

Catherine A. Cooper

Authorized Signature

Number: SPD-IM-04-100
Issue Date: 11/16/2004

Topic: Contact Information

Subject: Revised SPD Technical Assistance Guide

Applies to (check all that apply):

- | | |
|--|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input checked="" type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message: INFORMATION: Attached is a revised copy of SPD's Technical Assistance Guide. The attached Guide replaces the copy sent to you via IM-04-022 in March 2004.

Please distribute the Guide to staff who contact or must refer calls to Central Office staff. Links to the guide are also available on the DHS web site under the Other Tools section on the SPD Staff Tools page at <http://www.dhs.state.or.us/spd/tools>

If you have questions about the Guide or want to submit any corrections, please contact Alyce Jensen.

If you have any questions about this information, contact:

Contact(s):	Alyce Jensen		
Phone:	503.945.5811	Fax:	503.373.7823
E-mail:	Alyce.Jensen@state.or.us		

SPD Technical Assistance Guide November 2004

Subject	Contact Person	Phone
Program (APD) Field Reviews* for Aged & Physically Disabled *Does not include DD reviews	Judy Giggy, Manager Lynette Durst Trina Binker Kathi Kyes Angela Munkers Wendy Sampels	503-947-1179 503-947-1137 503-947-5421 503-947-1190 503-945-6985 503-947-5328
ABUSE COMPLAINTS Adult Protective Services/Elder Abuse Adult Protective Services/Elder Abuse Adult Protective Services/Elder Abuse Making Complaints Adult Foster Homes Assisted Living Facilities Nursing Facilities Residential Care Facilities Statistics Abuse of DD or Mental Health	Morgen Brodie Stephanie Merhib, back up Valerie Eames, back up Contact local office " " " " " " " " " " " " Brett Asmann Contact local county MH/DD office	503-945-6079 503-947-5121 503-945-5884 503-691-5428
ABUSE PREVENTION	Valerie Eames	503-945-5884
ACCESS (SPD Oregon ACCESS)	See specific subject areas: For example: Case Management Service Eligibility Computer Help/Issues	
ADVISORY GROUP SUPPORT Governor's Commission on Senior Services liaison Advocacy group liaison Consumer group relations OA-DSAC\OSACC Oregon Disabilities Commission liaison Oregon Developmental Disabilities Council	Jane-ellen Weidanz Jane-ellen Weidanz Sara Gelser	503-945-6444 503-945-6444 503-945-6117
AMERICANS WITH DISABILITIES ACT (ADA) Building Regulations and Specifications Complaints/Complying to Law SPD Coordinator, Alternate Format Coordinator	Oregon Disabilities Commission Oregon Disabilities Commission Oregon Building Codes Division Oregon Advocacy Center Lori Nelson	503-378-3142 800-358-3117 503-378-4133 503-243-2081 503-945-5941

Subject	Contact Person	Phone
	Angela Young - Personnel DHS Facilities - Linda Riddel	503-945-5845 503-945-5817
ADDRESS (Central Office) Administration (E02) County Relations (E09) Federal Resource & Financial Eligibility (E12) Home and Community Supports (E10) Licensing and Quality of Care (E13) Field Services (E02) DD Licensing (E05)	Seniors and People with Disabilities 500 Summer Street NE, E02 Salem, OR 97301-1073 LOCATION - Corners of Marion, Summer, Union and Capitol Streets	Admin: 503-945-5811 Toll Free: 800-282-8096 FAX: 503-373-7823
ADMINISTRATION Employee related policy Interagency cooperation Intergovernmental affairs New policy development Strategic planning Executive Assistant to Assistant Director Assistant to Deputy Assistant Director Receptionist Legislative & Advocacy Coordination Advocacy Support	James Toews, Assistant Director Cathy Cooper, Deputy Assistant Director Carolyn Wilson Kim Hector Alyce Jensen Jane-ellen Weidanz Sherry Whitehead	503-945-5858 503-945-5940 503-945-6478 503-945-6472 503-945-5811 503-945-6444 503-945-6833
ADMINISTRATIVE RULES (OARs)	Lynda Dyer	503-945-6398
ADULT DAY CARE Community Based Nursing Facility NH Specialized Services for DD	Darwin Frankenhoff David Allm Julie Harrison	503-947-5162 503-945-6407 503-945-9794
ADULT FOSTER HOMES (APD) Clackamas County Licensing Corrective Action Corrective Action Licensing/Local Office Tech. Asst. Licensing/Local Office Tech. Asst. Licensing/Local Office Tech. Asst. Multnomah County Licensing Developmental Disability Foster Home (DD) Policy Rule Policy/Rule (APD)	Megan Hornby, Manager Sylvia Rieger Marie Collins Paul Hsu Mickey Tate Marie Collins Patty Hall, back up Bob Palmer Barbara Southard Mickey Tate	503-945-6415 503-650-3003 503-945-6403 503-947-5163 503-945-5903 503-945-6403 503-947-5209 503-988-3000 ext 26458 503-945-9816 503-945-5903

