904	E, F, G, N	Dianne.L.Holmes@dhsoha.state.or.us
Kathy Rossi	503-378-3739	D, M	Kathleen.E.Rossi@dhsoha.state.or.us
Karen Roth	503-378-2278	C, P	Karen.A.Roth@dhsoha.state.or.us
Cindy Steckel	503-378-3576	H, R	Cindy.M.Steckel@dhsoha.state.or.us

Estate Administrators:		
Tricia Collier	503-378-4905	Tricia.l.Collier@dhsoha.state.or.us
MJ Chavarin	503-378-4900	Maryjane.S.ChavarinEstrada@dhsoha.state.or.us
Ken Ryder	503-378-2263	Kenneth.R.Ryder@dhsoha.state.or.us
Pam Taylor	503-378-4911	Pamela.Taylor@dhsoha.state.or.us
Treva Teeples	503-378-4897	Treva.K.Teeples@dhsoha.state.or.us

Accounts Receivable Administrator:		
Tammy Bersin	503-378-6897	Tammy.L.Bersin@dhsoha.state.or.us

AS1 Team:		
Ted Ash	503-378-4933	Ted.N.Ash@dhsoha.state.or.us
Kerry Cunningham	503-378-3733	KERRY.J.CUNNINGHAM@dhsoha.state.or.us
Barbi Hampton-Reyes	503-378-4939	Barbara.Hampton-Reyes@dhsoha.state.or.us
Andrew Isom	503-378-3411	Andrew.J.Isom@dhsoha.state.or.us
Michael Palmer	503-378-4909	Michael.N.Palmer@dhsoha.state.or.us
Dorothy Tessler	503-378-4929	Dorothy.A.Tessler@dhsoha.state.or.us

Managers:		
Karen Carson	503-378-5213	Karen.L.Carson@dhsoha.state.or.us
Travis Graham	503-378-4903	Travis.J.Graham@dhsoha.state.or.us

Personal Injury Liens
PO Box 14512
Salem, Oregon 97309
503-378-4514, toll free 1-800-377-3841
Fax 503-378-2577

Paulette Golden, Manager
503-378-8113

If you become aware of a Medicaid recipient who may have had a personal injury, you are required by statute to report the information to the Personal Injury Liens Unit (PIL). PIL determines if the state can recover claims that were paid by Medicaid when other insurance should have paid.

To report personal injuries related to a vehicle accident use:
MSC 451 http://dhsforms.hr.state.or.us/Forms/Served/DE0451.pdf

To report non-vehicle related personal injuries use:
MSC 451NV http://dhsforms.hr.state.or.us/Forms/Served/DE0451NV.pdf

The 451 forms have instructions to return the form directly to PIL. To find out if a form was returned workers should contact PIL. For information related to a specific recipient, cases are assigned alphabetically based on the recipient's last name.

Personal Injury Coordinators

Susie Smith
A through F
Phone: 503-378-2737

Natalia Scheratski
G through K
Phone: 503-378-4969

Susan Fredinburg
L through Q
Phone: 503-378-4957

Mary Beth Pike
R through Z
Phone: 503-378-2919

Main Desk

Phone: 503-378-4514

Assault Restitutions

Paulette Golden
503-378-8113

Policy Analyst

Rick Mills
503-378-3289

Client Maintenance Unit- OPAR

The Client Maintenance Unit (CMU) provides customer service to Adults and People with Disabilities (APD), Child Welfare (CW), Oregon Youth Authority (OYA), Area Agencies on Aging (AAA), and the Division of Medical Assistance Programs (DMAP) and the Oregon Health Authority medical programs.

CMU works with caseworkers and other staff to assist in making changes and corrections to eligibility coding to ensure program accuracy and integrity.

Services CMU provides

- Help with UCMS coding problems
- Set up Direct Deposit for Clients in eligible programs
- Merge FIND screens
- Correct Eligibility on MMIS
- Delete Food Stamp cases that are Closed, Denied, or Expired
- Process 148s sent by Caseworkers
- Split FIND screens
- Split Adoptions on WEBM,FIND
- Override V/A status on Person/Alias Update screen from WEBM/FIND so the caseworker can change name or dates of birth.

Contact Information

Phone: For Eligibility Systems Issues call 503-378-4369

- Katie Ward , Lead Worker
- Karen Gauthier
- Marge Davenport
- Erica Nolin
- Kari Johnson
- Brenda Vyhnal
- Todd Wels
- Sherry Ripple

Fax: 503-373-0357
Outlook: MAINTENANCE Client
Email: client.maintenance@state.or.us

There are some corrections and changes CMU cannot do.

Questions about how to code cases, read screens, and navigate through the computer system should be directed to your Lead Workers and/or training staff at the branch

level. The following are some examples of issues CMU cannot help with and who to contact.

Client Maintenance cannot update or change all fields in MMIS

Some example of data fields in MMIS that CMU can't change are:

- The Social Security Number
- Name
- Gender
- Address
- FIPS
- Race
- Pregnancy due date
- TPL

These types of changes below need to come from the eligibility systems.

For Systems Problems contact

Service Desk 503-945-5623 or
dhs.servicedesk@state.or.us

For Enrollment/DisenrollmenIssues

Contact CES (Client Enrollment Services)
In Outlook: DMAP, CES or
Email: CESDMAP@state.or.us

OPAR Data Match Unit
Overview

The Data Match Unit (DMU) works on several state and federally mandated reports that result in cost savings and recovery opportunities in TANF, medical and SNAP programs. DMU consists of six full time employees that work five reports.

Paris Report- to identify clients who are receiving benefits in Oregon and another state.

Incarceration / Corrections Report - to identify clients who are incarcerated and are no longer entitled to benefits.

Vital / DOD Report - to stop capitation payments from being made on people who are now deceased, and recoup monies paid out after the date of death.

Pregnancy Report - to identify when a client's pregnancy has ended and determine when the protected eligibility period should end.

IEVS Report – to identify clients who have 1099 earnings that have potential assets not reported by the client, which could result in ineligibility or an overpayment

Cases with program codes that the Data Match Team is unable to take action on are MAA, EXT, APD, ICP, NFC, DAN, PMP and JPI. Cases with multiple people and TANF cases are also cases DMU is unable to take action on.

If the Data Match Team cannot take action on the case they will send an alert to the branch office. If you receive one of these alerts please take action as soon as possible before additional benefits are issued.

If you have any questions on the above reports please contact the Data Match Team

Nina Kalugin (Team Lead)
503-378-6145
antanina.g.kalugin@state.or.us

Margaret K Roley (Corrections)
503-378-3796
MARGARET.K.ROLEY@dhsoha.state.or.us

James B White (Corrections)
503-378-3841
JAMES.B.WHITE@dhsoha.state.or.us

Brenda Casperson (Paris/Vital)
503-378-3748
Brenda.CASPERSON@dhsoha.state.or.us

Veronica Sepulveda (Paris/Vital)
503 378-2795
Veronica.SEPULVEDA@dhsoha.state.or.us

Denise Keaton (Paris/Pregnancy)
503-378-6421
DENISE.M.KEATON@dhsoha.state.or.us

OPAR Data Match Unit
Overview of Incarceration Project

- The purpose of the OPAR corrections project is to identify clients who are incarcerated and are no longer entitled to benefits

- Reports are worked daily by two full time employees

- A completed list of inmates with open benefits is pulled from a system called Appriss that the correction team works on a regular basis

- Lists from the Department of Corrections are worked once a week to identify clients with open benefits

- The corrections team closes or suspends only medical and SNAP cases

  Cases with program codes we are unable to close such as APD, ICP, NFC, DAN, PMP and JPI are referred to the branch for action.

- For more information on suspending medical cases see the SSP Medical Program Incarceration Policy and Coding Matrix in the FSM Medical Assistance Programs Worker Guide MA-4. APD offices see House Bill 3536 Procedures.

- Reminder: Even if the SNAP case is in SRS, once you are notified of the change in household you need to take action even though the client wasn't required to report the change.

NOTE: With only two full time employees we are unable to get to everyone that is incarcerated. If your branch comes across any incarcerated clients please take action on the case.

If you have any questions please contact the corrections team

Margaret K Roley
503-378-3796
MARGARET.K.ROLEY@dhsoha.state.or.us

James B White
503-378-3841
JAMES.B.WHITE@dhsoha.state.or.us

OVERPAYMENT WRITING UNIT CENTRAL OFFICE

3406 Cherry Ave NE, Keizer OR 97303-4924 / PO Box 14150, Salem OR 97309

503-373-1872, 1-877-888-3578, Fax #1 503-378-3872, Fax #2 373-1525, TTY # 373-7800

MANAGER: ANGI MOLTHAN			
503-378-8097			
	SUPPORT STAFF		
Jo Stell	Ovp Data Entry and Technical Specialist	503-373-0328	7:30-4 M-F
Heather Hatfield	Overpayment Referral Specialist	503-378-3618	6-4:30 M-Th
Nicole D'Amico	Child Care Audit Specialist	503-378-3669	6:30-3 M-F
OVERPAYMENT WRITERS IN TRAINING			
Melanie Calaba		503-373-7219	7-4 M-F
Ashley Willey		503-373-7217	7-4 M-F
Colleen Wing		503-373-2372	7-4 M-F

OVERPAYMENT WRITERS	OFFICE LOCATION AND WORK ASSIGNMENTS
Notes: If an OVP Writer works at more than one branch please call or IM, prior to sending the Fax, to ensure they are there to pick it up. Please make sure you put an "ATTN:" line on the Fax. **(* = primary office location)**	
Tracie Andrews 8-5:30 M-Th, 8-12 F 971-673-2491 Fax: 971-673-2417	*** Metro Processing Center (1403)** "N - Z" 284A Contact (Reviewing 284As and entering them onto ICM)
Rhonda Barnett 7:15-3:45 M- 503-378-3649 Fax: 503-378-3872	Childcare Provider Ovps Statewide *** {working out of Salem Building}**
Jeffrey Barros 7-3:30 M-F 503-378-3589 Fax: 503-378-3872	Metro Processing Center (1403) "A-M" *** {working out of Salem Building}**
Gina Bradshaw 7-Varies M-F 503-378-3591 Fax: 503-378-3872	Astoria (0401) Tillamook (2901) Keizer (2405) Back-up for other Salem area Branches *** {working out of Salem Building}**
Robert Brouhard Varies M, W, Th, 503-378-3598 Fax: 503-378-3872	North Salem (2402) Woodburn (1901) Dallas (2701) McMinnville (3601) *** {working out of Salem Building}**
Marisol Carter 7:30-4 M-F 503-373-0023 Fax: 503-378-3872	**St. Helens (0501) Writing OHP Caseload** *** {working out of Salem Building}**
Vacant	*** SE Portland (1401)** Mult. Teen Parent (1406) New Market (1402) Alberta (0701, 0702) E Portland (3501)
Astri Cooper 6:30-Varies M-T 503-731-4668 Fax: 503-794-0131	*** North Clackamas (0303)** Oregon City (0302) St. Johns (2601) ERDC Procesing Center (3503)
Vacant	SNAP PC (1503) White City (1505) Medford (1501) W Medford (150 Ashland/South Valley (1502) *** {working out of Salem Building}**

OVERPAYMENT WRITING UNIT CENTRAL OFFICE

3406 Cherry Ave NE, Keizer OR 97303-4924 / PO Box 14150, Salem OR 97309

503-373-1872, 1-877-888-3578, Fax #1 503-378-3872, Fax #2 373-1525, TTY # 373-7800

