

**APD Technical Assistance Guide
(Includes Other DHS/OHA Departments)
April 2017**

Subject	Contact Person	Phone
ABUSE – Adults or Elder Abuse of adults 65 or older or for persons with physical or developmental disabilities or receiving AMH county services.	Office of Adult Abuse Prevention & Investigations (OAAPI), 201 High St SE, Ste. 500, Salem, 97301 Main Number Toll-Free Fax Justin Hopkins, Director John Thompson, Deputy Director	503-945-9495 866-406-4287 503-945-9893 503-945-9491 503-945-9498
ABUSE COMPLAINTS		
Adult Protective Services/Elder Abuse	Allison McKenzie Valerie Eames	503-947-5447 503-945-5884
Adult Protective Services Training	OAAPI Training Unit	503-945-9495
Making Complaints	Contact local APD/AAA office	
Mandatory Reporting for Abuse	" " " "	
Adult Foster Homes	" " " "	
Assisted Living Facilities	" " " "	
Nursing Facilities	" " " "	
Residential Care Facilities	" " " "	
Statistics	Sheryl Luper	503-947-5439
Abuse of DD or Mental Health	Contact Local County DD/MH Office	
ABUSE for Oregon State Hospital (OSH)	Alyssa Taylor (primary) Main #	503-945-0947 503-945-9495
OAAPI /DD/MH Abuse Policy ABUSE PREVENTION	VACANT	
ACCESS (APD Oregon ACCESS)	Service Desk	503-945-5623
ADA	See Americans with Disabilities Act	
ADDRESS (Central Office) [corners of Marion, Summer, Union, and Capitol Streets]	Administration Aging and People with Disabilities (APD) 500 Summer Street NE, E02 Salem, OR 97301-1073 Main Phone: 503-945-5811 Toll-Free & TTY: 800-282-8096 Fax: 503-373-7823	
ADMINISTRATION (APD) APD Director APD Deputy Director Deputy Operations Director Deputy Operations Director Executive Assistant Executive Assistant Admin Support Project Manager Communications Communications APD Financial & Provider Tax Analyst	Ashley Carson Cottingham Mike McCormick Nate Singer Ian Wilson Debbie Harms Alex Pelusi Amy Namitz Jennifer Stallsworth Sherryl Hoar Tomas Peine Tammy Erb	503-947-1100 503-945-6229 503-269-8913 503-991-6431 503-947-5476 503-945-6023 503-945-6979 503-269-7308 503-779-9317 971-718-1701 503-947-5433
ADMINISTRATIVE RULES (OARs) - DHS	Kimberly Colkitt-Hallman, Rules Coordinator	503-945-6398
ADRC (see Aging & Disability Resource Connection)		
ADULT DAY SERVICES	Darwin Frankenhoff	503-947-5162
ADULT FOSTER HOME (AFH) Aging & People with Disabilities (APD)	Lynette Caldwell, Manager	503-373-2083
Process to become a AFH	Call Local APD/AAA Office	
Provider Complaints		
Corrective Action Coordinators	Robert Gust Kristina Krause Jaime Howard-Chavez	503-373-2061 503-373-2074 503-373-1994

Subject	Contact Person	Phone
	Debbie Lutes	503-373-7197
Policy Analysts	Sylvia Rieger Loda Bales	503-373-2133 503-373-1785
Multnomah County Licensing	Felicia Nelson, Manager (MCADS)	503-988-3000 x26458
Self-Study & Other Training	spd.hsu@state.or.us afhtraining.spd@state.or.us http://cms.oregon.gov/dhs/spd/pages/provtools/afh-apd/index.aspx	Refer to email addresses & website.
Training Credit Committee [TCC] APD-DD-AMH	Janet Brattin	503-945-6412
ADVOCACY & DEVELOPMENT UNIT SB21/LTC 3.0 ODHH, GCSS, Service Equity SB 21/LTC 3.0, ODC, Innovations Fund, MLTCQRAC OMMP, ODC, MLTCQRAC, Caregivers GCSS, Service Equity ODHH, Service Equity LTSS Innovator Agent and Health Care Transformation Health Care Transformation Admin . ODC, OMMP, Caregivers Admin Support	Julie Jacobs, Manager Rebecca Arce Max Brown Vacant Theresa Powell Jeffrey Puterbaugh Naomi Sacks Deborah White Kelsey Gleeson	503-947-2321 503-381-6166 503-945-6993 971-301-1618 503-947-1189 503-385-7168 971-301-1023 503-602-8142
AGING AND DISABILITY RESOURCE CONNECTION (ADRC) https://adrcoforegon.org	Kristi Murphy, Communications/Outreach Sarah Odell, Manager	503-945-6181 503-945-6140
AMERICANS WITH DISABILITIES ACT (ADA)	http://www.ada.gov/ For general information, answers to specific technical questions, free materials, or information about filing a complaint	800-514-0301 (v) 800-514-0383 (tty)
Northwest ADA Information Center	http://www.dbtacnorthwest.org/ For general information, such as ADA compliance issues. (TTY)	800-949-4232 800-514-0383
Building Regulations and Specifications DHS Facilities	Oregon Building Codes Division	503-378-4133 503-945-5817
Accessibility Issues, resources, etc.	Disability Rights Oregon (formerly Oregon Advocacy Center) http://disabilityrightsoregon.org/	800-452-1694
Alternate Format Coordinator	Lori Nelson	503-945-5941
Hearing Loss/Interpreter Services	Vacant	
Area Agencies on Aging (AAA) Liaison	See State Unit on Aging	
APD FIELD SERVICES UNIT Field Services Administrator Exec Assistant to Field Services Manager Field Operations Field Operations Administrative/Technical Support	Angela Munkers Cristina Essery Caryn Whatley Lauren Mitchell Janet Morse	503-945-6209 503-945-6272 503-947-5427 503-945-6479 503-490-4370
APD Central Delivery Supports Unit Complex Care Coordinator Complex Case Financial Eligibility Specialist Complex Case Transition Coordinator Complex Case Transition Coordinator Rate – LTC LTC CRN/NF Contract Administrator Field Support Analyst Contract Compliance Coordinator APD Enhanced Care Coordinator Diversion/Transition Coordinator Junction City Eligibility CBC Exceptions, (DME Field Liaison, Payment to AFH-Vent Clients) Behavior Support & Memory Care	Kevin Everidge, Manager Tara Bohren Jillian Jamieson Beth Lee Shannon Agee Betew Hagos Sarah Hansen Karen Kaino Vacant Melissa Taber Amy Gordin Tammy Mazon Margaret May Matt Baldwin	503-781-4668 503-945-5790 971-719-6032 971-600-7239 503-507-9452 503-856-6423 503-945-6465 503-569-7034 503-945-5446 503-947-5169 503-945-5659 503-945-6484 503-945-6418 503-947-5497