Subject	Contact Person	Phone
Policy/Rule (APD) Licensing DD Adult Foster Homes	Marie Collins, back up Gary Williams	503-945-6403 503-945-7806
ADVANCED DIRECTIVES FOR HEALTH CARE (withholding or withdrawing of life support)	Tina Kitchin, Medical Director, APD/DD	503-945-5812
ALZHEIMER'S CARE UNITS/RULES Application Alzheimer's Care endorsements Best Friend's Program Nursing Facilities Residential Care Facilities Residential Care Facilities	Megan Hornby, Manager Jan Karlen Jan Karlen Jan Karlen David Allm Allison McKenzie Jan Karlen, back up	503-945-6415 503-945-6918 503-945-6918 503-945-6918 503-945-6407 503-945-6404 503-945-6918
AREA AGENCY ON AGING AREA PLANS	Kathy Labadie, Manager Lee Girard Judy Bowen Rhonda Buedefeldt Amy Evenson	503-945-6462 503-947-1199 503-945-6401 503-945-6028 503-945-5734
ASSISTED LIVING FACILITIES	Megan Hornby, Manager Dennett Taber	503-945-6415 503-945-5793
AUTOMOBILES (state)	DAS Motor Pool	503-378-4377
BOARD OF NURSING LIAISON	Megan Hornby, Manager	503-945-6415
BOARD OF PHARMACY LIAISON	Tina Kitchin, MD, Manager	503-945-5812
BUDGET (SPD) Administrative Support Administration Budget LTC Programs Program Budget Analyst Program Budget Analyst Program Budget Analyst	Julia Huddleston, Administrator Debbie Harms Trish Johnson Trish Johnson Allan Hirata Sara Singer Kevin Ziegler	503-945-6392 503-945-6885 503-945-6445 503-945-6445 503-945-6221 503-947-5216 503-947-5238
CMS WAIVER & FEDERAL REPORTING Data Analyst Data Analyst	DeAnna Hartwig, Administrator Gary Goldsmith Fran Pfohman	503-947-1180 503-945-5975 503-945-6986

Subject	Contact Person	Phone
Assistant Quality Assurance Data Analyst CMS Waivers	Kathy Perry Vickie Storie Margie Bibby Don Fries	503-945-6979 503-945-6976 503-945-6836 503-945-6455
CASE MANAGEMENT Case Planning/Technical Assistance/CAPS Case Management Training/Technical Assistance (DD)	Kathy Labadie, Manager Naomi Sacks Mary Lang – Backup Marilee Bell – Training Policy	503-945-6462 503-945-6414 503-945-5799 503-947-5262
CBC	See Community Based Care	
CENTER FOR MEDICARE & MEDICAID SERVICES (CMS) NF Survey & Certification Waivers	Elaine Young, Manager DeAnna Hartwig, Administrator Don Fries	503-945-6456 503-947-1180 503-945-6455
CMS GRANT EMPLOYMENT Administrative Support	DeAnna Hartwig, Administrator Cindy Orendorff Joan Claypool Claire Matese John Newman Marc Overbeck	503-947-1180 503-945-8833 503-945-6428 503-947-5281 503-945-6453 503-945-6406
CERTIFICATE OF NEED Central Office Questions (Nursing Facilities)	Office of Health Policy David Allm Jana Fussell	503-731-4320 503-945-6407 503-731-4320
CERTIFIED NURSING ASSISTANT (CNA) /DINING ASST. TRAINING REIMBURSEMENT Facility Questions	Luis Caraballo, Manager Nancy McWherter	503-945-5999 503-945-6461
CHILDREN’S INTENSIVE IN-HOME (DD)	Debra Burke, Manager	503-731-3088 xt. 27
CHILDREN’S RESIDENTIAL UNIT	Janette Williams, Manager	503-945-9800
CHILD PROCTOR CARE	Darlene O’Keeffe	503-945-9817

Subject	Contact Person	Phone
CLIENT CARE MONITORING UNITS (CCMUs) SURVEY Salem Medford Tualatin	Elaine Young, Manager Keith Ramey Debbie McCuin Ruth Tooze	503-945-6456 503-373-0200 541-776-6086 503-691-6587
CLIENT DEMOGRAPHICS	DeAnna Hartwig, Administrator Fran Pfohman	503-947-1180 503-945-6986
CLIENT EMPLOYED PROVIDER PROGRAM Provider Payment Questions General Information Homecare Worker Enrollment/Payments Policy In-Home Exceptions Policy Homecare Worker Administrative Review Homecare Worker Unemployment Insurance Questions Payment/Technical Assistance (adjustments, W2s, lost checks, etc.)	Call Local SPD/AAA Office Call Local SPD/AAA Office Call Local SPD AAA Office Mary Lang Mary Lang Mary Lang Gayle Holderby Genevieve Sundet, Manager See Provider Payments Unit	 503-945-5799 503-945-5799 503-945-5799 503-945-6408 503-945-5990
CLIENT MAINTENANCE UNIT	Children, Adults & Families (CAF)	503-378-4369
CLIENT PAY-IN ISSUES Policy related Receipting Refunds, technical assistance	Jeff Miller Janice Fitzpatrick Shannan Willits	503-945-6410 503-947-9924 503-945-5836
COMMUNITY-BASED CARE (CBC) Facility Programs & Standards Nursing Specialized Living Program & Rates Facility Rates CBC/512 Provider Payments see Adult Day Care see Adult Foster Homes see Assisted Living	Megan Hornby, Manager Gretchen Thompson Mary Lang Luis Caraballo, Manager Sarah Hansen Betew Hagos Chris Pascual Call Local SPD/AAA Office	503-945-6415 503-945-6484 503-945-5799 503-945-5999 503-945-6465 503-945-5854 503-945-7035