Patsy Haire 7-5:30 M-T 541-464-2019 Fax: 541-440-3477	* **Roseburg (1001)** Grants Pass (1701) 541-474-3101 S Umpqua (1002) Cave Junction (1702) 541-592-4149
Tana Hunsucker 7-5:30 M-Th 541-889-9194 x 319 Fax: 541-889-0903	* **Ontario (2301)** Pendleton (3001) Condon (1202) Redmond (0902) Grande (3101) John Day (1201) Hermiston (3003) Milt-Freewtr (300 aker City (0101) Boardman (3005) Enterprise (3102) The Dalles (3301 Hood River (3302) Burns (1301) Klamath Falls (1801) Lakeview (180
Steve Husak 7-5:30 M-Th 541-440-3427 x 226 Fax: 541-672-6475	APD/AAA Quarterlies for Branches: 0310, 0313, 0411, 0611, 0911, 0914 1017, 1418, 1517, 1612, 1811, 2011, 2111, 2311, 2412, 2711, 2911, 3211, 411, 3417, 3518 * **{working out of Roseburg DSO - 1017**
Vacant	* NE Portland (2801) Gresham (3502) Refugee (1404) NE Processing Center (2803) * **{working out of Salem Building}**
Vacant	eaverton (3401) N Tualatin PC (3405) ERDC Processing Center (340 Hillsboro (3402) Tigard (3403) ***(working out of Salem Building**
Linda Lawson 6:30-3 M-F 503-624-4371 Fax: 503-624-8128	APD/AAA Quarterlies for Branches: 0311, 0314, 0511, 0811, 0913, 1011 1311, 1513, 1611, 1717, 1911, 2019, 2211, 2411, 2518, 2818, 3013, 3311, 415, 3515, 3617 * **{working out of Tigard APD - 3415**
Cassie McClellan 6-4:30 M-Th 503-378-3615 Fax: 503-378-3872	S Salem (2401) 503-934-1201 Newport/Lincoln City (2101) Santiam (2404) * **{working out of Salem Building}**
Lisa Montellano 6-5 M-Th 541-858-3106 Fax: 541-858-3116	Bend (0901) Prineville (1601) Madras (1602) LaPine (0903) Warm Springs (1603) * **{working out of District 8 SNAP PC 1503}**
Michelle Navarro 7-5:30 M-Th 541-757-5064 Fax: 541-757-5054	* **District 4 Processing Center (2203) - HP Building** Albany (2201) Corvallis (0201) Lebanon (2202)
Vacant	pringfield (1101) Cottage Grove (2003) Coos Bay (0601) Florence (3 Gold Beach (0801) * **{working out of Salem Building}**
Erica Silberman 7-3:30 M-F 541-684-2367 Fax: 541-686-7887	* **McKenzie Center (2001)** Springfield (1102) 541-726-3525 W Eugene (2002) 541-686-7722 Willamette (1103) ****Lead Worker****

Office of Program Integrity

Contact List

Managers

OPI Director - Paul Pickerell	503-373-1076

Quality Control Unit Managers –

Susan Becktold	503-373-7961

- *SNAP*
- *Child Welfare*
- *Medical / PERM*

Lisa Barger-Fox	503-373-7962

- *TANF*
- *ERDC*
- *Program Management Evaluations (PME)*
- *1915(c) CMS Waiver*

Quality Assurance Manager - Matt Bogart	503-373-7990

Central Admin Support *503-373-7991*

Chelsey Herrmann	503-378-5378
Rozalynn Horsey-Laquiere	503-373-7963
Elizabeth Fistel	503-373-0326
Cyndi Perkins	503-378-3770

Leads

Blake Adams, *SNAP Team Lead*	503-373-7975
Erin Ramsey, *SNAP Team Lead*	503-373-7602
Chris Parker. *SNAP Team Lead*	503-373-7966
Nancy Estrada, *TANF/ERDC Team Lead*	503-373-7294

Aging and People with Disabilities/Developmental Disabilities Eligibility Policy Resource List

NAME:	SPECIALTY AREA:	PHONE:
Dale Marande	Manager, General Eligibility Policy	(503) 945-6476
Michael Avery	OSIPM, Eligibility Training, General Eligibility Policy and OHP	(503) 945-6410
Trevor Baker	EPD, DD Financial, OSIPM, Eligibility, Mental Health, Eligibility Training, General Eligibility Policy	(503) 945-6139
Katherine Bodi	APD EligibilityACA/MAGI, Modernization, 512 Training, General Eligibility Policy	(503)945-6455
Bill Brautigam	Trusts and Support Orders, OSIPM, General Eligibility Policy	(503) 947-5204
Lauren Mitchell	ACA/MAGI, TTT, Staff Tools	(503) 945-6479
Jeff Stell	EPD, DD Financial, OSIPM, Mental Health, Eligibility Training, General Eligibility Policy	(503) 945-6834
Heather Williams	QMB, Notices, Oregon ACCESS Training, General Eligibility Policy	(541) 548-2206 x340
Acacia McGuire Anderson	DD Service Eligibility Policy	(503) 947-5099
Chris Pascual	APD/DD Services Waiver	(503) 945-7035
Joli Schroader	APD/DD Services Waiver	(503) 945-5810
Trevor Waskin	APD/DD Services Waiver	(503) 945-9817

Revised September 2014

Buy-in Unit

Buy-In is the name given to the process of the state paying for either the Part A and/or Part B Medicare premium for a client.

The Department pays the Medicare, **Part A and/or** Part B premium for certain individuals who are eligible for Medicare. The buy-in specialists manually initiate the buy-in process and ensure eligible recipients are accreted correctly and in a timely manner for the buy-in of Medicare Parts A and B. The Buy-in Specialists research and resolve discrepancies generated from the State's Buy-in master record and Social Security's master health insurance records submitted by either Center's for Medicare and Medicaid (CMS) or the Social Security Administration.

Buy-in staff frequently initiate communications with the local branches by calling and or e-mailing case workers about specific actions to take either on-line corrections' in MMIS/Oregon Access or updating Medicare eligibility.

You can contact the Buy-Inn Unit if you have questions related to:

- Medicare coding
- Initiating or stopping the buy-in process
- Potential buy-in eligible's
- Retro premium eligibility
- Delayed premium reimbursements
- MIB coding,
- Buy-in Start dates
- Medicare A and or B coverage start dates
- Medicare B penalties
- General or other questions about Medicare Buy-In

Buy-in Specialist Contact information

Branches 1800-2699
Ed Hunt 503-945-6833,
ed.r.hunt@dhsoha.state.or.us

Branches 2700-9999
Elvie Gilbert 503-945-6644
elvie.gilbert@dhsoha.state.or.us

Branches 0000-1799
Julie Kanally
503-945-6594
Julie.KANALLY@dhsoha.state.or.us

Support Staff
Bill Eldridge
503 945-6617
William.eldgridge@dhs.state.or.us

Lead Worker
Kesha Baxter
503 945-6082
Kesha.l.baxter@dhsoha.state.or.us

Buy-In email
Buy-In.Medicare@dhsoha.state.or.us

Manager
Kevin Nygren
503-945-5799
Kevin.D.Nygren@dhsoha.state.or.us

Updated August 2014

Collaborative Disability Determination Unit (CDDU)

Erika Miller	Manager	503 373-0756

Children's Benefit Unit (CBU)

Brian Kirk	Manager	503 373-0271
Holly Beytebiere	Disability Analyst - Lead	503 945-6018
Patricia Estabrook	Disability Analyst	503 947-5269
Cindy Pryor	Disability Analyst	503 945-6626

State Family Pre-SSI/SSDI (SFPSS)

Kirk, Brian	Manager	503 373-0271
Barnstead, Gloria	CDT - Lead	503 373-0755
Bischke, Bonnie	Disability Analyst	541 966-0880
Brown, Sharon	CDT	971 673-6900
Cooledge, Kathleen	Disability Analyst	541 732-4029
Clinton, Amanda	CDT	541 684-2485
Hampton, Scott	Disability Analyst	503 731-3299
Jones, Toni	CDT	503 373-7664
McDonald, Alice	Disability Analyst	541 726-6644 x 2311
Norton, Jan	Disability Analyst	541 726-4028
Parypa, Bonnie	Disability Analyst	503 366-8370
Plummer, Joy	Disability Analyst	541 888-7017
Rhodes, Cathy	Disability Analyst	971 673-2741
Scott, Ed	Disability Analyst	503 373-0758
Shores, Tom	Disability Analyst	503 373-7654
Smallwood, Becky	Disability Analyst	541 815-3223
Smith, Johanna	CDT	541 966-0907
Wilkes, Greg	Disability Analyst	971 673-6886

Presumptive Medicaid Disability Determination Team

Marcy Mee	MGR	503 373-0775
Randi Blumenson	OPA3	503 378-2660
Paul Boggan	Disability Analyst	503 373-0968
Dave Brown	Disability Analyst	503 373-1135
Carmen Espinosa	Disability Analyst	503 373-1024
Nancy McKenzie	Disability Analyst	503 373-0782

Sharlene Paakki	Disability Analyst	503 373-1225
Rosie Pentecost	Disability Analyst	503 373-1311
Gustov Schwarz	Disability Analyst	503 269-7463
Siobhn Moody	Disability Analyst	503 373-0782
Sherri Courtney	Disability Analyst	503 378-2594
Neil Daly	Disability Analyst	503 373-0340
Tia LaFontaine	Disability Analyst	503 373-2918
Mike Mallorie	Disability Analyst	503 373-0757
Randi Burckhardt	CDT	503 373-0342
Pam Fretwell	CDT	503 373-1425
Erica Lindstrom	CDT	503 373-1592
Denise Rauch	CDT	503 373-1428
Ruth Studer	CDT	503 373-1533
Amy Tucker	CDT	503-373-1425
Bob Willard	CDT	503 373-7179
Peter Urban	Temp DA	
Alden Thompson	Temp DA	
Kadri Jacobson	Temp DA	

Disability Determination Services

(Social Security Disability Determination)

3150 Lancaster Dr. NE

Salem, OR 97305

Toll Free: 1-800-452-2147

DDS Program Director	Mary Gabriel	(503) 986-4809
Administrative Support	Robyn Costello	(503) 986-4813
Systems Manager	Ken Forbes	(503) 986-4877
Support Services Manager	Julie Sanchez	(503) 986-4802
Operations Manager	Jay Minten	(503) 986-4803
Assistant Operations Manager	Annette Roth-Frank	(503) 986-4830
Medical Consultant & Professional Relations Manager	Heather Emberson	(503) 986-4941
QA/Training/CDIU/DHU Manager	Alicia Bowman	(503) 986-4867

Revised July 2014

Children's Intensive In-Home Services (CIIS)
Medically Involved – Medically Fragile Program
Contact List August 2014

Position	Name	Contact Information
CIIS Medically Involved Program Manager	Bruce Baker (Temporary)	503-945-9800 BRUCE.M.BAKER@dhsoha.state.or.us
CIIS Manager	Tracy Anderson	(971) 673-2973 TRACY.A.ANDERSON@dhsoha.state.or.us
CIIS Referral Coordinator	Sara Bales	971-673-2990 SARA.J.BALES@dhsoha.state.or.us
CIIS Referral Coordinator	Vanessa Fulton (Currently on leave)	971-673-2995 VANESSA.R.FULTON@dhsoha.state.or.us