Subject	Contact Person	Phone
Coordinator Contracts and Support	Beverley Pinkerton	503-945-6037
ASSISTED LIVING FACILITIES Policy Analysts	Ana Potter, CBC Program Manager Warren Bird Debbie Concidine Kim Hector Becky Mapes	503-373-2182 503-373-1959 503-373-1975 503-373-0246 503-373-2076
Corrective Action Coordinators	Jeremiah Adams Robin Duval Nikki Stifel Sean Scott	503-373-2072 503-373-1982 503-373-2172 503-373-7259
Support Staff	Lynda Freeman	503-373-2130
AUTOMOBILES State Cars	DAS Motor Pool, Salem only	503-378-4377
Attached to & parked under HSB.	Lobby Reception HSB.Lobby@state.or.us	503-945-6798
BACKGROUND CHECK	DHS – Background Check Unit-Main	503-378-5470
CLEARANCES AND RULES	Toll Free	888-272-5545
BOARD OF NURSING LIAISON	Deborah Cateora	503-373-1969
BOARD OF NURSING	oregon.bn.info@state.or.us	971-673-0685
BUDGET	Ralph H. Amador, Administrator	503-569-1632
APD Analyst	Carol Pelton	503-945-7742
Program Support Analyst	Carla Bird	503-945-6353
BUILDING CODES DIVISION (Oregon)	Building regulations & specifications.	503-378-4133
CASE MANAGEMENT Case Management Training/Policy (APD)	Darwin Frankenhoff Darla Zeisset Kelsey Weigel	503-947-5162 503-945-7305 503-779-6849
Technical Assistance (APD)	Christine Maciel Ben Sherman	503-881-9064 503-602-3471
CAWEM (Citizen Alien Waived Emergent Medical)	Michael Avery Trevor Baker	503-373-0380 503-373-0208
CBC	See Community Based Care	
CENTER FOR MEDICARE & MEDICAID SERVICES (CMS)		
Waivers & State Plan	Chris Pascual, APD Joli Schroader, ODDS	503-779-6408 503-507-2083
CERTIFICATE OF NEED	Office of Health Policy	503-731-4320
Central Office Questions	Renee Shearer	503-373-2164
CERTIFIED NURSING ASSISTANT (CNA) /DINING ASST. TRNG REIMBURSEMENT	Joanne Birney	503-373-1964
CHILDREN'S MEDICAL ELIGIBILITY UNIT (CMEU)	Kevin Nygren, Manager Vacant (676 Church St. NE) Barbara Carroll (676 Church St. NE) Paula Garmon (676 Church St. NE) Eleni Gialoyrakes (676 church St NE) Fax	503-945-5799 503-378-5768 503-378-5795 503-378-8191 503-378-5114 503-378-5588
CHILDREN'S BENEFITS UNIT (CBU)	Brian Kirk (Manager) Holly Beytebiere Angelina Goldshteyn Sharlene Paakki Cindy Pryor	503-373-0271 503-373-1096 503-373-1121 503-373-1225 503-373-1004
CLIENT ASSESSMENT & PLANNING SYSTEM POLICY (CAPS) TOOL	Christine Maciel	503-881-9064
CLIENT CARE MONITORING UNITS NF (CCMUs)	Cory Oace, NF Survey Manager Keith Ramey, NF Survey Manager	503-373-2179 503-373-2092
CLIENT DEMOGRAPHICS	Anna Cox	503-945-6680
CLIENT EMPLOYED PROVIDER PROGRAM		
Provider Payment Questions	Call Local APD/AAA Office	
General Information	Call Local APD/AAA Office	
Home Care Worker Enrollment/Payments	Call Local APD AAA Office	
Policy	Darla Zeisset	503-945-7305
In-Home Exceptions Policy	Kelsey Weigel	503-779-6849