Subject	Contact Person	Phone
see In-Home Services see Residential Care Facilities		
COMPLEX MEDICAL Authorization/Policy/Rule Add-on and payment issues	Becky Callicrate Kristina Krause	503-945-5714 503-945-6238 or 503-947-5567
COMPUTER ISSUES Problems/Lost Reports/Questions	DHS OIS Help Desk (Salem)	503-945-5623
COMPUTER REPORTS & DATA REQUESTS	DeAnna Hartwig, Administrator Fran Pfohman	503-947-1180 503-945-6986
COMPUTER CODING - POLICY RELATED 723 All form CAF Computer Guide Policy related - OSIP Policy related - FS Policy related – QMB	Margie Bibby See Manual/Guide Distributions Jeff Miller Lydia Dale Dale Marande	503-945-6836 503-945-6410 503-945-5826 503-945-6476
COMPUTER DATA & REPORT REQUESTS	DeAnna Hartwig, Administrator Fran Pfohman	503-947-1180 503-945-6986
COMPUTER HELP/ISSUES		
Problems/ Lost Reports/Questions	DHS Help Desk DHR.HELPDESK@state.or.us	503-945-5623
Security Access for Staff	Call Local Office Sub-administrator	
Sub-administrator Technical Assistance	Tishri Whiteside, SPD Chief Data Steward Kerri Sullivan, CAF Chief Data Steward	503-945-6386 503-378-2101 x313
Security Policies	Kyle Miller, DHS Information Security Officer	503-945-6394
Information Systems Coordination (general information, systems projects, development, design)	Meg Killgorecathcart, Manager Katherine Allen Dawn Andersson Brande Martinez Shannan Willits Stacey Apodaca	503-945-5835 503-945-5745 503-945-5815 503-945-9412 503-945-5836 503-945-5886

Subject	Contact Person	Phone
CONTINUING CARE RETIREMENT COMMUNITIES(CCRC)	David Allm	503-945-6407
CONTRACT RN SERVICE Aging & Physical Disabilities Developmental Disabilities Database for Contract RNs	Megan Hornby, Manager Carmen Spencer, RN Gretchen Thompson, RN Tricia Zuniga	503-945-6415 503-945-6460 503-945-6484 503-945-6397
CORRECTIVE ACTION Adult Foster Homes Adult Foster Homes Nursing Facilities, ALFs & RCF Developmental Disability	Elaine Young, Manager Marie Collins Paul Hsu Hazel Lefler Laurie Lindberg, Manager	503-945-6456 503-945-6403 503-947-5163 503-945-6459 503-945-9807
COST EFFECTIVE HEALTH INSURANCE PREMIUMS (OMAP)	Bambi Van Duren	503-945-6562
COST REPORTS Nursing Facilities	Luis Caraballo, Manager Debbie Harms	503-945-5999 503-945-6885
COUNTY RELATIONS Administrative Support	Jon Cooper, Administrator Cindy Steinkamp	503-947-5189 503-945-9780
DD County Relations, Special Assignments		
24 hour Residential Services, DD	Julie Harrison	503-945-9794
Children's Residential and Proctor Care Services	Darlene O'Keeffe	503-945-9817
Comprehensive In-home Service for Adults (DD)	Jessie Martin	503-945-9798
Contract Administration, Counties/others/ DD/CFAC	Lorraine Burgio	503-945-9783
Crisis Services (DD)	Fred Eldredge Lee Savage	503-947-5193 503-947-5192
DD Local Administration	Leatha Krehoff	503-947-5180
Employment/Alternatives to Employment Services (DD)	Kristine Duffy	503-945-9791
Nursing Home Specialized Services (DD)	Julie Harrison	503-945-9794
OTAC Contract (DD)	Fred Eldredge	503-947-5193
Regional Coordinator, lead	Nancy Herrin	503-945-9820
Regional Crisis Services	Nancy Herrin	503-945-9820
Supported Living	Jessie Martin	503-945-9798
Training & Technical Assistance, DD Crisis Services	Lee Savage	503-947-5192