For general questions or new referrals call 971-673-2974

AAA Contracted

NorthWest Senior and Disability Services
Marion, Polk, Yamhill, Tillamook, Clatsop, Columbia
Lavinia Goto
Project Manager, Long Term Care Innovation
Physical Address: 3410 Cherry Ave NE, Salem OR
Mailing Address: PO Box 12189 Salem OR 97309
Email: lavinia.goto@nwsds.org
Phone: (503) 304-3408

Oregon Cascades West Council of Governments/ Lane Council of Governments
Linn, Benton, Lincoln, Lane
Sarah Ballini-Ross
Health Systems Transformation Liaison
Oregon Cascades West Council of Governments
Address: 1400 Queen Ave SE Ste 206, Albany OR 97322
Email: sballini@ocwcog.org
Albany: (541) 924-4545
Eugene: (541) 682-2363

Rogue Valley Council of Governments
Douglas, Jackson, Josephine, Coos, Curry
Liz Bardon
Senior and Disabilities Services Innovator Agent
Physical Address: 155 N. 1st Street, Central Point OR
Mailing Address: P.O. Box 3275, Central Point OR 97502
Email: lbardon@rvcog.org
Phone: (541) 423-1379

Multnomah County Aging and Disability Services
Multnomah, Clackamas & Washington*
Jan McManus
Tri-County LTSS Innovator Agent
Address: 421 SW Oak St. Suite 510 Portland OR 97204
Email: janet.mcmanus@multco.us
Phone: (503) 988-2853

**Note: Clackamas has double coverage due to large population & coverage concern*

APD Employed

District 10 & 11
Deschutes, Crook, Jefferson, Klamath, Lake
Jill Sipes
LTSS Innovative Agent
Aging and People with Disabilities
Address: 714 Main St., Klamath Falls OR 97601
Email: jill.sipes@state.or.us
Phone: (541) 591-4501

Districts 12, 13 & 14
Umatilla, Morrow, Union, Wallowa, Grant, Baker, Harney, Malheur
Bridget R Roemmich
LTSS Innovative Agent
Aging and People with Disabilities
186 East Lane, Suite 4, Ontario OR 97914
Email: bridget.r.roemmich@state.or.us
Phone: (503) 480-6468

Districts 9 & 15
*Hood River, Wasco, Sherman, Gilliam, Wheeler, Clackamas**
Kris Boler
LTSS Innovative Agent
Aging and People with Disabilities
3641 Klindt Drive, The Dalles OR 97058
Email: kris.boler@state.or.us
Phone: (541) 506-3517

DHS-Aging & People with Disabilities
Advocacy & Development Unit
500 Summer St, NE Salem OR 97301

Bob Weir, Manager - Advocacy & Development Unit
Email: bob.weir@ state.or.us
Phone: (503) 947-2321

Naomi Sacks, SIM LTSS Analyst
Email: naomi.e.sacks@state.or.us
Phone: (503) 945-6396
Cell: (503) 385-7168

Torey McCullough
SIM LTSS Administrative Assistant
Email: victoria.l.mccullough@state.or.us
Phone: (971) 701-0109

Medical Assistance Resource Coordinators

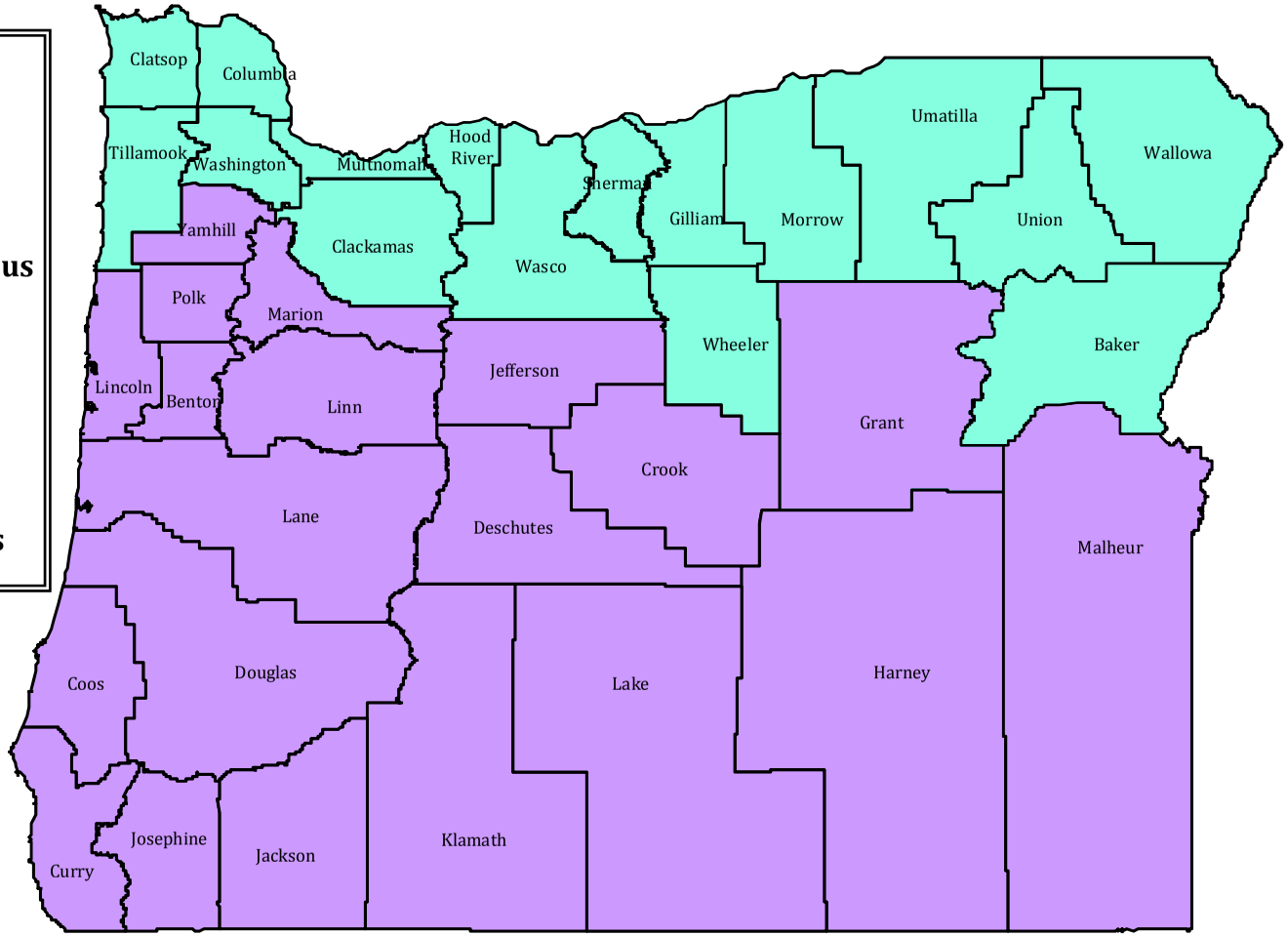
January, 2014

Tonya Burckhardt
Office: 503-945-5934
Mobile: 503-884-5910

Tonya.Burckhardt@dhsoha.state.or.us

Shelly Watts
Office: 503-945-6613
Mobile: 503-991-8469

Shelly.Watts@dhsoha.state.or.us



CHILD WELFARE MEDICAL ASSISTANCE SPECIALISTS
AUGUST 2014

Location	OR-Kids #	Name	Email	Phone	Fax	Supervisor	MAS for Br
Alberta	4450	Chen, Kan	kan.chen@dhs.oregon.gov	503-872-5451	503-731-3155	Carla Simmons	4350,4450,4950
Baker	150	Shaffer, Sharra	Sharra.shaffer@dhsoha.state.or.us	541-963-8571	541-963-2906	Heidi Justus-Koehler	0150, 3250, 3150
Baker	150	Cleveland, Tandi (back up)	Tandi.cleveland@dhsoha.state.or.us	541-963-8571 x270	541-963-4319		
Beaverton	3451	Rose, Russell	RUSSELL.E.ROSE@dhsoha.state.or.us	503-277-1723			3451
Beaverton	3451	Marietta, Sue (emergency backup)	Susan.Marietta@state.or.us	503-681-6961	503-681-7236	LaNae Bowles	3450
Benton	250	Glimpse, Melodie	MELODIE.A.GLIMPSE@dhs.oregon.gov	541-757-4121 x241	541-757-4214	Talia Riordan	0250
Clackamas	350	Hester, Myrna	Myrna.E.HESTER@dhs.oregon.gov	971-673-7250	971-673-7204	Marty McMahon	0350
Clackamas	350	Bell, Stephanie	stephanie.r.bell@dhs.oregon.gov	971-673-7214	971-673-7204	Amy Seymour	0350
Clatsop	450	Craig, Edie	Edie.Craig@state.or.us	503-325-9179 x 330	503-325-0972	Rick LaPine	0450
Columbia	550	Hansen, Krista	KRISTA.K.HANSEN@dhs.oregon.gov	503-397-3292 x 8325	503-397-1092	Rick LaPine	0550
Columbia	450	Craig, Edie (backup)	Edie.Craig@state.or.us	503-325-9179 x 330	503-325-0972	Rick LaPine	0450
Coos	650	Giddings, Dale	Dale.R.GIDDINGS@dhs.oregon.gov	541-756-5500 x486	541-756-4200	Karen Corrales	0650,0850
Coos	650	Cara Day (backup)	Cara.L.Day@dhsoha.state.or.us	541-756-5500		Karen Corrales	0650, 0850
Crook	750	Reed, Terri	TERRI.L.REED@dhs.oregon.gov	541-447-6207 x214	541-447-7213	Chandra Snyder	0750
Curry	850	Giddings, Dale	Dale.R.GIDDINGS@dhs.oregon.gov	541-756-5500 x486	541-756-4200	Karen Corrales	0650,0850
Curry	850	Day, Cara (backup)	Cara.L.Day@dhsoha.state.or.us	541-756-5500		Karen Corrales	0650,0850
CW Hotline	4850	Euverman, Jennifer	jennifer.euverman@dhsoha.state.or.us	503-872-5450	503-731-3155	Carla Simmons	4850
Deschutes	950	Round, JeriLynn	JeriLynn.Round@state.or.us	541-693-8960	541-388-6401	Lisa Cole	0950
Douglas	1050	Ezell, Debbie	DEBRA.J.EZELL@dhs.oregon.gov	541-440-3380	541-440-3448	Phyllis Coble	1050
Douglas	1050	Turner, Susan	SUSAN.M.TURNER@dhs.oregon.gov	541-464-2057	541-440-3448	Phyllis Coble	1050
East	4250	Richards, Leo	leo.c.richards@state.or.us	503-872-5449	503-731-3155	Simmons, Carla	4250,4750
Enterprise	3250	Shaffer, Sharra	Sharra.shaffer@dhsoha.state.or.us	541-963-8571	541-963-2906	Heidi Justus-Koehler	0150, 3250, 3150
Enterprise	3250	Cleveland, Tandi (back up)	Tandi.cleveland@dhsoha.state.or.us	541-963-8571 x270	541-963-4319		
Gilliam	1150	Williams, Marilyn D	MARILYN.D.WILLIAMS@dhs.oregon.gov	541-384-4252 x221	541-384-4262	Virginia A Kelly	
Gilliam	1150	Morgan, Marsha (backup)	Marsha.MORGAN@dhs.oregon.gov	541-386-2962 x225	541-386-7066	Virginia A Kelly	1450
Grant	1250	Edgar, Heather	HEATHER.EDGAR@dhs.oregon.gov	541-575-0728	541-575-0656	Carmen Corona	1250
Gresham	4750	Richards, Leo	leo.c.richards@state.or.us	503-872-5449	503-731-3155	Simmons, Carla	4250,4750
Harney	1350	Runnels, Cheryl	Cheryl.RUNNELS@dhs.oregon.gov	541-573-2086	541-573-1538	Carmen Corona	1350
Hermiston	3051	White, Renee	renee.d.white@state.or.us	541-564-4488	541-564-0860	Shiela McClure	3051
Hillsboro	3450	Marietta, Sue	Susan.Marietta@state.or.us	503-681-6961	503-681-7236	LaNae Bowles	3450
Hillsboro	3450	Rose, Russell (back up)	RUSSELL.E.ROSE@dhsoha.state.or.us	503-277-1723			
Hood River	1450	Morgan, Marsha	Marsha.MORGAN@dhs.oregon.gov	541-386-2962 x225	541-386-7066	Virginia A Kelly	1450
Hood River	1450	Williams, Marilyn D (backup)	MARILYN.D.WILLIAMS@dhs.oregon.gov	541-384-4252 x221	541-384-4262	Virginia A Kelly	1150, 2850, 3550
Jackson	1550	Trammell, Kayla M	us	541-776-6120	541-776-6063		
Jackson	1550	Wolf, Leann	Leann.WOLF@dhs.oregon.gov	541-776-6120 x276	541-776-6063	Pattie Cavinder	1550
Jackson	1550	Carlson, Amanda (backup)	Amanda.CARLSON@dhs.oregon.gov	541-776-6120 x239	541-776-6063	Pattie Cavinder	1550
Jefferson	1650	Gaddis, Cherie	Cherie.GADDIS@dhs.oregon.gov	541-325-5583	541-475-6830	Roy Jackson	1650