Subject	Contact Person	Phone
Home Care Worker Administrative Review	Darla Zeisset	503-945-7305
Home Care Worker Unemployment Questions	Tricia Wright-Coleman Darla Zeisset	503-947-5346 503-945-7305
Payment/Technical Assistance (adjustments, W2s, lost checks, etc.)	See Provider Relations	
CLIENT MAINTENANCE UNIT	Main Number	503-378-4369
CLIENT PAY-IN ISSUES		
Policy related	Michael Avery	503-373-0380
Receipting	APD.ClientReceipting@state.or.us	
Refunds, technical assistance	Service Desk	503-945-5623
COMMISSIONS		
Governor's Commission on Senior Services (GCSS)	Rebecca Arce	503-947-5019
Oregon Disabilities Commission (ODC)	Max Brown	503-945-6993
	Deborah White	971-301-1023
ODHH A/C	Theresa Powell	971-301-1618
	Rebecca Arce	503-947-5019
	Deborah White	971-301-1023
Medicaid Long Term Care Quality & Reimbursement Advisory Council (MLTCQRAC)		
COMMUNITY-BASED CARE (CBC)		
Specific Needs Contracts	Vacant	
Enhanced Care Coordinator	Melissa Taber	503-947-5169
Behavior Support Services Coordinator	Mathew Baldwin	503-947-5497
Diversion/Transition	Amy Gordin	503-945-5659
Payment Rates	Betew Hagos	503-856-6423
	Email: Specific-Needs.Contract-team@state.or.us	
Facility Rates/Specialized Rates	Betew Hagos	503-856-6423
Licensing & Complaint Investigations	Doug Colling, Manager	503-624-4371
Toll free: 844-503-4773	Heather Niemie-Zaman, Admin Support	503-624-4364
Email: licensing.complaint@state.or.us		
Complaint Specialist's	Lisa Cole	541-693-2833
	Mario Giscome	503-673-7009
	Jonathan Henkin	971-330-0453
	Megan Hill	503-624-4390
	Aaron Lenox	541-963-7276x333
	Diana Lewis	503-373-1170
	Joe Mesta	541-471-3823
	Shelley Mickel	971-673-3347
CBC/512 Payment Support	Colleen Thompson	503-945-6741
see Assisted Living		
see In-Home Services		
see Residential Care Facilities		
COMMUNITY DEVELOPMENTAL DISABILITY PROGRAM (CDDP)		
Technical Support for CPMS	Kim Bienkowski	503-947-5174
COMPUTER HELP & ISSUES		
Problems/Lost Reports/Questions	DHS/OHA OIS Service Desk (Salem) DHS.SERVICEDESK@state.or.us	503-945-5623
Security Access for Staff	Call Local Office Sub-administrator	
Sub-administrator Technical Assistance Chief Data Steward APD/ODDS	Marci Lail APD.Security-Requests@state.or.us	503-945-5833
Security Policies	Brande Martinez, DHS Information Security Officer	503-945-9412
COMPUTER REPORTS & DATA REQUESTS; COMPUTER CODING – POLICY RELATED		
Web 723	Service Desk	503-945-5623
CAF Computer Guide	See Manual/Guide Distributions	
Policy related – SNAP	SNAP.POLICY@dhssoha.state.or.us	
Policy related – QMB, OSIPM	Michael Avery	503-373-0380
	Trevor Baker	503-373-0208
	Heather Williams	503-508-1847
Express Payment and Reporting System	Brande Martinez	503-945-9412

Subject	Contact Person	Phone
(eXPRS) Business Analysts	Kim Bienkowski	503-947-5174
MMIS	Nancy Rickenbach, Manger	503-945-6014
CONTINUING CARE RETIREMENT COMMUNITIES (CCRC)	Vacant Sean Scott	503-373-1760 503-373-7259
CONTRACT RN SERVICE Policy Contract Administrator	Becky Callicrate Sarah Hansen Email: LTC.NSG@state.or.us	503-945-6601 503-945-6465
Controlled Correspondence (Public Records Request)	Sherryll Hoar Sherryll.j.hoar@state.or.us Tom Peine thomas.peine@state.or.us	503-779-9317 971-718-1701
COST REPORTS	Jane-ellen Weidanz	503-602-8399
Nursing Facilities	Cindy Susee	503-945-6448
DEAF & HARD OF HEARING SERVICES, OVRS	Vacant, Communication Coordinator Toll-Free & TTY	800-521-9615
DEVELOPMENTAL DISABILITIES COUNCIL (Oregon) [OCDD]	Jaime Daignault, Executive Director	503-945-9942
DHS SERVICE DESK	Salem Email: DHS.SERVICEDESK@state.or.us	503-945-5623
DISABILITY DETERMINATION SERVICES 3150 Lancaster Dr NE, Salem (Unit consists of over 175 staff.)	Mary Gabriel, DDS Program Administrator	503-986-4809
	Main reception No. Toll free Fax	503-986-5100 800-452-2147 503-362-5009
Operations Manager	Jay Minten	503-986-4803
Assistant Operations Manager	Annette Roth-Frank	503-986-4830
Administrative Support	Robyn Costello	503-986-4813
Systems Manager	Ken Forbes	503-986-4877
Disability Hearings Manager	Heather Emberson	503-986-4941
Quality Assurance Manager	Alicia Bowman	503-986-4867
Chief Medical Consultant Manager	Dr. William Habjan	503-986-4993
Support Services Manager	Julie Sanchez	503-986-4802
DISABILITY RIGHTS OREGON	Formerly Oregon Advocacy Center	800-452-1694
DISABILITY SERVICES ADVISORY COUNCIL (DSAC)	Contact Program Manager in Local APD/AAA Office	
DISASTER PREPAREDNESS (Field Offices) & REPORTING (Disaster Planning)		
DIVISION OF MEDICAL ASSISTANCE PROGRAMS (also Office of Medical Assistance Programs), OHA	(DMAP) Toll Free Provider Services Unit	503-945-5772 800-527-5772 800-336-6016
DMAP (DME) FIELD LIAISON	VACANT	
DMAP POLICY LIAISON	VACANT	
DSAC (Disability Services Advisory Council)	Contact District Manager in Local APD/AAA Office	
ELDERLY RENTAL ASSISTANCE NOTICES	Michael Avery Department of Revenue	503-373-0380 800-356-4222 503-378-4988
ELECTRONIC BENEFITS TRANSFER (EBT) Liaison	Bill Walker	503-945-6075
ELIGIBILITY AUTOMATION/MAGI/Affordable Care Act	Heather Williams	503-508-1847
ELIGIBILITY POLICY QMB OSIPM and OHP Pre-release/Inmate Eligibility Pay-In, Special Needs OSIPM Protected Trusts and Support Orders, OSIPM ODDS Service Eligibility Policy	Heather Williams Michael Avery Jeff Stell Chris Ellis Trevor Baker Bill Brautigam Chelas Kronenberg	503-508-1847 503-373-0380 503-373-1425 503-373-2305 503-373-0208 503-373-0759 971-600-7892