Subject	Contact Person	Phone
CRIMINAL HISTORY CLEARANCES AND RULES	DHS - Criminal Records Unit Toll Free Georgena Carrow, Manager	503-378-5470 888-272-5545 503-378-8973
CRIMINAL RECORD CHECK Database	Phil McCoy	503-378-8977
DD LICENSING UNIT	Laurie Lindberg, Manager	503-945-9807
DEVELOPMENTAL DISABILITIES COUNCIL	Bill Lynch, Manager	503-945-9942
DIAGNOSIS & EVALUATION DD POLICY	Kathy Richards	503-947-4241
DISABILITY DETERMINATION SERVICES Operations Manager Admin. Support Systems Manager Chief Medical Consultant Manager Disability Hearings Unit Manager Quality Assurance Manager Support Services Manager	Gloria Berning, Program Admin. Ray Strutz Vacant Ken Forbes Dr. William Habjan Jay Minten Hersch Sangster Sue Shiarla	503-945-6291 503-945-6297 503-945-6328 503-945-6330 503-945-6316 503-945-5861 503-945-8992 503-945-6329
DISABILITY SERVICES ADVISORY COUNCIL (DSAC)	Jane-ellen Weidanz Sherry Whitehead, Advocacy Support	503-945-6444 503-945-6833
DISASTER PREPAREDNESS (Field Offices)	Julie Davie, DHS	503-945-6380
ELDERLY RENTAL ASSISTANCE NOTICES	Jeff Miller	503-945-6410
ELECTRONIC BENEFITS TRANSFER (EBT) Liaison	Jennifer DeJong Lydia Dale (CAF)	503-945-5856 503-945-5826
ELIGIBILITY POLICY	Dale Marande, QMB and OHP Jeff Miller, Medicaid and OSIP	503-945-6476 503-945-6410

Subject	Contact Person	Phone
	JoAnne Schiedler, Medicaid & OSIP Kathy Richards, DD Eligibility Erika Miller, General Assistance Sharon Gilles, Presumptive Medicaid Disability Naomi Sacks, APD Eligibility	503-947-5201 503-947-4241 503-945-5974 503-945-6373 503-945-6414
EMERGENCY RESPONSE SYSTEM - LIFELINE	Kathy Labadie, Manager Marilee Bell	503-945-6462 503-947-5262
EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM	Brenda Sheppard	503-947-5204
EMPLOYEE DEVELOPMENT & TRAINING	See Training/Employee Dev.	
EMPLOYEE SUGGESTIONS	Carolyn Wilson	503-945-6478
EMPLOYMENT FOR SENIORS	Kathy Labadie, Manager Lee Girard Amy Evenson	503-945-6462 503-947-1199 503-945-5734
EMPLOYMENT FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES	Kristine Duffy	503-945-9791
EMPLOYMENT INITIATIVE FOR PEOPLE WITH DISABILITIES	Lauren Mitchell	503-945-6479
END OF LIFE ISSUES	Tina Kitchen, Medical Director Lynda Crandall, NP	503-945-5812 503-945-5918
ENERGY ASSISTANCE	Low Income Home Energy Assistance Program (LIHEAP) Toll free	1-866-674-6327
ENERGY PROGRAMS	Contact local community action program	
ENHANCED CARE FACILITIES	Lynda Crandall, NP	503-945-5918

Subject	Contact Person	Phone
ENSURING QUALITY CARE (EQC) TRAINING	Gini Shaw Patty Hall, back up	503-945-5976 503-947-5209
ESTATES ADMINISTRATION	Reception Toll Free Roy Fredericks, Manager Rick Mills, Assistant Manager	503-947-9975 800-826-5675 503-947-9976 503-947-9977
EXCEPTIONAL PAYMENTS Filing request In home In home Adult Foster Care	Mike Maley, Manager Laurie Riedel Darwin Frankenhoff Mary Lang Marie Collins Megan Hornby, Manager	503-945-6462 503-945-8820 503-947-5162 503-945-5799 503-945-6403 503-945-6415
FAMILY CAREGIVING SUPPORT PROGRAM	Judy Bowen	503-945-6401
FEDERAL RESOURCE FINANCIAL ELIGIBILITY Employee development and training Forms/Guides Non-Medical/Waivered Transportation Medicare policy Overpayments Client related policy	DeAnna Hartwig, Administrator Vacant Jennifer DeJong Darwin Frankenhoff Dale Marande Tammy Thomson Jeff Miller	503-947-1180 503-945-5856 503-947-5162 503-945-6476 503-373-1872 x353 503-945-6410
FIELD REVIEWS (AAA APD System & Field Programs) Field Reviews Developmental Disabilities (OAA/OPI) Older Americans Act & Oregon Project Independent Reviews	Judy Giggy, Manager Lynette Durst Trina Binker Kathi Kyes Angela Munkers Wendy Sampels Jon Cooper, Manager Lee Girard	503-947-1179 503-947-1137 503-947-5421 503-947-1190 503-945-6985 503-947-5328 503-947-5189 503-947-1199
FIELD SERVICES Program Operation Manager Business Operation Manager Assistant to Manager Administrative Support	Debra McDermott, Manager Donna Weaver Zarie Haverkate Patrice Dunnigan Deanna Garcia	503-945-6209 503-945-5977 503-945-5809 503-947-5476 503-947-5481