CHILD WELFARE MEDICAL ASSISTANCE SPECIALISTS
AUGUST 2014

Location	OR-Kids #	Name	Email	Phone	Fax	Supervisor	MAS for Br
Josephine	1750	Powell, Judy	Judy.B.POWELL@dhsoha.state.or.us	541-474-3120 x 337			1750
Josephine	1750	Harget, Tracy (Back up)	Tracy.L.Harget@ state.or.us	541-474-3120 x327			
Klamath	1850	Reyes, Derick N	DERICK.N.REYES@dhs.oregon.gov	541-850-3656	541-883-5535		1850
Klamath	1850	Walton, Kami	Kami.WALTON@dhs.oregon.gov	541-850-6792	541-883-5545	Katrina Brown	1850
LaGrande	3150	McMillan, Jackie	jackie.mcmillan@state.or.us	541-963-8571 x270	541-963-2906	Heidi Justus-Koehler	0150, 3250, 3150
Lake	1950	Frank, Jessica (Jesse)	jessica.j.frank@state.or.us	541-947-2273 x321	541-947-5076	Charley Tracy	1950
Lane	2052	Bailey, Kristy M	kristy.m.bailey@state.or.us	541-726-6644 x2276	541-741-3993	Lori Rivera	2050, 2051, 2052
Lincoln	2150	Williams, Janna	Janna.Williams@state.or.us	541-265-8557 x239	541-265-3237	Talia Riordan	2150
Linn	2250	Gestrin, Edie	Edith.GESTRIN@dhs.oregon.gov	541-791-5707	541-967-2058	Barbara Fitch	2250
Malheur	2350	Grijalva, Veronica	Veronica.GRIJALVA@dhs.oregon.gov	541-889-9141 x 311	541-889-9588	Carmen Corona	2350
Malheur	2350	Wharton, Wanda	Wanda.WHARTON@dhs.oregon.gov	541-889-9194 x304	541-889-9588	Carmen Corona	2350
Marion	2450	Pugh, Julie	Julie.Pugh@state.or.us	503-378-4394	503-378-3061	Gloria Fahey	2450
Marion	2450	Lulay, Heidi (backup only)	Heidi.J.Lulay@state.or.us	503-378-3675	503-378-3061	Gloria Fahey	2450
Midtown	4350	Chen, Kan	kan.chen@dhs.oregon.gov	503-872-5451	503-731-3155	Carla Simmons	4350,4450,4950
Morrow	2550	Sifford, Melissa	MELISSA.D.SIFFORD@dhs.oregon.gov	541-481-9482 x 231	541-481-2960	Shiela McClure	2550
N. Clackamas	351	Kehm, Rebekkah	Rebekkah.R.Kehm@state.or.us	503-731-3404	503-731-4513	Kristy Wright	
N. Clackamas	351	Bell, Stephanie (backup)	Stephanie.R.Bell@state.or.us	971-673-7214	971-673-7204	Amy Seymour	351
Oregon City	350	Bell, Stephanie	Stephanie.R.Bell@state.or.us	971-673-7214	971-673-7204	Amy Seymour	350
Oregon City	350	Kehm, Rebekkah (backup)	Rebekkah.R.Kehm@state.or.us	503-731-3404	503-731-4513	Kristy Wright	
OYA	OYA	Bui, Lienna	Lienna.Bui@state.or.us	503-373-7272			OYA
Pendleton (U	3050	Hendrickson, Kori	kori.hendrickson@state.or.us	541-966-0864	541-276-9349	Shiela McClure	3050
Pendleton	3050	White, Renee (backup)	renee.d.white@state.or.us	541-564-4488	541-564-0860	Shiela McClure	3050 (backup)
Polk	2750	Lisa Mercier	Lisa.Mercier@state.or.us	503-623-8118 x296	503-623-5426	Joni Yarnell	2750
Sherman	2850	Williams, Marilyn D	MARILYN.D.WILLIAMS@dhs.oregon.gov	541-384-4252 x221	541-384-4262	Virginia A Kelly	1150, 2850, 3550
Sherman	2850	Morgan, Marsha (backup)	Marsha.MORGAN@dhs.oregon.gov	541-386-2962 x225	541-386-7066	Virginia A Kelly	
Tillamook	2950	Moszer, Pam	Pam.Moszer@state.or.us	503-842-5571 x 302	503-842-5028	Sherri Manley	2950
Tillamook	450	Craig, Edie (backup)	Edie.Craig@state.or.us	503-325-9179 x 330	503-325-0972	Rick LaPine	0450
Umatilla Cou	3051	White, Renee	renee.d.white@state.or.us	541-564-4488	541-564-0860	Shiela McClure	3051
Union	3150	Shaffer, Sharra	Sharra.shaffer@dhsoha.state.or.us	541-963-8571	541-963-2906	Heidi Justus-Koehler	0150,3150,3250
Union	3150	Cleveland, Tandi (back up)	Tandi.cleveland@dhsoha.state.or.us	541-963-8571 x270	541-963-4319		
Wasco	3350	Williams, Marilyn D	MARILYN.D.WILLIAMS@dhs.oregon.gov	541-384-4252 x221	541-384-4262	Virginia A Kelly	1150, 2850, 3550
Wasco	3350	Morgan, Marsha (backup)	Marsha.MORGAN@dhs.oregon.gov	541-386-2962 x225	541-386-7066	Virginia A Kelly	
Wheeler	3350	Williams, Marilyn D	MARILYN.D.WILLIAMS@dhs.oregon.gov	541-384-4252 x221	541-384-4262	Virginia A Kelly	1150, 2850, 3550
Wheeler	3550	Morgan, Marsha (backup)	Marsha.MORGAN@dhs.oregon.gov	541-386-2962 x225	541-386-7066	Virginia A Kelly	
Yamhill	3650	Jordan, DaNita (back up)	Danita.L.Jordan@state.or.us	503-474-5683 x683		Jodi Knutson	3650
Yamhill	3650	Gilbert, Matthew	Matthew.A. Gilbert@dhs.oregon.gov	503-474-4634	503-472-3815	Jodi Knutson	3650

FRS Distribution List - June 2014

Location	Name	Email	Phone	Fax	Supervisor	FRS for Br
2050	Adkins, Michelle	Michelle.Adkins@state.or.us	541 726-6644 x2303	541-741-3393	Jeanne Reich	2050 - All Lane Branches
351	Blackman, Jessica	Jessica.M.Blackman@state.or.us	971 673-7213	503-723-6163	Kristy Wright	351
2450	Brook, Karin A	karin.a.brook@state.or.us	503 378-4121	503-378-3061	Gloria Fahey	2450
1050	Brooke, Diane - Temp	Diane.Brooke@state.or.us	541 464-2086	541-673-9938	Phyllis Coble	1050
2450	Cervantes, Marci	marisela.Cervantes@state.or.us	503 378-5731	503-378-3061	Gloria Fahey	2450
0350	Chacon, Iris	Iris.Chacon@state.or.us	971 673-7265	971-673-7204	Amy Seymour	0350, 0351
0450	Craig, Edie	Edie.Craig@state.or.us	503 325-9179 x 330	503-325-0972	Rick LaPine	0450, 2950
0650	Day, Cara	Cara.L.Day@state.or.us	541 756-5500 x 263	541-756-4200	Karen Corrales	0650, 0850
4250	Ferguson, Lorrene	lorrene.ferguson@state.or.us	971 673-2174	503-673-2020	Lisa Roth	4450
3051	Gallagher, Merlene	merlene.gallagher@state.or.us	541 564-5675	541-564-0860	Shiela McClure	3250, 3051
2750	Geiger, Steven A.	steven.a.geiger@state.or.us	503 623-3030 x 232	503-623-9771	Joni Yarnell	2750, 3650
2050	Genz, Kurt	kurt.l.genz@state.or.us	541 726-6644 x2243	541-741-3393	Jeanne Reich	2050 - All Lane Branches
2250	Gestrin, Edie	edith.gestrin@dhsoha.state.or.us	541 791-5707	541-967-2127	Lance Pugh	2250
4250	Hampton, Kristi	kristi.j.hampton@state.or.us	971 673-1419	971-673-1461	Lisa Roth	4950
0550	Hansen, Krista	krista.hansen@state.or.us	503 397-3292 x 8325	503-397-1092	Rick LaPine	0550
2350	Holton, Stephanie	stephanie.holton@state.or.us	541 889-9194 x 202	541-889-9588	Carmen Corona	1250, 1350, 2350
4250	Johnson, Melissa	melissa.johnson@state.or.us	503 674-3610 x 381	503-674-3620	Lisa Roth	4750
2050	Landauer, Cheryl	cheryl.landauer@state.or.us	541 726-6644 x2244	541-741-3393	Jeanne Reich	2050 - All Lane Branches
3450	Landreth, Stacy	stacy.m.landreth@state.or.us	503 681-6973	503-681-7236	Bowles	3450
Tribal	Lupinacci, Melinda	melinda.lupinacci@state.or.us	541 325-5578	541-475-6830	Sherril Kihns	
1850	Mankinen, Patti	patricia.mankinen@state.or.us	541 850-3677	541-883-5545	Derick Reyes	1850, 1950
4250	vacant	becky.j.olsen@state.or.us	971 673-2075	971-673-2028	Lisa Roth	4350/TCM
4250	Rankins, Jamal	jamal.rankins@state.or.us	971 673-2832	971-673-2028	Lisa Roth	4450
950	Round, JeriLynn	Jerilynn.round@state.or.us	541 693-8960	541-388-6401	Gallinger	Warm Springs - Bend
2050	Shjerve, Glenda	Glenda.shjerve@state.or.us	541 726-6644 x2246	541-741-3393	Jeanne Reich	All Lane Branches
2450	Spangrud, Brian	brian.spangrud@state.or.us	503 378-5398	503-378-3061	Coble	1750
3451	Landreth, Stacy - temp	herman.a.tayun@state.or.us	503 277-6737	503-643-4892	Brandy Hemmer	3451
4250	vacant	alissa.tinnon@state.or.us	971 673-2200	971-673-2028	Lisa Roth	4250
3350	Tiss, Clare	clare.tiss@state.or.us	541 506-5212	541-296-8722	Virginia A Kelly	3550
4250	Vu, Nha	nha.l.vu@state.or.us	971 673-2079	971-673-2028	Lisa Roth	4250
15	Whitlock, Diana	diana.whitlock@state.or.us	541 766-6120 x 287	541-772-0169	Patte Cavinder	15
2150	(Benton) and S. Geiger	tori.williams@state.or.us	541 265-8557 x 284	541-265-3237	Talia Riordan	0250, 2150