Subject	Contact Person	Phone
Long Term Care Eligibility Long Term Care Eligibility Presumptive Medicaid	Darla Zeisset Ben Sherman Marcy Mee	503-945-7305 503-602-3471 503-373-0775
EMERGENT ALIEN SERVICES (emergency only)	Trevor Baker, Citizenship Michael Avery	503-373-0208 503-373-0380
EMERGENCY PREPAREDNESS POLICY Workplace Incident Response Procedures	Robert Salinas III	503-945-6380
EMERGENCY RESPONSE SYSTEMS (Lifeline, Life alert, etc.)	Kelsey Weigel, In-Home Services	503-779-6849
EMPLOYED PERSONS WITH DISABILITIES (EPD) PROGRAM - APD	Trevor Baker Jeff Stell	503-373-0208 503-373-1425
EMPLOYMENT FOR SENIORS - APD	Sarah Odell, Manager Ryan Kibby - SCSEP	503-945-6140 503-945-6041
ENERGY ASSISTANCE	Low Income Home Energy Assistance Program (LIHEAP) www.energynear.org , select state	866-674-6327
ENERGY PROGRAMS	Contact local community action program	
ENHANCED CARE FACILITIES		
Policy, Technical Assistance Rule	Melissa Taber Kathryn Nunley	503-947-5169 503-947-2309
ENSURING QUALITY CARE (EQC) TRAINING	Deborah Cateora	503-373-1969
EQC MANUALS	Sylvia Rieger	503-373-2133
ESTATES ADMINISTRATION 2850 Broadway NE, Salem, OR 97303 P.O. Box 14021, Salem, OR 97309	Karen Carson, Manager Reception Main No. Toll Free Fax	503-378-5213 503-378-2884 800-826-5675 503-378-3137
Pay Off Estate	Receipting	503-947-5014
EXCEPTIONAL PAYMENTS	VACANT Kelsey Weigel, In-Home Betew Hagos, Adjustments	503-945-6418 503-779-6849 503-856-6423
To submit requests:	spd.exceptions@state.or.us	
eXPRS	See IT Business Support Unit	
	Computer Help	503-945-5623
FAIR HOUSING	See Housing	
FAMILY CAREGIVING SUPPORT PROGRAM (Older Americans Act)	State Unit on Aging	503-373-1726
FINANCIAL FRAUD/CONSUMER PROTECTION	Department of Justice, Salem Toll Free	503-378-4320 877-877-9392
FINGERPRINTS	DHS Background Check Unit	503-378-5470
FOOD STAMPS (SNAP) General Policy Questions	Eligibility and Disbursement through local DHS office	
FORMS/POLICY MANUALS (APD)	Heather Williams - Policy Manuals Tammy Mazon - Forms	503-508-1847 503-945-6484
FRAUD INVESTIGATIONS UNIT	Main Number	877-888-3578
FRAUD REPORTING & INVESTIGATIONS	Client and/or Provider	888-372-8301
GARNISHMENTS APD Employees	Payroll Reception Carolyn Melton	503-945-5634 503-945-8996
Providers	Reception	503-947-5126
GENERAL ASSISTANCE (GA) 3420 Cherry Avenue, Suite 140 Salem, OR 97303	Erika Miller, Manager Brian Kirk, Manager Marcy Mee, Manager Randi Blumeson, OPA3 Toll Free Fax	503-373-0756 503-373-0271 503-373-0775 503-378-2660 866-535-8431 503-373-7902
Housing Specialists	Alice McDonald Korey Kanaeholo	541-684-2326 503-373-7179
Office Specialist	Estelle Manifesto	503-373-1592

Subject	Contact Person	Phone
HSS1	Birgitte Scholtz	503-373-2918
GOVERNOR'S ADVOCACY OFFICE (GAO)	Zachary Gehringer, Administrator Main No. Toll Free	503-945-5665 503-945-6904 800-442-5238
	Children & Youth Foster Care Toll Free Line	855-840-6036
GOVERNOR'S COMMISSION ON SENIOR SERVICES (GCSS)	Rebecca Arce	503-947-5019
GUARDIANSHIP/ CONSERVATORSHIP (for APS)	Valerie Eames	503-945-5884
HEALTH DEPARTMENT PUBLIC	Portland	971-673-1222
HEALTHY AGING PROGRAMS	Jennifer Mead	971-673-1035
HEALTH INSURANCE GROUP (HIG)	3 rd party resource – Main #	503-378-6233
HEARINGS (APD)	Carol Mauser, Manager	541-370-5559
HEARING REPS (APD Field Services)	Heather Bell (Lead Worker) Mike Cook Rob Kale Traci Lerner Kareema Radford Melanie Reese Cary Rhoads Jill Sipes Michael Tonn Trish Tran Shari Young Email: apd.hearings@state.or.us	541-885-7626 503-469-2700 541-857-2209 541-705-7324 541-705-5581 503-956-5210 541-670-8678 503-373-0758 503-373-1222 503-373-7221 541-705-0060
Hearings Request Coordinator for APD/AAA's	Janet Morse Fax - 503-945-6296	503-490-4370
HIPAA (Health Insurance Portability and Accountability Act – Confidentiality)	Dale Elder, Manager	503-945-6589
HOME HEALTH AGENCY	Dana Selover, M.D.	971-673-0540
Health Care Licensure & Certification	Health Services	800-422-6012
HOME CARE WORKERS	See Client Employed Provider Program	
OREGON HOME CARE COMMISSION	676 Church Street NE, Salem 97301	
Executive Director	Cheryl Miller	503-378-2733
Executive Support Specialist	Joanna Gould	503-378-4984
Program Manager	Roberta Lilly	503-378-8194
STEPS Coordinator	Lindsay Vanderworker	503-378-2661
STEPS/THW Support Specialist	Nancy Janes	503-378-4050
Workers' Compensation Coordinator	Kelly Rosenau	503-378-3099
Workers' Compensation Specialist	Ann Melendy	503-378-2013
DD/MH Committee Coordinator	Ray Miller	503-378-3121
Special Projects Coordinator	Jenny Cokeley	503-378-8190
Registry Support Specialist	Cheree Kline	503-373-2109
Training Administrative Specialist	Matt Crandall	503-373-7612
HCW Training Coordinator	Vacant	
PSW Training Coordinator	Vacant	
THW Training Coordinator	Vacant	
PSW Training Specialist	Vacant	
Operation & Policy Analyst 2	Vacant	
Fiscal Analyst 3	Vacant	
DD/MH Committee Support Specialist	Vacant	
Accounting Tech	Vacant	
OHCC Toll-Free		877-867-0077
OHCC Fax		503-378-2647 or 503-378-5886
Workers' Comp Toll-free		888-365-0001
HOSPICE	Portland (Health Services)	971-673-0540