Subject	Contact Person	Phone
FICA PROVIDER REFUNDS	See Provider Payments Unit	
FINANCIAL FRAUD/CONSUMER PROTECTION	Department of Justice, Salem Toll Free	503-378-4320 877-877-9392
FINGERPRINTS	DHS Criminal Records Unit	503-378-5470
FOOD STAMPS General Questions	Lydia Dale (CAF)	503-945-5826
FOOD STAMP REINVESTMENT PROJECT	Vacant	
FORMS/POLICY MANUALS (APD)	Jennifer DeJong	503-945-5856
GARNISHMENTS SPD Employees Providers	Cheryl Luth Janet Zook	503-945-6212 503-945-6695
GOVERNOR'S COMMISSION ON SENIOR SERVICES	Jane-ellen Weidanz Sherry Whitehead	503-945-6444 503-945-6833
GRANT DEVELOPMENT AND MANAGEMENT	DeAnna Hartwig, Administrator Don Fries	503-947-1180 503-945-6455
GREEN THUMB (Experience Works)	See Employment for Seniors Lee Girard	503-947-1199
GUARDIANSHIP/ CONSERVATORSHIP	Stephanie Merhib Valerie Eames, back-up	503-947-5121 503-945-5884
HEALTH AND WELLNESS	See Wellness	
HEALTH SERVICES	Toll free	800-422-6012
HEALTH INSURANCE GROUP (3rd Party Resources)	CAF	503-378-2220
HEARINGS/ELIGIBILITY	See Eligibility Policy	

Subject	Contact Person	Phone
HIPAA (Health Insurance Portability and Accountability Act – Confidentiality)	Judy Giggy, Manager	503-947-1179
HOME HEALTH AGENCY Licensure & Certification In Home Care Agencies	Kathleen Smail Health Services	503-731-4013 800-422-6012
HEMOCARE WORKERS	See Client Employed Provider Program	
HOME CARE COMMISSION	Sharon Miller, Exec. Director	503-947-5169
HOME MODIFICATION FOR SPECIAL NEEDS CLIENTS (DD Clients) (i.e. wheel chair ramp, stair lift etc.)	Gerald Stolp	503-945-9785
IMMIGRATION AND NATURALIZATION SERVICES	Form orders	800-870-3676
INCOME ELIGIBILITY VERIFICATION SYSTEM (IEVS)	Kerri Sullivan	503-378-2101 ext. 313
INCOME VERIFICATION Providers SPD Employees	See Provider Payments Unit Cheryl Luth	503-945-6212
INCOME CAP TRUSTS	Joanne Schiedler Jeff Miller, back up	503-947-5201 503-945-6410
INDEPENDENT CHOICES	Genevieve Sundet, Manager Sue Stoner Cindy Alvarado	503-945-5990 503-945-6413 503-945-6396
IN-HOME SERVICES Policy In-Home Contract Agencies	Mike Maley, Manager Mary Lang Vacant	503-945-6462 503-945-5799
INSURANCE Medicare Supplement (SHIBA)	State Health Ins. Benefit Agency	800-722-4134
LEGAL SERVICES DEVELOPER FOR SENIORS	Kathy Labadie, Manager Janay Haas	503-945-6462 503-945-8999

Subject	Contact Person	Phone
LEGISLATIVE ISSUES State, Federal & Local Issues (coord.)	James Toews, Assistant Director	503-945-5858
LICENSING FACILITIES Adult Foster Homes (APD) Adult Foster Homes (APD) Assisted Living Licensing Plans Review Nursing Home Residential Care Room & Board Registrations Developmental Disabilities 24 hour Resided Adult Foster Home – DD Child Foster Care – DD	Marie Collins Mickey Tate Dennett Taber (Prog. Coordinators) Mike McDermott, 3420 Cherry Ave.NE David Allm (Prog. Coordinator) Allison McKenzie (Prog. Coordinator) Marie Collins Laurie Lindberg, Manager Barb Southard Gary Williams	503-945-6403 503-945-5903 503-945-5793 503-373-7201 503-945-6407 503-945-6404 503-945-6403 503-945-9807 503-945-9816 503-945-7806
LIFESPAN RESPITE CARE PROGRAM	Kathy Labadie, Manager Lee Girard Judy Bowen	503-945-6462 503-947-1199 503-945-6401
LICENSING & QUALITY OF CARE see Abuse complaints see Adult Foster Homes see Client Care Monitoring Units see Community Based Care see Corrective Action see Medically Fragile Children’s Unit see DD Licensing	Cindy Hannum, Administrator Megan Hornby, Manager Elaine Young, Manager Megan Hornby, Manager Elaine Young, Manager Debra Burke, Manager Laurie Lindberg, Manager	503-945-5833 503-945-6415 503-945-6456 503-945-6415 503-945-6456 503-731-3088 ext. 27 503-945-9807
LONG TERM CARE OMBUDSMAN LIAISON	Elaine Young, Manager	503-945-6456
MANUAL/GUIDE DISTRIBUTIONS Adult Protective Service Manuals *CAF Administrative Rules Manual *CAF Computer Guide *CAF Family Services Manual Nursing Facility Licensing Guide Nursing Facility Medicaid Provider Guide OHP Manuals and Guides Program and Other Manuals (on-line only) SPD Administrative Rules (on-line only)	Amy Namitz Annette.Tesch@state.or.us Available on-line only Shelly.Watts@state.or.us Lynda Dyer Lynda Dyer http://www.dhs.state.or.us/policy/healthplan/guides http://www.dhs.state.or.us/spd/tools/index.htm http://www.dhs.state.or.us/policy/spd/rules.htm	503-378-8908 503-945-6398 503-945-6398
*CAF On-line Manuals – http://www.dhs.state.or.us/policy/selfsufficiency/index.htm		