OREGON HEALTH AUTHORITY
Medical Assistance Programs
Coordinated Care Support Unit Assignment List
Chris P. Norman, CCSU Manager: chris.p.norman@state.or.us/503-945-8825
Not for Public Distribution

Effective: 09/01/2014

Coordinated Care Organizations	Primary/Secondary Assignment	Primary Back Up	Secondary Back Up
AllCare	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us
Cascade Health Alliance	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us
Columbia Pacific	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us	**Sarah G. Smith** 8am to 5pm 503-945-6831 sarah.g.smith@state.or.us
Eastern Oregon CCO	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us
FamilyCare	**Rosa Frank** (Primary AR) 8am to 5pm 503-945-6917 rosa.frank@state.or.us **Suzanne M. Hart** (Secondary AR) 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Sarah G. Smith** 8am to 5pm 503-945-6831 sarah.g.smith@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250 cheryl.a.wood@state.or.us

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Health Share of Oregon	**healthshare.requests@state.or.us** **Cheryl A. Wood** (Primary AR) 8am to 5pm 503-945-6250 **Sarah G. Smith** (Secondary AR) 8am to 5pm 503-945-6831	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us
InterCommunity Health Network	**Sarah G. Smith** 8am to 5pm 503-945-6831 sarah.g.smith@state.or.us	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us
Jackson Care Connect	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250 cheryl.a.wood@state.or.us	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us
PacificSource Community Solutions	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us	**Sarah G. Smith** 8am to 5pm 503-945-6831 sarah.g.smith@state.or.us
PrimaryHealth of Josephine County	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250 cheryl.a.wood@state.or.us	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us

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Trillium Community Health	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us
Umpqua Health Alliance	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us
Western Oregon Advanced Health	**Donna Metzger** 8:45am to 5:15pm 503-947-5528 donna.metzger@state.or.us	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us
Willamette Valley Community Health	**Sarah G. Smith** (Primary AR) 8am to 5pm 503-945-6831 sarah.g.smith@state.or.us **Rosa Frank** (Secondary AR) 8am to 5pm 503-945-6917 rosa.frank@state.or.us	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977 suzanne.m.hart@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267 carrie.shike@state.or.us
Yamhill Community Care	**Rosa Frank** 8am to 5pm 503-945-6917 rosa.frank@state.or.us	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348 lisa.a.mallett@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250 cheryl.a.wood@state.or.us

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Dental Care Organizations	Primary Assignment	Primary Back Up
Access Dental	**Donna Metzger** 8:45am to 5:15pm 503-947-5528/donna.metzger@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250/cheryl.a.wood@state.or.us
Advantage Dental	**Cheryl A. Wood** 8am to 5pm 503-945-6250/cheryl.a.wood@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528/donna.metzger@state.or.us
Capitol Dental	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348/lisa.a.mallett@state.or.us	**Sarah G. Smith** 8am to 5pm 503-945-6831/sarah.g.smith@state.or.us
CareOregon Dental	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977/suzanne.m.hart@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267/carrie.shike@state.or.us
Family Dental	**Rosa Frank** 8am to 5pm 503-945-6917/rosa.frank@state.or.us	**Sarah G. Smith** 8am to 5pm 503-945-6831/sarah.g.smith@state.or.us
Managed Dental	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348/lisa.a.mallett@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250/cheryl.a.wood@state.or.us
ODS Community Health	**Carrie Shike** 8am to 5pm 503-945-6267/carrie.shike@state.or.us	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977/suzanne.m.hart@state.or.us

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Effective: 09/01/2014

FCHP/PCO/MHO	Primary Assignment	Primary Back Up
CareOregon (FCHP)	**Suzanne M. Hart** 7am to 3:30pm 503-945-6977/suzanne.m.hart@state.or.us	**Carrie Shike** 8am to 5pm 503-945-6267/carrie.shike@state.or.us
Kaiser (PCO)	**Lisa A. Mallett** 7am to 3:30pm 503-945-6348/lisa.a.mallett@state.or.us	**Donna Metzger** 8:45am to 5:15pm 503-947-5528/donna.metzger@state.or.us
Grater Oregon Behavioral Health (MHO)	**Donna Metzger** 8:45am to 5:15pm 503-947-5528/donna.metzger@state.or.us	**Cheryl A. Wood** 8am to 5pm 503-945-6250/cheryl.a.wood@state.or.us

Client Enrollment Service (CES) ces.dmap@state.or.us Fax: 503-373-7689						
Adrian J. Daniel	Charlene K. Daniels	Julie Reifel	Michael N. Thompson	Cathleen Doran	Cheryl Peters	Kari L. Johnson (Lead)

Additional CCSU Services			
Implementation Coordinator	Sue K. Burlison	503-945-6922	sue.k.burlison@state.or.us
Materials Coordinator/ Out-of-State Billing	Carol Simila	503-945-8837	carol.simila@state.or.us
Reports Coordinator	Susan K. Rupp	503-945-5795	susan.k.rupp@state.or.us
MMIS Business Coordinator	Richard Labarthe	503-945-6562	richard.labarthe@state.or.us
Managed Care Plan Enrollment Reconciliation Coordinators	Cheryl K. Schollenberg Courtney L. Murray	503-945-5752 503-945-6527	cheryl.k.schollenberg@state.or.us courtney.l.murray@state.or.us
CCSU Main Fax: 503-947-5221			

To request a copy of this list, please contact Jean Rasmussen by email at jean.rasmussen@state.or.us

Cover Oregon - Oregon Health Authority
Regional Outreach Coordinators

August 2014

Roles of the Regional Outreach Coordinators

- Train navigators, in person assisters and application counselors.
- Support grantees in their work plans through providing outreach strategies, network building, policy, and Cover Oregon system navigation.
- Hold monthly collaborative meetings statewide with assisters, agents, and other community figures.
- Provide Cover Oregon system support and policy updates to partners; interpret, explain, enforce.
- Advocacy through the system as partners bring up client issues.
- Inform application policy and process, and provide system feedback from the ground up.
- Represent Cover Oregon across the state, providing a face and a connection that partners and agents trust.
- Staff (and often lead and operate) events such as application fairs at Cover Oregon's request.
- Resolve and diffuse conflicts / dissatisfaction / concerns in the community related to Cover Oregon.

Below is a list of the statewide Regional Outreach Coordinators

► Tri-County: Clackamas, Multnomah and Washington

Jon McDaid: MICHAEL.J.MCDAID@dhsoha.state.or.us and

Josie Silverman: josie.j.silverman@state.or.us

►North Coast: Clatsop, Columbia, Tillamook and Lincoln

Ruby Graven: RUBY.GRAVEN@dhsoha.state.or.us

Cover Oregon - Oregon Health Authority
Regional Outreach Coordinators

August 2014

► Southwest Oregon: Coos, Curry, Josephine, Jackson, Douglas, Lane

Colette Gillies: COLETTE.GILLIES@dhsoha.state.or.us

► Willamette Valley: Benton, Linn, Marion, Polk, Yamhill

Christine House: Christine.a.house@state.or.us

► North Central: Gilliam, Hood River, Morrow, Sherman, Umatilla, Wasco, Wheeler, Warm Springs

Marina Cassandra: marina.cassandra@state.or.us

► Frontier: Grant, Harney, Malheur, Union, Wallowa, Baker

Kelly Paige: KELLY.PAIGE@dhsoha.state.or.us

► South Central: Crook, Deschutes, Jefferson (excluding Warm Springs), Klamath, Lake

Deanna Simon DEANNA.L.SIMON@dhsoha.state.or.us

Public Plan Contact Information

Coordinated Care Organization (CCO)

Plan Name	Address	Phone Number	Fax Number
AllCare Health Plan, Inc.	740 SE 7th St Grants Pass OR 97526 www.allcarehealthplan.com	(541) 471-4106 (888) 460-0185	(541) 471-1524
Cascade Health Alliance, LLC	2909 Daggett Avenue, Suite 200 Klamath Falls OR 97601 www.cascadehealthalliance.com	(541) 883-2947	(541) 885-9858
Columbia Pacific CCO	315 SW Fifth Ave, Ste 900 Portland OR 97204 www.colpachealth.org	(503) 416-4100 (855) 722-8206	
Eastern Oregon CCO	601 SW Second Avenue Portland OR 97204 www.modahealth.com/ohp	(503) 765-3521 (888) 788-9821	
FamilyCare, Inc.	825 NE Multnomah St, Suite 300 Portland OR 97232 www.familycareinc.org	(503) 222-2880 (800) 458-9518 (503) 222-3205	(503) 222-2392
Health Share of Oregon	208 SW 5th Ave, Suite 400 Portland OR 97204 www.healthshareoregon.org	(503) 416-8090 (888) 519-3845	
InterCommunity Health Network CCO	3600 NW Samaritan Drive Corvallis OR 97330 www.samhealth.org/IHN-CCO	(541) 768-4550 (800) 832-4580	(541) 768-6701

Public Plan Contact Information

Plan Name	Address	Phone Number	Fax Number
Jackson Care Connect	670 Superior Ct, Ste 108 Medford OR 97504 www.jacksoncareconnect.org	(503) 416-4100 (855) 722-8208	
PacificSource Community Solutions, Inc.	2965 NE Conners Ave PO Box 5729 Bend OR 97708 www.communitysolutions.pacificsource.com	(541) 382-5920 (800) 431-4135	(541) 385-3008
Primary Health of Josephine County	128 SW I St, Ste A Grants Pass OR 97526 www.primaryhealthjosephine.org	(541) 471-4207 (800) 471-0304	(541) 956-5460
Trillium Community Health Plan, Inc.	18000 Millrace Drive Eugene OR 97403 www.trilliumchp.com	(541) 485-2155 (877) 600-5472	(541) 485-0737
Umpqua Health Alliance	1813 W Harvard Ave, Ste 448 Roseburg OR 97471-2752 www.umpquahealthalliance.org	(541) 229-4842 (800) 676-7735	
Western Oregon Advanced Health, LLC	750 Central Ave, Suite 202 Coos Bay OR 97420	(541) 269-7400 (800) 246-0014	
Willamette Valley Community Health, LLC	2995 Ryan Drive SE, Ste 200 Salem OR 97301 www.wvchealth.org	(503) 584-2150 (866) 362-4794	(503) 371-8046
Yamhill County Care Organization	627 NE Evans St McMinnville OR 97128 www.yamhillcco.com	(503) 488-2800 (855) 722-8205	