Subject	Contact Person	Phone
HOUSING (FAIR) Discrimination Protections	Fair Housing Council www.FHCO.org	800-424-3247 Ext. 2
Landlord/Tenant	Community Alliance of Tenants(CAT) http://www.oregoncat.org Legal Aid Services of Oregon (LASO) http://www.oregonlawhelp.org	
HUMAN RESOURCES (DHS) HR Director HR Shared Services Operations Admin Senior HR Manager Executive Assistant Employee Management Coach Employee Management Coach Labor Relations Coach Records Specialist Workforce Recruitment Consultant	Becky Daniels Michelle Johnson Cindy Hoffman Jennifer Walker Bee Ferguson Shawn Noren Deborah Godina Aaron Hoenig Chris Fisher	503-945-6470 503-269-7460 503-947-5292 503-945-6211 503-945-5648 503-569-5427 503-945-5924 503-945-7789 503-871-4687
IMMIGRATION AND NATURALIZATION SERVICES	Form orders	800-870-3676
INCOME VERIFICATION		
Providers	See Provider Relations	
APD Employees	DHS Payroll	503-945-5634
INCOME CAP TRUSTS	Bill Brautigam	503-373-0759
INDEPENDENT CHOICES PROGRAM	Jane-ellen Weidanz, Manager	503-602-8399
Policy/Rules	Kelsey Weigel	503-779-6849
For ICP questions:	icpspd@state.or.us	
IN-HOME CARE AGENCY LICENSING	Dana Selover, MD (See Home Health Agency or use Hospice Contact Person)	971-673-0540
IN-HOME SERVICES (APD) In-Home Rules/Policy In-Home Risk Referrals email: In-Home Contract Agencies Independent Choices Program Spousal Pay Specialized Living Service Priority/Case Management Service Eligibility State Plan Personal Care Policy CA/PS	Jane-ellen Weidanz, Manager Darla Zeisset Mat Rapoza risks.spd-inhome@state.or.us Darwin Frankenhoff Kelsey Weigel Darwin Frankenhoff Darwin Frankenhoff Ben Sherman Ben Sherman Ben Sherman Christine Maciel	503-602-8399 503-945-7305 503-945-6985 503-947-5162 503-779-6849 503-945-5162 503-947-5162 503-602-3471 503-602-3471 503-602-3471 503-881-9064
K STATE PLAN	Jane-ellen Weidanz, Manager Christine Maciel, Policy Ancillary Services Janice Castle, Admin Support KPlan.requests@state.or.us	503-602-8399 503-881-9064 503-945-6408
LEGAL SERVICES DEVELOPER FOR SENIORS	Christian Hale	503-947-0185
LEGISLATIVE ISSUES (DHS Team)	Gene Evans, Director Angie Allbee Jill Gray Randy Blackburn Pam Pearson	503-269-7950 503-689-5034 503-945-6526 503-881-2191 503-945-5650
LICENSING FACILITIES		
Adult Foster Homes (APD)	Sylvia Rieger	503-373-2133
Community Based Care (Assisted Living/Residential Care)	Becky Mapes Debbie Concidine Warren Bird Kim Hector	503-373-2076 503-373-1975 503-373-1959 503-373-0246
Licensing Plans Review	Pam Triplett	503-373-7201 ext.86
Nursing Facility	Renee Shearer	503-373-2164

Subject	Contact Person	Phone
	Marcia Thompson	503-373-2185
Room & Board Registrations	Loda Bales	503-373-1785
24-hour Residential Program—DD	Barb Southard, Manager Leslie Heath Adam Behr Roger Bendel Kristen Brannian Ann Coskey-Wasserman Chris Davison Andrea Ford Leslie Heath Toni Larson Jim Ransom Christa Underwood	503-373-2165 503-373-2138 503-569-3801 503-602-0248 503-508-0479 503-931-6834 503-991-3302 503-510-0294 503-510-2700 503-508-0481 503-569-8810
LICENSING & REGULATORY OVERSIGHT	Please see SAFETY, OVERSIGHT & QUALITY	
MANUAL/GUIDE DISTRIBUTIONS		
*CAF Administrative Rules Manual	Annette.Tesch@state.or.us	
*CAF Computer Guide	Available on-line only	
*CAF Family Services Manual	Barbara.R.Hopkins@state.or.us	
Nursing Facility Licensing Guide	Renee Shearer	503-373-2164
Nursing Facility Medicaid Provider Guide	Cindy Susee Joanne Birney	503-945-6448 503-373-1964
OHP Manuals and Guides	http://www.dhs.state.or.us/dhs/policy/healthplan/main.html	
Program and Other Manuals (on-line only)	http://www.dhs.state.or.us/spd/tools/index.htm	
APD/DD Administrative Rules (on-line only)	http://www.dhs.state.or.us/policy/spd/home.htm	
*CAF On-line Manuals – http://www.dhs.state.or.us/policy/selfsufficiency/em_firstpage.htm		
MARIJUANA (MEDICAL) PROGRAM	Portland (Health Department)	971-673-1234
MEDIA CALLS	Sherryll Hoar Sherryll.j.hoar@state.or.us Tom Peine thomas.peine@state.or.us	503-779-9317 971-718-1701
Primary Contact (APD/DD)		
Elderly Issues, Legislative, Disability Issues	Ashley Carson Cottingham, APD Director	503-947-1100
MEDICAID LONG TERM CARE SYSTEMS	Jane-ellen Weidanz (Manager) Janet Brattin, Admin Support Janice Castle, Admin Support Becky Callicrate Darla Zeisset Darwin Frankenhoff Cindy Susee	503-602-8399 503-945-6412 503-945-6408 503-945-6601 503-945-7305 503-947-5162 503-945-6448
System Coord., K State Plan & Waiver Training Credit Committee (TCC), LTCCN Ancillary K Services, (HCW) Hearings NF Med Policy, Complex Med, CRN, TCC HCW Program, Terminations, HCC Liaison ADS, Spousal Pay, Spec. Living PACE, CBC, TCC, K State Plan NF Rates, NF Rules, NF Hospice, NATCEP Training, CA/PS, CM Tools Website AMH, PAS/PASSR, BSP, ECS/ECOS SPL, SPPC, MAGI MED, ICP, ERS, In-Home Exceptions HCBS Rates and Project Mgmt. HCBS, Person-Centered Service Planning Continuous Imp., Quality Assurance In-Home Services, Waivered CM	Christine Maciel Kathryn Nunley Ben Sherman Kelsey Weigel Chris Angel Bob Weir Lisa Bouchell Mat Rapoza	503-881-9064 503-947-2309 503-602-3471 503-779-6849 503-945-7034 971-600-7876 503-269-4771 503-945-6985
Policy	See Eligibility Policy	
MEDICAID FRAUD	Rodney Hopkinson	971-673-1880
MEDICAID HOME DELIVERED MEALS (Meals on Wheels) (XIX)	Kelsey Weigel	503-779-6849
MEDICAID LONG TERM CARE QUALITY & REIMBURSEMENT ADVISORY COUNCIL (MLTCQRAC)	Julie Jacobs, Manager Sarah Hansen, Liaison Deborah White	503-947-2321 503-945-6465 971-301-1023
MEDICARE BUY-IN UNIT 500 Summer St NE E-12 Salem, OR 97301	Kevin Nygren, Manager Kesha Baxter Sylvia Cuellar Elizabeth Dominguez Bill Eldridge Elvie Gilbert Shannon Gregory	503-945-5799 503-945-6082 503-945-6124 503-945-6344 503-945-6617 503-945-6644 503-945-6343