Subject	Contact Person	Phone
MEDIA CALLS Primary Contact (SPD) Elderly Issues, Legislative, Disability Issues	Nadine Jelsing James Toews, Assistant Director	503-945-5950 503-945-5858
MEDICAL DIRECTOR	Tina Kitchin, MD, Manager	503-945-5812
MEDICALLY FRAGILE CHILDREN'S UNIT	Debra Burke, Manager	503-731-3088 ext. 27
MEDICAID State Plan State Plan Filings Policy	Medicaid Fraud - Janeen Robin see Title XIX Lynda Dyer Jeff Miller	503-229-5725 503-945-6398 503-945-6410
MEDICAID MEALS ON WHEELS (Home Delivered Meals)	Kathy Labadie, Manager Naomi Sacks	503-945-6462 503-945-6414
MEDICAID LONG TERM CARE QUALITY & REIMBURSEMENT ADVISORY COUNCIL (MLTCQRAC) Support MLTCQRAC Liaison	Luis Caraballo, Manager Nancy McWherter Sarah Hansen	503-945-5999 503-945-6461 503-945-6465
MEDICARE BUY-IN UNIT (Premiums)	CAF	503-378-2220
MEDICARE (General Public Questions) In English & Spanish Beneficiary Calls Regarding Billing Participating Physician/Supplier Directory List, Fraud, Lost Medical Card, Premiums, Claims Supplemental Insurance (SHIBA) or unresolved problems Discount card/Part D	Medicare general information Refer to Medicare (Part B) Senior Health Ins. Benefits Assist. Dale Marande Joanne Schiedler	800-633-4227 800-444-4606 800-722-4134 503-945-6476 503-947-5201
MENTAL HEALTH LIAISON	Lynda Crandall	503-945-5918
NAPIS (NATIONAL AGING PROGRAM INFORMATION SYSTEM)	Kathy Labadie, Manager Amy Evenson Lee Girard	503-945-6462 503-945-5734 503-947-1199

Subject	Contact Person	Phone
NON-CITIZEN INFORMATION (Food Stamps)	Jennifer DeJong	503-945-5856
NON-MEDICAL WAIVERED TRANSPORTATION	Darwin Frankenhoff	503-947-5162
NURSING	Megan Hornby, Manager	503-945-6415
NURSE DELEGATION	Megan Hornby, Manager Gretchen Thompson, RN	503-945-6415 503-945-6484
NURSING FACILITY Abuse Certification of CNA CNA Registry Change of Ownership, Certification, New licenses Corrective Action Forms, Guides Policy/Rule License Renewal Nursing Facility Monitoring/Survey Out-of-state NF services & reimbursement policy Personal Incidental Funds/Problems with Accounts in Nursing Facilities Reimbursement Resident Rights Involuntary Transfer Swing-bed certification & reimbursement (NF provider tax services in hospitals) policy	Elaine Young, Manager See Abuse Board of Nursing Elaine Young, Manager David Allm Hazel Lefler David Allm David Allm Carolyn Ramus see CCMU offices David Allm David Allm Luis Caraballo, Manager David Allm David Allm	503-945-6456 503-731-4745 503-945-6456 503-945-6407 503-945-6459 503-945-6407 503-945-6407 503-945-5853 503-945-6407 503-945-6407 503-945-5999 503-945-6407 503-945-6407
NUTRITION (SENIORS)	Kathy Labadie, Manager Judy Bowen Lee Girard	503-945-6462 503-945-6401 503-947-1199
OFFICE OF MEDICAL ASSISTANCE PROGRAMS	(OMAP)	503-945-5772 or 800-527-5772
OLDER AMERICANS ACT	Kathy Labadie, Manager Lee Girard Amy Evenson Judy Bowen	503-945-6462 503-947-1199 503-945-5734 503-945-6401

Subject	Contact Person	Phone
OMAP FIELD LIAISON	Donna Weaver	503-945-5977
OMAP POLICY LIAISON	DeAnna Hartwig, Administrator Tina Kitchin, MD, Manager	503-945-6458 503-945-5812
OMBUDSMAN (LONG TERM CARE)	Meredith Cote Toll free	503-378-6533 800-522-2602
ON-LINE MANUALS/APD STAFF RESOURCES	Jennifer deJong	503-945-5856
OREGON HEALTH PLAN (OHP) Automated Information System (OMAP) Billing		800-522-2508 800-922-7592
OREGON PROJECT INDEPENDENCE (OPI) *Budget	Kathy Labadie, Manager Amy Evenson Lee Girard Vacant	503-945-6462 503-945-5734 503-947-1199 503-945-6220
OVERPAYMENTS	Tammy Thomson	503-373-1872 ext 353
PACE PROJECT (PROVIDENCE ELDER PLACE)	Elaine Young, Manager	503-9456456
PAY-IN TECHNICAL ASSISTANCE	See Client Pay-In	
PAYMENT ALERT	DHS Accounting	503-945-5640
PAYMENT ISSUES (CEP & 512)	Providers - call local SPD/AAA Local office staff - See Provider Payments Unit	
PERFORMANCE MEASURES	Margie Bibby	503-945-6836
PERSONAL CARE SERVICES	Mary Lang	503-945-5799