Dental Plan - CCO Alignment

May 22, 2014

CCO	DCO	Go Live
AllCare	Advantage Dental	1-Apr-14
	Capitol Dental	1-Jul-13
	ODS Dental	1-Oct-13
Cascade Health All.	Advantage Dental	1-Jul-14
	Capitol Dental	1-Jul-14
Columbia Pacific	Advantage Dental	1-Apr-14
	Capitol Dental	1-Apr-14
	ODS Dental	1-Apr-14
Eastern Oregon	Advantage Dental	1-Jul-14
	Capitol Dental	1-Jul-14
	ODS Dental	1-Jul-14
Family Care	Access Dental	1-Oct-13
	Advantage Dental	1-Jul-14
	Capitol Dental	1-Oct-13
	CareOregon Dental	1-Apr-14
	Family Dental Care	1-Jul-13
	Managed Dental	1-Oct-13
	ODS Dental	1-Jan-14
HealthShare	Access	1-Jan-14
	Advantage Dental	1-Jul-14
	Capitol Dental	1-Jan-14
	CareOregon Dental	1-Jan-14
	Family Dental	1-Jan-14
	Managed Dental	1-Jan-14
	ODS Dental	1-Jan-14
IHN	Advantage Dental	1-Oct-13
	Capitol Dental	1-Oct-13
	ODS Dental	1-Oct-13

CCO	DCO	Go Live
Jackson Care Connect	Advantage Dental	1-Jan-14
	Capitol Dental	1-Jan-14
	ODS Dental	1-Jan-14
Pacific Source - Ctrl	Advantage Dental	1-Jul-14
	ODS Dental	1-Jul-14
Pacific Source - Grge	Advantage Dental	1-Jul-14
	Capitol Dental	1-Jul-14
	ODS Dental	1-Jul-14
Primary Health	Advantage Dental	1-Oct-13
	Capitol Dental	1-Oct-13
	ODS Dental	1-Oct-13
Trillium	Advantage Dental	1-Jan-14
	Capitol Dental	1-Apr-14
	ODS Dental	1-Apr-14
Umpqua Health All.	Advantage Dental	1-Jul-14
Western Oregon	Advantage Dental	1-Jul-13
Advanced Health		
Willamette Valley	Advantage Dental	1-Jul-14
Community Health	Capitol Dental	1-Oct-13
	ODS Dental	1-Oct-13
Yamhill County Care	Advantage Dental	1-Jul-14
	Capitol Dental	1-Jul-14
	ODS Dental	1-Jul-14

Updated: 9/16/14

Oregon Health Plan
Coordinated Care Organization Intensive Care Managers List
w/FCHP·PCO Exceptional Needs Care Coordinator
w/DCO Case Management Coordinator

August 2014

Coordinated Care Organization	ICM Contact
AllCare **740 SE 7th Street** **Grants Pass OR 97526**	Telephone: 541-471-4106 **Julie Fisher** jfisher@mripa.org **Jennifer Gustafson** jgustafson@mripa.org **Richard Lewis**, LCSW rlewis@mripa.org **Elaine Motte**, RN emotte@mripa.org **Kathy Mahannah**, RN kmahannah@mripa.org **Jennifer Laughlin**, RN jlaughlin@mripa.org
Cascade Health Alliance, LLC **2909 Daggett Avenue, Suite 200** **Klamath Falls OR 97601**	Fax: 541-882-6914 Relay: 711 **Debra Thaden** 541-851-2037 debrat@cascadecomp.com **Diane Barr** 541-851-2048 dianeb@cascadecomp.com **Trace Wonser**, MS QMHP 541-851-2047 tracyw@cascadecomp.com
Columbia Pacific **315 SW Fifth Ave Ste 900** **Portland OR 97204**	**Connie Burrough**, RN Case Manager 503-416-1794 burroughsc@careoregon.or **Ryan Olds** Behavioral Health Specialist 503-416-1432 oldsr@careoregon.org **Anita Peterson** Case Management Assistant 503-416-1791 petersona@careoregon.org
Eastern Oregon CCO **601 SW Second Ave** **Portland OR 97204**	**Dena Rossi** 503-265-2908 dena.rossi@modahealth.com
FamilyCare, Inc. **825 NE Multnomah Street, Suite 300** **Portland OR 97232**	**Maegan Pelatt** 503-734-3142 maeganp@familycareinc.org **Oscar Clark** (Back Up) 503-345-5790 oscarc@familycareinc.org

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Oregon Health Plan
Coordinated Care Organization Intensive Care Managers List
w/FCHP·PCO Exceptional Needs Care Coordinator
w/DCO Case Management Coordinator

August 2014

Coordinated Care Organization	ICM Contact
Health Share of Oregon **208 SW 5th Ave, Suite 400** **Portland OR 97204**	**Care Management**(CareOregon) 503-416-8055 Peggy Loveless: lovelessp@careoregon.org Diane Bocking-Byrd: bockingd@careoregon.org Sharon Hummert: hummerts@careoregon.org **Kari Albrecht**, RN (Kaiser) 503-721-4548 kari.m.albrecht@kp.org **Twila Cain-Pierce**, RN (Kaiser) 503-721-3794 twila.cain-pierce@kp.org **Melissa Topp** (Providence) 503-574-6486 melissa.topp@providence.org **Kim Hoskins**, RN (Tuality) 503-681-1783 kim.hoskins@tuality.org **Melinda Bishop**, RN (Tuality) 503-681-1784 Melinda.bishop@tuality.org
InterCommunity Health Network, Inc. **Avery Square 815 NW 9th St** **Corvallis OR 97330**	**Helen Matzke**, RN, MSN 541-768-5343 helenm@samhealth.org **Tommie Klug**, BSN, MS, RN 541-768-7805 toklug@samhealth.org
Jackson Care Connect **670 Superior Ct Ste 108** **Medford OR 97504**	**Debbie Root**, RN 503-416-3688 rootd@careoregon.org **Jeannie Ragatz**, Behavioral Health 503-416-3695 ragatzj@careoregon.org
PacificSource Community Solutions, Inc. **P.O. Box 5729** **Bend OR 97708**	**Care Coordination & Case Management Referrals/Questions** 541-330-2507/888-970-2507 Fax: 541-385-3123 bendMSS@pacificsource.com **Behavioral Health** 541-382-5920/800-431-4135, Fax: 541-330-4910 **Cindy Seger** 541-385-5315 x5110 cynthia.seger@pacificsource.com

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Coordinated Care Organization	ICM Contact
	Tricia Gardner 541-385-5315 x5111 patricia.gardner@pacificsource.com **Jennifer Renzaglia** 541-385-5315 x5104 jennifer.renzaglia@pacificsource.com
PrimaryHealth of Josephine County **128 SW I Street Ste A** **Grants Pass OR 97526**	**Jo Russell** 541-471-4208 jfr@ohms1.com **Patti Wilson** 541-471-4208 pattiw@ohms1.com
Trillium Community Health **1800 Millrace Dr** **Eugene OR 97403**	**Barbara Iseli**, RN, BSN, CCM 541-984-2440 biseli@trilliumchp.com
Umpqua Health Alliance **1813 W. Harvard, Suite 206** **Roseburg OR 97471**	Telephone: 541-673-1462 **Cassandra Hobden**, ENCC Support chobden@architravehealth.com **Janet Palmer**, RN, BSN, ENCC jpalmern@architravehealth.com **Rebecca Ross**, LPN Grievance and Appeals Coordinator rross@architravehealth.com
Western Oregon Advanced Health **P.O. Box 1096** **Coos Bay OR 97420**	**Yvette Grabow** 541-269-7400 x131 ygrabow@docshp.com
Willamette Valley Community Health **2995 Ryan Dr SE** **Salem OR 97301**	**Kim Schmaltz**, RN 503-371-7701 x134 kims@mvipa.org **Barb Frey** 503-371-7701 x131 bfrey@mvipa.org
Yamhill County Care Organization **627 NE Evans St** **McMinnville OR 97128**	**Ryan Olds** Behavioral Health Specialist 503-416-1432 oldsr@careoregon.org **Shelly Seals** Case management Assistant 503-416-5717 seals@careoregon.org

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Fully Capitated Health Plan Physician Care Organization	ENCC Contact
CareOregon, Inc. (FCHP) **315 SW Fifth, Suite 900** **Portland OR 97204**	**Care Management** 503-416-8055 Peggy Loveless: lovelessp@careoregon.org Diane Bocking-Byrd: bockingd@careoregon.org Sharon Hummert: hummerts@careoregon.org
Kaiser Foundation Health Plan of the Northwest (PCO) **500 NE Multnomah Street, Suite 100** **Portland OR 97232**	**Kari Albrecht**, RN 503-721-4548 kari.m.albrecht@kp.org

Dental Care Organization	Case Management Coordinator
Access Dental Plan, LLC. **14201 NE 20th Ave, Ste 2204** **Vancouver WA 98686**	**Janet Westphal** 360-571-8181 x205 jwestphal@accessdentalplan.net Fax: 360-573-4022
Advantage Dental Services, LLC **442 SW Umatilla Avenue, Suite 200** **Redmond OR 97756**	**Rosa Pedraza, Case Management Coordinator** 866-268-9631 casemanagement@advantagedental.com Fax: 541-504-3907
CareOregon Dental **315 SW Fifth, Suite 900** **Portland OR 97204**	**Mario Villavicencio** (Interim) 503-416-2256 villavicenciom@careoregon.org
Capitol Dental Care, Inc. **3000 Market St. Plaza NE, Suite 228** **Salem OR 97301**	**Penny Bruntmyer** 800-525-6800 x315 bruntmyerp@interdent.com
Family Dental Care **8070 SW Hall Blvd, Ste 200** **Beaverton OR 97008**	**FDC Customer Service** 866-875-1199 **Angela Marecek** 503-644-1110 famdencare@yahoo.com Fax: 503-641-6431/TTY: 800-471-7944
Managed Dental Care of Oregon, Inc. **3000 Market Street, Suite 222** **Salem OR 97301**	**MDCO Member Services** 800-538-9604/503-581-1407 memberservices@mdcodental.com Fax: 503-581-0043
ODS Community Health, Inc. **601 SW Second Avenue** **Portland OR 97204**	**ODS Customer Services** 800-342-0526 ohpdentalcoordinator@modahealth.com www.modahealth.com Fax: 503-765-3297/Relay: 711