Subject	Contact Person	Phone
	Ed Hunt Dana Kowash Selma Salcido Fax	503-945-6833 503-945-6594 503-945-6406 503-945-6606
MEDICARE (General Public Questions) In English & Spanish	Medicare general information	800-633-4227
Beneficiary Calls Regarding Billing	Medicare	800-633-4227
Participating Physician/Supplier	Medicare-Physician Medicare-Supplier Directory	http://www.medicare.gov/find-a-doctor/provider-search.aspx http://www.medicare.gov/SupplierDirectory/
Claims Beneficiary calls re: Medicaid Fraud	Medicare Ryan Kibby	800-633-4227 503-945-6041
Supplemental Insurance	SHIBA	800-722-4134
Senior Health Insurance Benefits	Assistance (SHIBA)	800-722-4134
Low Income Subsidy Application Lost Medicare Card	SSA	800-772-1213
MEDICARE MODERNIZATION ACT/Part D		
General MMA Questions	MMA-LIS Team	877-585-0007
AAA/APD Policy Issues	Kesha Baxter, Medicare Analyst	503-945-6082
DMAP/MMA	Jennifer Valentine	503-945-6800
MEDICARE SAVINGS PLAN through Medicaid [Qualified Medicare Beneficiaries (QMB)] www.oregonshiba.org www.adrcforegon.org	Local APD/AAA Office Senior Health Insurance Benefit Assistance (SHIBA) Aging and Disability Resource Connection (ADRC)	800-722-4134
Memory Care Community (MCC) RULES	Ana Potter, CBC Program Manager (ALF/RCF) Dave Allm, NF Program Manager (NF) Jan Karlen	503-373-2182 503-373-0945 503-630-4605x231
MENTAL HEALTH LIAISON Policy/Rules Liaison/ECS	Kathryn Nunley Melissa Taber	503-947-2309 503-947-5169
MINIMUM DATA SET (MDS)		
Program/Content	Mary Borts	503-691-6587
Technical Assistance	Sheryl Luper	503-947-5439
Section Q	Deb McCuin	541-618-7854
NAPIS (NATIONAL AGING PROGRAM INFORMATION SYSTEM)	Sarah Odell, Manager Tatia Halleman	503-945-6140 503-945-6029
NATURAL SUPPORT POLICY	Mat Rapoza	503-945-6985
NON-CITIZEN INFORMATION	Trevor Baker Michael Avery	503-373-0208 503-373-0380
REGISTERED NURSE (RN) DELEGATION CLTCN	Becky Callicrate	503-945-6601
NURSING FACILITY	Dave Allm, Program Manager	503-373-0945
Abuse	See Abuse	
Certification of CNA	Oregon State Board of Nursing (OSBN)	971-673-0685
Certified Nursing Assistant Programs	Joanne Birney	503-373-1964
Change of Ownership, Certification,	Renee Shearer Marcia Thompson	503-373-2164 503-373-2185
New licenses	Renee Shearer Marcia Thompson	503-373-2164 503-373-2185
Forms, Guides	Renee Shearer Marcia Thompson	503-373-2164 503-373-2185
Policy/Rule	Renee Shearer Marcia Thompson	503-373-2164 503-373-2185
License Renewal	Renee Shearer Marcia Thompson	503-373-2164 503-373-2185
Out-of-state NF services & reimbursement policy	Marcia Thompson	503-373-2185
Dining Assistants Rule/Policy	Joanne Birney	503-373-1964