Subject	Contact Person	Phone
PERSONNEL	Sue Nelson, HR Director Bee Ferguson, HR Assistant Angela Young, SR HR Manager Maureen Renner, HR Generalist Pat Kettleson, HR Generalist Terri Mahlum, HR Generalist	503-945-5725 503-945-5648 503-945-5845 503-945-6470 503-945-5740 503-945-5697
POWER OF ATTORNEY Case Management Healthcare, Advanced Directive Eligibility	Judy Giggy, Manager Janay Haas Janay Haas	503-947-1179 503-945-8999 503-945-8999
PRE-ADMISSION SCREENING (PAS) - MEDICAID	Kathy Labadie, Manager Marilee Bell	503-945-6462 503-947-5262
PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASSR) Developmental Disabilities Pre - Admission Screening Pre - Admission Screening Form Mailing/Invoice Processing Resident Review for Mental Health	Kathy Labadie, Manager Helen Emmons Marilee Bell Cindy Alvarado -Staff Support Cindy Alvarado Sandra Moreland-Office of Mental Health	503-945-6462 503-947-4229 503-947-5262 503-945-6396 503-945-6396 503-945-9715
PRESUMPTIVE MEDICAID DISABILITY DETERMINATION	Nancy Talbot, Manager Carmen Espinosa, Policy Sharon Gilles, Policy Sharlene Paakki, Field Liaison Amanda Gulliksen, Field Liaison Ruth Studer, Field Liaison	503-945-5831 503-947-5005 503-945-6373 503-945-5678 503-945-6451 503-945-6076
PRIVATE-ADMISSION ASSESSMENT (PAA) Policy/Process Questions	Kathy Labadie, Manager Marilee Bell, Policy Cindy Alvarado - Staff Support	503-945-6462 503-947-5262 503-945-6396
PROTECTIVE SERVICES MACROS	Margie Bibby	503-945-6836
PROTECTIVE SERVICES Abuse complaints CP Services – AAA/SPD	See Abuse Complaints Eva Kutas, Manager , Investigation & Training, DD Local County Judy Giggy, Manager Morgen Brodie	503-945-9491 503-947-1179 503-945-6079

Subject	Contact Person	Phone
PROVIDER PAYMENTS UNIT Adjustments, Forcing/Creating Vouchers, Late Payments, In-Home Services Provider Employment Verifications Late Payments, Replacement Checks, CBC Provider Employment Verifications Provider Enrollment Returned Provider Checks W-2s, 1099s DD/MH 20 Hour Personal Care Payments DD/MH CBC Payments	Shiela Carter, Manager Janice Palmer Linda Wiktorek Stakio Sam Stakio Sam Reception Teresa Snook Shannon Stamps Denise Henderson	503-945-5841 503-947-5346 503-945-6741 503-947-1141 503-947-1141 503-947-1141 503-947-5427 503-945-5820 503-947-5268
PROVIDER TAXES	Julia Huddleston, Manager Chris Pascual	503-945-6392 503-945-7035
QMB (QUALIFIED MEDICARE BENEFICIARIES) Questions To Apply	Dale Marande Jeff Miller Local office	503-945-6476 503-945-6410
RACF ADMINISTRATION For RACF IDs and access issues	Tishri Whiteside, RACF Administrator Shannan Willits, back up See Local SPD/AAA sub-administrator	503-945-6386 503-945-5836
RATE EXCEPTION REQUESTS (LTC) (CBC-512)	Luis Caraballo, Manager Laurie Riedel Sarah Hansen	503-945-5999 503-945-8820 503-945-6465
RESIDENTIAL CARE FACILITIES	Allison McKenzie	503-945-6404
RESIDENTIAL SERVICES – 24 HOUR DD	Julie Harrison	503-945-9794
RESIDENTS RIGHTS Involuntary Transfer	David Allm	503-945-6407
RESPIRE CARE Lifespan Respite Care Policy Program Development	Kathy Labadie, Manager Lee Girard Judy Bowen	503-945-6462 503-947-1199 503-945-6401
RETENTION SCHEDULE - forms/records	Kim Redinger	503-945-6395

Subject	Contact Person	Phone
RETIRED SENIOR VOLUNTEER PROGRAM (RSVP) Action Programs Include: Senior Companion	Kathy Labadie, Manager Lee Girard Judy Bowen	503-945-6462 503-947-1199 503-945-6401
RISK INTERVENTION/APD	Judy Giggy, Manager Vacant, Case Management Morgen Brodie, Protective Services	503-947-1179 503-945-6079
RISK MANAGEMENT COORDINATOR	Gene Sundet	503-945-5990
ROOM AND BOARD REGISTRATIONS FOR CBC FOR APD CLIENTS	Marie Collins	503-945-6403
RULES COORDINATION & FILING	Lynda Dyer	503-945-6398
SENIOR CENTER MEAL SITES	Kathy Labadie, Manager Lee Girard Judy Bowen	503-945-6462 503-947-1199 503-945-6401
SENIOR EMPLOYMENT/TITLE V	Kathy Labadie, Manager Amy Evenson Lee Girard	503-945-6462 503-945-5734 503-947-1199
SENIOR FARMER'S MARKET NUTRITION PROGRAM	Lauren Mitchell, Coordinator Jeff Miller, back up	503-945-6479 503-945-6410
SERVICE ELIGIBILITY APD Service Eligibility DD Service Eligibility DD Service Record (SL01)	Naomi Sacks Mary Lang – back up Kathy Richards Angel Bringelson	503-945-6414 503-945-5799 503-947-4241 503-945-9775
SPECIALIZED LIVING SERVICES (APD)	Mary Lang	503-945-5799