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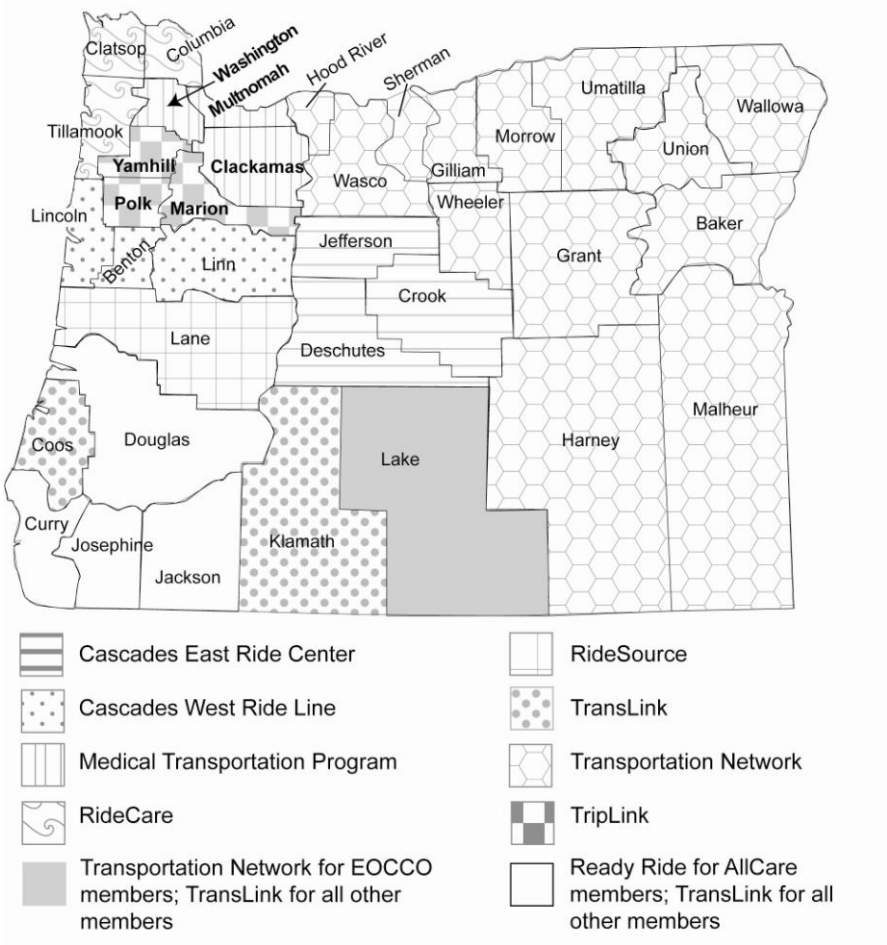
Non-Emergent Transportation Brokerages for Oregon Health Plan members

Call a brokerage in your county to ask for rides to appointments for OHP-approved services. In most areas, you can also ask them to approve and reimburse your medical transportation costs. For TTY/Relay Service, dial 711.

If you live in a county listed in **bold** on this map, you will need to contact the following about reimbursement:

- **Willamette Valley Community Health (WVCH) members:** Contact TripLink.
- **Clackamas, Multnomah, Washington, and Yamhill counties; non-WVCH members in Marion and Polk counties:** Contact your local DHS/AAA office or OHP Customer Service (1-800-699-9075).

Broker/Call Center	Phone/Fax
Cascades East Ride Center Central Oregon Intergovernmental Council	541-385-8680 1-866-385-8680
Cascades West Ride Line Oregon Cascades West Council of Governments	541-924-8738 1-866-724-2975
Medical Transportation Program - MTP Tri-Met	503-802-8700 1-800-889-8726
Ready Ride For AllCare CCO members only	1-800-479-7920
RideCare Sunset Empire Transportation District	503-861-0657 1-888-793-0439
RideSource Call Center Lane Transit District	541-682-5566 1-877-800-9899
TransLink Rogue Valley Transportation District	541-842-2060 1-888-518-8160
Transportation Network Mid-Columbia Council of Governments	1-877-875-4657
Trip Link Salem Area Mass Transit District	503-315-5544 1-888-315-5544



Where applicants or beneficiaries can call for help

This list shows by topic where applicants, or beneficiaries with OCCS medical[1], can call for help. Staff may also seek help as follows:

- **Urgent prescription issues** – Pharmacies may call the Oregon Pharmacy Call Center (1-888-202-2126). Staff may call DMAP's Coordinated Care Support Unit to resolve issues for CCO/plan members.
- **Urgent non-prescription access issues** – Staff may call DMAP's Medical Management Unit (1-800-642-8635 or 503-945-6821, Salem).

People who applied through Cover Oregon for medical assistance or tax credits, need application status, or have questions about qualified health plans should call Cover Oregon at 1-855-268-3767.

* = DHS branches may report changes on clients' behalf using the MEDC form. Or, beneficiaries may email changes to oregonhealthplan.changes@state.or.us.
** = DHS branches may provide a date-stamped 7210 or refer caller to 1-800-699-9075. People may also call Cover Oregon for application status. For application help, find a community partner or insurance agent at www.coveroregon.com.

Topic	**5503** 1-800-699-9075	**CSU** 1-800-273-0557	**CCO/Plan** CCO – FCHP – PCO – DCO	**OHP Care Coordination** 1-800-562-4620
Accessing health care services		For services received fee-for-service	For services covered by the CCO/plan	For urgent non-pharmacy issues and after-hours help
Administrative hearing about an eligibility decision	For OHP			
Appeal a CCO/plan's coverage decision (*e.g.,* service denial)			✓	
Application status**	✓			
Applying for medical assistance**				
Choosing a provider		For services received fee-for-service	For services covered by the CCO/plan	
Client Handbook (OHP 9035)		✓		
Complaints about a provider		For services received fee-for-service	For services covered by the CCO/plan	
Completing the 7210 application**	✓			

[1] Many OCCS beneficiaries do not have a CM system case. The only way to determine if someone is receiving OCCS Medical is by looking In MMIS. Look for a case assigned to branch 5503 (OHP Customer Service) or look for a OCCS medical program case descriptor. OCCS medical case descriptors are: AMO, BCP, C21, CEC, CEM, CHP, CMO, MAA, MAF, OPC, OP6, OPP, PCR and PWO.

* = DHS branches may report changes on clients' behalf using the MEDC form. Or, beneficiaries may email changes to oregonhealthplan.changes@state.or.us.
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Topic	**5503** 1-800-699-9075	**CSU** 1-800-273-0557	**CCO/Plan** CCO – FCHP – PCO – DCO	**OHP Care Coordination** 1-800-562-4620
Covered OHP benefits		For services received fee-for-service	For services covered by the CCO/plan	
Fast-track enrollment status/ questions	✓			
Making appointments		For services received fee-for-service	For services covered by the CCO/plan	
New ID card	For Oregon Health ID		For CCO/Plan ID Card	
New OHP Coverage Letter	For OHP (including fast track)			
OHP health care bills		For services received fee-for-service	For services covered by the CCO/plan	
OHP medical transportation	✓		For Trillium and IHN CCO members	
OHP plan change – Dental plan for CCOA or CCOG members			✓	
OHP plan change - Other CCO/plan changes	✓			
OHP prescription access issues		For services received fee-for-service	For services covered by the CCO/plan	
OHP prior authorizations		For services received fee-for-service	For services covered by the CCO/plan	
Questions about notices received regarding health coverage	For OHP (including fast track)	For OHP (including fast track)		
Reported changes for OHP members* • **Address change** • **Household/income change** • **Other health coverage (TPL)** • **Pregnancy**	For OHP (including fast track)			
Urgent health care needs (not pharmacy-related)				✓

How to help OHP clients with billing concerns

Who to call for help

- **Clients** should call their managed care organization (MCO – DCO, FCHP, PCO) or coordinated care organization (CCO) first.
  - ✓ If they still need help or are not enrolled in an MCO/CCO, they can then call OHP Client Services.
  - ✓ They can also call the Public Benefits Hotline for advice and possible representation if they are unable to resolve issues as described below.
- **Providers with questions about client bills** should call the MCO/CCO for services covered by the MCO/CCO. For services not covered by the MCO/CCO, they can then call DMAP Provider Services.

Quick guide to helping clients with billing concerns

Please refer to this guide and the OHP Client Toolkit for information about how to help clients with billing issues. The Oregon Law Center also has helpful information on their website.

If this happens…	Here is how you can help:
Client gets a bill for health care services	Tell her to call the provider and provide her Oregon Health ID number, and the CCO/plan's name and phone number. The provider should bill the CCO/plan (or DMAP if the client is not in a CCO/plan for the services billed).
Client gets a bill for copayments due	Tell him to call the provider and arrange to pay the copayment. If copayments go unpaid, the provider may send the bill for unpaid copayments to a collection agency.
Client gets a Notice of Action explaining a service will not be covered by DMAP or the CCO/ plan	If the client disagrees with the decision, tell her to complete the appeal or hearing request form that came with the notice. ■ The CCO/plan must receive the appeal request within 45 days. ■ DMAP must receive the hearing request within 45 days. Explain that you can forward hearing requests to DMAP by email or fax.
Client is sought by collection agents due to unpaid health care bills	Tell him to do the following: ■ Call the collection agency and tell them he has OHP coverage. ■ Call the provider and make sure they have his OHP information, including the name of the CCO/plan, if the client is enrolled in one. ■ Ask the provider to call the collection agency and withdraw the bill. If the provider does not agree to withdraw the bill from collections, or if the collection agency will not talk with the client, tell the client to call the Public Benefits Hotline at 1-800-520-5292 (TTY 711). Clients can also call the Oregon State Bar's Lawyer Referral Service at 1-800-452-7636 for advice and possible representation if they receive papers from a court.

If this happens…	Here is how you can help:
Client pays for a prescription out of pocket	Tell her to ask the pharmacy if they can bill DMAP or the MCO/CCO and reimburse her as a courtesy. Some pharmacies have a reimbursement policy for up to two weeks from the date of service. ■ If the pharmacy can bill DMAP, DMAP will process their claim so the pharmacy can return the client's payment. ■ If the pharmacy says they cannot bill or reimburse, the client can ask for the phone number of the pharmacy's corporate office and request reimbursement.

For more information

OHP provider manual - Keys to Success	The Keys to Success provider manual gives a general overview of billing for services to OHP clients. DMAP has updated it to include a new "Billing Clients" section. *Keys to Success* is available on the OHP Tools for Providers page.
New provider training	Information from the updated Keys to Success will also be incorporated into a new resource that will be available on DMAP's Billing page.
Provider Matters messages	DMAP's monthly provider newsletter includes items to help providers avoid inappropriate billing of OHP clients. Recent issues include: ■ Reminder about impermissible billing of QMB clients ■ How to find TPL information and to bill TPL first ■ Overview of how to help resolve client issues
DMAP 3165	The OHP Client Agreement to Pay for Health Services, or a similar form with all of the elements of it, must be completed by the provider and signed by the client before the provider can treat and bill a client for non-covered services. To learn more, see DMAP IM 13-077.
DMAP 3302	Clients may receive the Medical Assistance Programs Service Denial Appeal and Hearing Request when CCOs/plans deny prior authorization requests for health services. To learn more, see DMAP IM 14-010.
OHP 9040	The OHP Client Toolkit provides quick information on topics that are common areas of concern for clients: ■ How to successfully access services ■ How providers request prior authorization ■ The Notice of Action letter ■ Appeal and hearing processes ■ Copayments ■ Paying for covered and non-covered services ■ What to do if they get an unexpected bill ■ Rights and responsibilities ■ Common forms they may see and resources.

Material availability

Both the OHP Client Handbook and OHP Client Toolkit are available on the OHP Client Benefits and Information page. Clients may call OHP Client Services to request copies.

CCOs/plans and DHS branches may order all DMAP forms and OHP publications mentioned here through DHS/OHA Distribution.