Subject	Contact Person	Phone
NF Payment Issues - Provider Services Personal Incidental Funds/Problems with Accounts in Nursing Facilities	Vivian Van Hatten Renee Shearer	800-336-6016 503-373-2164
Reimbursement Rates	Cindy Susee	503-945-6448
Complex Medical Add-on Policy & Issues	Becky Callicrate	503-945-6601
Resident Rights Involuntary Transfer	Renee Shearer	503-373-2164
Swing-bed certification & reimbursement	Sarah Hansen	503-945-6465
NUTRITION PROGRAMS Older Americans Act/Congregate and Home Delivered Meals	Sarah Odell, State Unit on Aging	503-945-6140
OAAPI Research and Data	Joe Merrifield	503-947-1088
OFFICE OF BUSINESS INTELLIGENCE	Sara Woodcock, Manager Jamie Huiett Michael Rosal Terry Grover Tyler Pieschel Mark Foster	503-945-6681 503-947-1173 503-945-6947 503-428-6067 503-945-6836 503-945-6461
OLDER AMERICANS ACT (OAA)	Sarah Odell, Manager	503-945-6140
OMBUDSMAN – Long-Term Care	Fred Steele, Director Toll free	503-378-6533 800-522-2602
OMBUDSMAN – Oregon Health Authority	Ellen Pinney	503-947-2347
ON-LINE MANUALS/APD STAFF RESOURCES Case Management Resources	https://www.dhs.state.or.us/spd/tools/cm/index.htm	
OREGON DISABILITIES COMMISSION (ODC)	VACANT	
OREGON HEALTH PLAN (OHP)	Statewide Processing Center Premium billing	800-699-9075 888-647-2729
OREGON PROJECT INDEPENDENCE (OPI)	Sarah Odell, Manager Sandy Abrams, Program Analyst	503-945-6140 503-947-2391
OVERPAYMENTS	Linda Lawson	503-624-4371
PACE PROJECT (Providence Elder Place)	Cindy Susee	503-945-6448
PAY-IN TECHNICAL ASSISTANCE	See Client Pay-In	
OFFICE OF PAYMENT ACCURACY AND RECOVERY OFFICE (OPAR)	Chuck Hibner, Administrator Nicky Jeffreys, Medicaid/TPL/Accuracy Section Lisa Barger-Fox, Recovery/Accuracy Section For more OPAR contacts, please go to: https://inside.dhsoha.state.or.us/asd/opar/ab-out-opar/opar-contacts.html	503-378-3584 503-378-3410 503-378-2220
PAYMENT ALERT	DHS Accounting	503-945-5640
PAYMENT ERROR RATE MEASUREMENT (PERM)	Barbara Key	503-378-3299
PAYMENT ISSUES (CEP & 512)	Providers – call local APD/AAA	
PAYMENT SUPPORT UNIT (APD/DD)	See Provider Relations	
PERSONAL CARE SERVICES		
APD	Ben Sherman	503-602-3471
DD Children's personal care	May Martin	503-947-2318
PERSONAL INJURY LIEN	Main No. Fax:	503-378-2919 503-378-2577
PERSONNEL	See Human Resources	
PLANNING & RESEARCH UNIT		
Analysts	Julia Brown Jamie Huiett	503-947-5153 503-947-1173
PMDDT	See Presumptive Medicaid Disability Determination Team	
POWER OF ATTORNEY		

Subject	Contact Person	Phone
Case Management	Darla Zeisset, Interim	503-945-7305
Healthcare, Advanced Directive (APS) Eligibility	Valerie Eames	503-945-5884
PRE-ADMISSION SCREENING (PAS) MEDICAID	Kathryn Nunley	503-947-2309
PRE-ADMISSION SCREENING AND RESIDENT REVIEW (PASSR)	Kathryn Nunley	503-947-2309
PASRR Level I Screening – Rule/Policy	Kathryn Nunley	503-947-2309
Resident Review for Mental Health	Kathryn Ayers	503-945-9715
PRE-RELEASE/INMATE ELIGIBILITY PROCESS	Tammy Mazon	503-945-6484
PRESUMPTIVE MEDICAID DISABILITY DETERMINATION TEAM (PMDDT) 3420 Cherry Avenue, Suite 140 Salem, OR 97303	Erika Miller, Manager Brian Kirk, Manager Marcy Mee, Manager Randi Blumeson, OPA3 Toll Free Fax	503-373-0756 503-373-0271 503-373-0775 503-378-2660 866-535-8431 503-373-7902
Disability Analysts	Alina Parks Neil Daly Peter Urban Rosie Pentecost (Spanish) Sherri Courtney Siobhn Moody Patricia Estabrook	503-373-1135 503-373-0340 503-373-1397 503-373-1311 503-378-2594 503-373-7600 503-373-2207
Case Development Technicians (CDT)	Amanda Clinton-Lead Pam Fretwell-Lead Denise Rauch Mandy Sweet Randi Gomez Gisella Canate Sandy Klose-Brittle Toni Jones Bob Willard	503-373-0755 503-373-1475 503-373-1428 503-373-0347 503-373-0342 503-373-2793 503-373-0782 503-373-1024 503-373-7179
PROTECTIVE SERVICES 723 Report (APD)		
PROTECTIVE SERVICES	See Abuse Complaints Contact Local APD/AAA or DD Local County Offices	
PROVIDER ENROLLMENT (or Provider Payment)	OHA HSD Providers APD – See Provider Relations	800-422-5047 503-947-1141
PROVIDER RELATIONS GROUP (APD/DD) Payment Support -CEP Adjustments -Forced Vouchers -W2 Questions -HCW Unemployment Claims -Check replacements -VOE from Employment Dept -CBC APD/DD Adjustments - DD AFH processing -1099 questions -AFH Complaint Resolution -Main Line and 800 line -Returned Provider Checks - VOE -W-2 / 1099 reprints Provider Enrollment: Provider Enrollment Policy <u>Enrollment of:</u> -APD/DD AFH	Deb Satterfield, Manager Tricia Wright-Coleman Lynette Otjen Colleen Thompson Whitney Reed Dana Vafiades Samantha Lovell spd.providernumber@state.or.us	503-945-6453 503-947-5346 503-945-6583 503-945-6741 503-947-1122 / 866-449-1250 (AFH Complaint Line) 503-945-5820 503-945-5836 503-947-5124 503-947-5268