Subject	Contact Person	Phone
SPOUSAL PAY PROGRAM	Mary Lang – Policy Darwin Frankenhoff– Eligibility List	503-945-5799 503-947-5162
SPOUSAL IMPOVERSHIPMENT/ SUPPORT ORDERS	Joanne Schiedler Jeff Miller, back up	503-947-5201 503-945-6410
SSI-CLIENT CHECKS/ RECOVERY	Tami Woodward	503-945-6481
SSI LIAISON PROGRAM COORDINATION	Nancy Talbot, Manager Sharon Gilles Erika Miller	503-945-5831 503-945-6373 503-945-5974
STATE PLAN PERSONAL CARE (20 HRS.) POLICY	Mary Lang	503-945-5799
STATE-OPERATED COMMUNITY PROGRAM	Deanna Bathke, Manager	503-945-9235
STATISTICS	DeAnna Hartwig, Administrator Fran Pfohman Margie Bibby	503-947-1180 503-945-6986 503-945-6836
SUPPLEMENTAL SECURITY INCOME/SOCIAL SECURITY DISABILITY INSURANCE (SSI/SSDI)	Erika Miller SSI Toll Free	503-945-5974 800-772-1213
SUPPORT SERVICES, Adult (DD)	Mike Maley, Manager	503-947-4228
SUPPORT SERVICES, CHILDREN (DD)	Kathy Labadie, Manager	503-945-6462
SUPPORTED LIVING SERVICES- (DD)	Jessie Martin	503-945-9798
SUPPORT SERVICES BROKERAGE FOR PERSONS WITH DEVELOPMENTAL DISABILITY	Mike Maley, Manager	503-947-4228

Subject	Contact Person	Phone
SURVEY (NF) (ALF) (RCF) (See CCMU)	Elaine Young, Manager	503-945-6456
SURVEY DD	Laurie Lindberg, Manager	503-945-9807
SURVEY RECORDS (NF)	Carolyn Ramus	503-945-5853
TITLE V (SENIOR EMPLOYMENT ISSUES)	Amy Evenson Lee Girard	503-945-5734 503-947-1199
TRAINING/EMPLOYEE DEVELOPMENT Scheduling Information Trainers	DeAnna Hartwig, Administrator Amy Namitz Dale Marande Lauren Mitchell Brenda Sheppard Joanne Schiedler	503-947-1180 503-378-8908 503-945-6476 503-945-6479 503-947-5204 503-947-5201
TRAINING CENTER (KEIZER) (Employee Development Center)	Amy Namitz, Scheduling	503-378-8908
TRANSMITTALS Coordinator Back up Back up Web Posting	Bobbie Arteg Amanda Gulliksen Cheryl Lyons Jennifer deJong	503-945-8821 503-945-6451 503-945-6058 503-945-5856
TRANSPORTATION Title XVI, XVIII, & Older Americans Act; Discretionary Grants Medical Transportation Reimbursement Non-Medical/Waivered Transportation (APD) Developmental Disability	Lee Girard Larry Daimler, OMAP Darwin Frankenhoff Sue Stoner	503-947-1199 503-945-6493 503-947-5162 503-945-6413
TRAVEL COORDINATOR SPD (Out of State)	Carolyn Wilson	503-945-6478
TRAVEL REIMBURSEMENT (TEDS) (SPD)	Barbara Rector	503-945-9409
TRIBAL LIAISON SPD	Kathy Labadie, Manager Judy Bowen	503-945-6462 503-945-6401

Subject	Contact Person	Phone
UNEMPLOYMENT INSURANCE (Homecare Worker/CEP Claims)	Gayle Holderby	503-945-6408
VENTILATOR CLIENTS Payment AFH Payment AFH and Nursing facilities Nursing Consultation Children with disabilities	Marie Collins Chris Pascual Megan Hornby, Manager Debra Burke	503-945-6403 503-945-7035 503-945-6415 503-731-3088 xt27
VOLUNTEERS (Elderly Program)	Kathy Labadie, Manager Lee Girard	503-945-6462 503-947-1199
W-2 ISSUES, 1099, & FICA REFUNDS	See Provider Payments Unit	
WAIVER 1915(c) and 1115(c)	DeAnna Hartwig, Administrator	503-947-1180
WEB PAGE COORDINATION SPD Administrative Rules Section APD Staff Resources Section DD Resources	Jane-ellen Weidanz, Lead web coordination Lynda Dyer Jennifer DeJong Toni Larson	503-945-6444 503-945-6398 503-945-5856 503-945-9823
WELLNESS/PREVENTION	Jennifer Mead	503-945-6412