Oregon Health Authority

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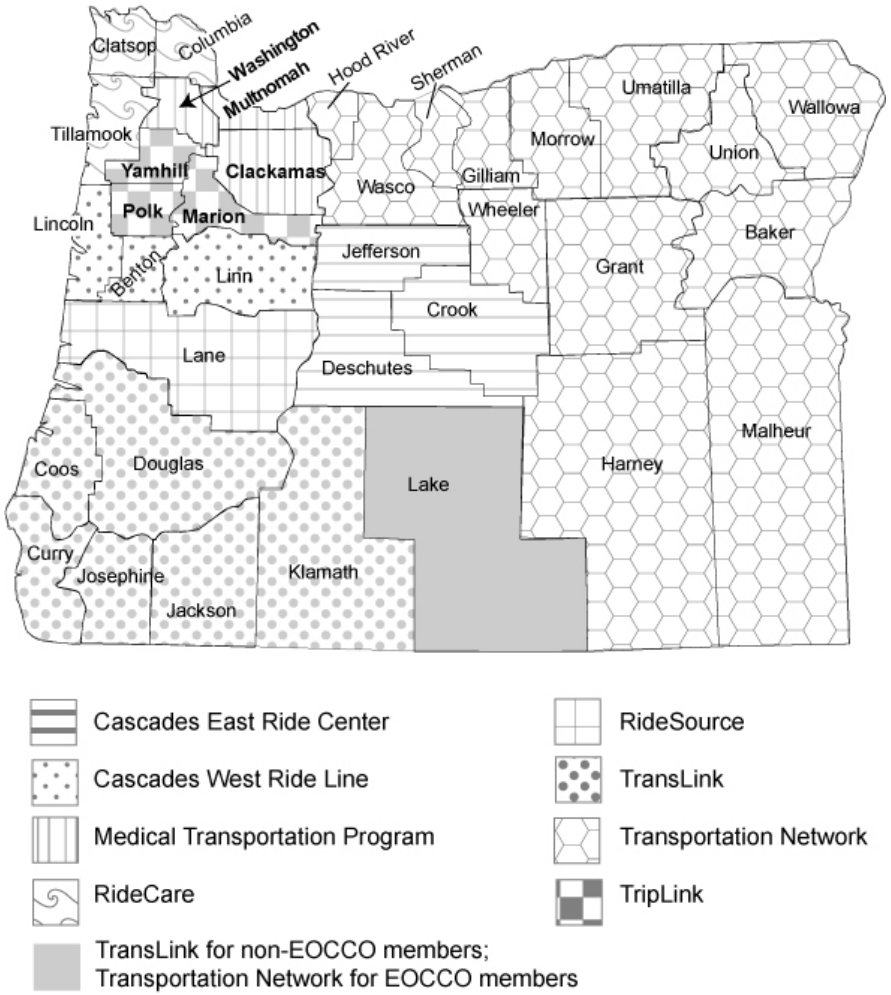
RideCare Sunset Empire Transportation District	503-861-0657 1-866-793-0439 Fax: 503-861-0553
RideSource Call Center Lane Transit District	541-682-5566 1-877-800-9899
TransLink Rogue Valley Transportation District	541-842-2060 1-888-518-8160 Fax 541-842-2063
Transportation Network Mid-Columbia Council of Governments	1-877-875-4657 Fax: 855-835-5274
Trip Link Salem Area Mass Transit District	503-315-5544 1-888-315-5544 Fax: 503-315-5144



Non-Emergent Medical Transportation Brokerages (effective 7/1/14)

Common telephone numbers, email addresses and websites for providers and clients

Fax numbers and telephone numbers for prior authorization requests

Mailing addresses for claims, consent forms, and more

Provider Contacts List

For Oregon Medicaid fee-for-service providers

Oregon Health Authority

Division of Medical Assistance Programs
Client and Provider Education

Oregon HEALTH PLAN

Revised July 18, 2014

Provider resources

Available 24 hours a day, seven days a week.

Automated Voice Response (AVR) — 866-692-3864

Client's eligibility, third party liability (TPL), benefit plans, managed care enrollment

Client copayment responsibility

Client's vision service history

Reimbursement information for specific procedures

Recent claims and prior authorization (PA) status

Provider payment information for most recent Remittance Advice (RA)

Provider Web Portal — https://www.or-medicaid.gov

Information on how to use the Web portal is at www.oregon.gov/OHA/healthplan/pages/webportal.aspx.

- Verify client eligibility and enrollment
- Submit and review/adjust claims
- Request and review prior authorizations (PA)
- Verify whether a specific procedure is covered according to the Prioritized List of Health Services, requires copayment or requires PA under the client's benefit plan
- Submit updates to your address, phone number(s) and direct deposit account information (go to Providers->Demographic Maintenance)

Pharmacy resources

Oregon Pharmacy Call Center — 888-202-2126

Technical assistance for pharmacies (ProDUR and POS) — 24 hours/7 days a week

Myers and Stauffer, LC — 800-591-1183

Pharmacy pricing questions — pharmacy@mslc.com

AAAC reimbursement review requests

Provider phone and email contacts

Available Monday through Friday, 8 a.m. to 5 p.m. unless otherwise noted.

Benefit RN Hotline	**800-393-9855** **Local – 503-945-5939**
Ask about OHP diagnosis/treatment pairs	
Claims Management Group	**800-527-5772**
Information about transplant claims	
DHS/OHA Publications	**503-373-1342**
Order DMAP provider forms using the MSC 8100 form at https://apps.state.or.us/Forms/Served/me8100.pdf.	dhs-oha.distribution@state.or.us
Electronic Data Interchange (EDI) Support Services	**888-690-9888**
Learn about Oregon Medicaid EDI requirements	dhs.edisupport@state.or.us
Reset EDI mailbox passwords	
Register and test EDI transactions; submit changes to Trading Partner Agreements	
Fraud and Abuse Hotline	**888-FRAUD01**
Report suspected client or provider fraud	www.oregon.gov/DHS/aboutdhs/fraud/
Health Insurance Group	**503 378-6233**
Report third-party resources using the MSC 415H at https://apps.state.or.us/Forms/Served/me0415h.pdf.	tpr.referrals@state.or.us
Prior Authorization Contacts	**See page 5**
Request authorization for fee-for-service health care services	
Provider Enrollment	**800-422-5047**
Enroll as an Oregon Medicaid provider	provider.enrollment@state.or.us
Change addresses or other enrollment information	
Provider Services	**800-336-6016**
Ask complex billing questions	dmap.providerservices@state.or.us
Submit provider appeals and out-of-state claims	team.provider-access@state.or.us
Web portal and AVR PIN/password resets and questions	Mon.–Thurs. 8:30 a.m. to 4:30 p.m. Friday, 10 a.m. to 4:30 p.m.
Provider Training	
Help registering for Webinars	provider-trng.dmap@state.or.us

Telephone numbers to help clients

Providers can refer clients to the following resources. These resources are for clients only.

OHP Customer Service	800-699-9075

Request an OHP Application

OHP Client Services	800-273-0557

Request an OHP Client Handbook

Receive general information about OHP medical and dental benefits.

Receive coaching on how to resolve problems involving access or quality of care.

Report inappropriate denials of covered benefits.

Get help with medical bills for OHP services.

Ask basic questions about the OHP application process or general eligibility issues.

Request Certificates of Creditable Coverage when leaving OHP and for commercial health insurance.

Request changing their assigned pharmacy.

FFS Nurse Advice and Triage Service	800-562-4620

Advice line for fee-for-service OHP clients

OHP Coordinated Care Organizations and Managed Care Plans

If the client is in a managed care plan or coordinated care organization and has questions about benefits, bills received, or choosing a provider, the client should call the plan first.

Customer service numbers are listed on the client's member ID card from the plan.

You can also find phone numbers for each plan on the OHP Health and Dental Plans page at www.oregon.gov/oha/healthplan/pages/plans.aspx.

TTY service (any number)	711

For more information about Oregon TTY/relay services, go to www.oregonrelay.com/about.html.

Prior authorization contacts

Use the appropriate agency to authorize services in each section. Unless a different fax number is specifically listed for the authorizing agency, fax FFS PA requests to:

- 503-378-5814 for routine requests; or
- 503-378-3435 for immediate/urgent requests.

When faxing to these numbers, use the EDMS Coversheet (one for each PA request).

DMAP Medical Management

800-642-8635
503-945-6821

Dental services	Hospital dentistry	Speech/hearing/audiology
DME and supplies	Out-of-state services	Surgical procedures
Hearing aid services	Physical/occupational therapy	Transplants
Home health (nursing only)	Private duty nursing	Visual services
Home enteral/parenteral	Radiology	

Oregon Pharmacy Call Center

888-202-2126
888-346-0178 (fax)

Prescription drugs	Oral nutritional supplements

Medically Fragile Children's Unit

971-673-3000
971-673-2971 (fax)

Private duty nursing and nursing delegation for Medically Fragile Children. To learn more, visit www.oregon.gov/dhs/dd/pages/children/in-home.aspx.

Local transportation brokerage

www.oregon.gov/OHA/healthplan/pages/nemt.aspx

Rides and reimbursement for travel to receive OHP-covered health care services

State Plan Personal Care - Mental Health (PC20)

dmap.personalcare20@state.or.us
503-947-1119 (fax)

Personal Care service plan authorizations - Submit requests by fax or email using the DMAP 531 form at https://apps.state.or.us/Forms/Served/OE0531.doc.

Behavioral Health Residential Services

503-945-5889
503-945-5869 (fax)

Fax requests using the OHA 8060 form at https://apps.state.or.us/Forms/Served/LE8060.doc.

Provider mailing addresses

All professional CMS-1500 claims **Refund checks to DMAP:** Include a letter (ATTN: DHS/OHA Receipting Specialist) explaining the reason for the refund. List the Internal Claim Numbers (ICNs) the refund applies to.	DMAP, PO Box 14955 Salem, OR 97309
Speech/language pathology, audiology & hearing services; private duty nursing CMS-1500 claims	DMAP, PO Box 14018 Salem, OR 97309
Contract RN CMS-1500 claims	DMAP, PO Box 14957 Salem, OR 97309
DMAP 505 claims	DMAP, PO Box 14015 Salem, OR 97309
NCPDP UCF 5.1 drug claims	DMAP, PO Box 14951 Salem, OR 97309
ADA 2012 dental claims UB-04 claims - Hospital, Home Health, Hospice, long-term nursing home care	DMAP, PO Box 14956 Salem, OR 97309
Death with Dignity claims	DMAP, PO Box 992 Salem, OR 97308-0992
Consent to hysterectomy (DMAP 741) Consent to sterilization (DMAP 742A and 742B)	DMAP, PO Box 14958 Salem, OR 97309
Transplant claims: For any claim related to payment for prior authorized, covered transplant services	Transplant Claims Coordinator 500 Summer St NE, E42 Salem, OR 97301
Out-of-state claims: For any claim from a provider located more than 75 miles beyond the Oregon border. If within 75 miles, send to the appropriate address listed above. **Problem claims** including administrative errors and claims over one year old; CAWEM and pharmacy reconsiderations: ■ Send a letter explaining the problem. ■ Attach claim and include complete documentation. ■ For Medicare/Medicaid claims, attach the Medicare EOB.	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079
Administrative exam claims: For any claim related to payment for administrative exams requested by DHS/OYA offices.	DMAP, PO Box 14165 Salem, OR 97309
DMAP 1036 (Individual Adjustment Request): To correct an overpayment or underpayment for a claim; do not attach refunds.	DMAP, PO Box 14952 Salem, OR 97309
Appeals (redetermination of non-covered services): ■ Send a letter stating reasons for the appeal or redetermination. ■ Attach the claim for denied services. ■ Include complete documentation.	DMAP Provider Services 500 Summer St NE, E44 Salem, OR 97301-1079