Subject	Contact Person	Phone
RETENTION SCHEDULE – forms/records – archiving	http://www.dhs.state.or.us/policy/admin/forms/050_005.htm	
RETIRED SENIOR VOLUNTEER PROGRAM (RSVP) [Includes Senior Companion Program] RISK MANAGEMENT/APD	Vacant Valerie Eames Allison McKenzie Catherine Sandor	 503-945-5884 503-947-5447 503-945-2989
ROOM AND BOARD FACILITY REGISTRATIONS	Loda Bales	503-373-1785
RULES COORDINATION & FILING (APD/DD)	Kimberly Colkitt-Hallman (APD) Christina Hartman (DD)	503-945-6398 503-945-5805
SAC (Senior Services Advisory Council)	Contact District Manager in Local APD/AAA Office	
SAFETY, OVERSIGHT & QUALITY (formally Licensing Regulatory Oversight)	Ann McQueen, Manager Amanda Gulliksen, Executive Assist.	503-930-7293 503-373-2060
SELF-STUDY Courses/Classes (AFH)	http://www.oregon.gov/DHS/spd/Pages/provtools/training/index.aspx	Refer to email addresses & website.
SENATE BILL 21/LTC 3.0	Max Brown	503-947-2321
SENIOR CENTER MEAL SITES Home Delivered Meals	Sarah Odell, Manager	503-945-6140
SENIOR EMPLOYMENT/TITLE V	Sarah Odell, Manager Ryan Kibby	503-945-6140 503-945-6041
SENIOR FARM DIRECT NUTRITION PROGRAM	Lori Watt Toll Free	503-945-6237 866-299-3562
SENIOR MEDICARE PATROL	Ryan Kibby	503-945-6041
SENIOR PROPERTY TAX DEFERRAL	Department of Revenue Toll Free Or website: http://www.oregon.gov/DOR/	503-378-4988 800-356-4222
SENIOR SERVICES ADVISORY COUNCIL (SAC)	Contact Program Manager in Local APD/AAA Office	
SERVICE ELIGIBILITY		
APD Service Eligibility/Policy Rule	Darla Zeisset Ben Sherman	503-945-7305 503-602-3471
DD Service Eligibility DD Service Eligibility DD Service Eligibility Record (SL02)	Mike Paul Becky Smallwood Kim Bienkowski	503-945-5865 503-947-2393 905-947-5174
SHIBA (Senior Health Insurance Benefit Assistance)	http://www.oregon.gov/DCBS/SHIBA/Pages/index.aspx	800-722-4134
SNAP (Supplemental Nutrition Assistance Program) [Formerly called Food Stamps]	Eligibility and Disbursement through local DHS office	
SPECIALIZED LIVING SERVICES (APD)	Darwin Frankenhoff	503-947-5162
SPECIAL NEEDS	Michael Avery	503-373-0380
SPOUSAL PAY PROGRAM	Darwin Frankenhoff	503-947-5162
SPOUSAL IMPOVERSHMENT/ SUPPORT ORDERS	Bill Brautigam	503-373-0759
SSI-CLIENT CHECKS/ RECOVERY	Tami Woodward	503-945-6481
STATE PLAN PERSONAL CARE		
APD Developmental Disabilities Mental Health	Ben Sherman May Martin Noel Suarez	503-602-3471 503-947-2318 503-945-9708
STATE UNIT ON AGING	Sarah Odell, Manager Sandy Abrams Sean Collins Christian Hale Tatia Halleman Lacey Hanson Suanne Jackson	503-945-6140 503-947-2391 503-947-2390 503-947-0185 503-945-6029 503-318-7562 503-947-2575

Subject	Contact Person	Phone
	Jan Karlen Ryan Kibby Deb McCuin Jennifer Mead Kristi Murphy Dawn Rustrum Lori Watt	503-630-4605 x231 503-945-6041 541-618-7854 971-673-1035 503-945-6181 503-779-9242 503-945-6237
SUPPLEMENTAL SECURITY INCOME/SOCIAL	Toll Free	800-772-1213
SECURITY DISABILITY INSURANCE (SSI/SSDI)	http://www.socialsecurity.gov/pgm/disability.htm	
SURVEY (NF) ---- (see CCMU)	Keith Ramey, Manager Celeste Symonette, Manager	503-373-2092 503-373-2179
Survey (ALF) (RCF)	Donitta Booth, Manager	503-934-0846
SURVEY RECORDS (RCF) (ALF) (NF)	Lynda Freeman (RCF & ALF)	503-373-2130
TITLE V (SENIOR EMPLOYMENT ISSUES)	Sarah Odell, Manager Ryan Kibby	503-945-6140 503-945-6041
TORT CLAIMS COORINATOR LEGAL RELATIONS UNIT - LEAD	Christine Jolin	503-945-6640
TRAINING CENTER, DHS	3414 Cherry Ave. NE, Suite 150 Keizer, OR 97303	503-373-7700
TRAINING COORDINATOR		
Program and Policy Training Coordination	Vacant	
TRANSMITTALS – APD/DD		
Coordinator	Amy Namitz	503-945-6979
Back up	Cristina Essery	503-945-6272
Web Posting	Amy Namitz	503-945-6979
Back up	Heather Williams	503-508-1847
TRANSPORTATION		
Medical Transportation	Sarah Wetherson, DMAP	503-569-6342
Non-Medical/Waivered Transportation (APD)	Darwin Frankenhoff	503-947-5162
TRAVEL COORDINATOR APD (Out of State)	Debbie Harms	503-947-5476
TRIBAL LIAISON	Vacant	
UNEMPLOYMENT INSURANCE		
(Homecare Worker/CEP Claims)	Tricia Wright-Coleman	503-947-5346
VENTILATOR CLIENTS		
APD AFH License Approval	Jeremiah Adams Sylvia Rieger, back-up	503-373-2157 503-373-2133
Ventilator Care Placements Rate Adjustments	Jeremiah Adams Betew Hagos	503-373-2157 503-856-6423
Nursing facilities	Renee Shearer	503-373-2164
Children with disabilities In-Home Services (APD)	Christine Maciel	503-881-9064
VITAL RECORDS	Public Health, Portland	971-673-1190 800-422-6012
VOCATIONAL REHABILITATION SERVICES (VRS)	Also OVRS	503-945-5880
VOLUNTEERS (Elderly Program)	Sarah Odell, Manager	503-945-6140
VOTER REGISTRATION (NVRA)	Karen Kaino, Agency Coordinator	503-569-7034
WAIVERS & STATE PLAN	Chris Pascual, APD Joli Schroader, ODDS	503-779-6408 503-507-2083
WEB PAGE COORDINATION		
APD Administrative Rules Section	Kimberly Colkitt-Hallman	503-945-6398
APD Staff Resources Section		
APD Staff Case Management Resources/ Services	Kimberly Colkitt-Hallman	503-945-6398
WORKLOAD MEASUREMENT	Wendy Gibson	503-884-3953