

SDS Inquiry Routing

Unit/Manager	Core Duties	Typical Inquiry to Unit	Contact Information
<p style="text-align: center;">Adult Protective Services ----- Sandra Jenkins</p>	<p>Addresses all reported incidences in which a vulnerable adult suffers harm from abandonment, abuse, exploitation, neglect or self-neglect.</p>	<ul style="list-style-type: none"> • For reports of suspected abuse of a vulnerable adult: call 1-(800) 478-9996 • For questions related to APS, but not directly involving a report, contact Sandra Jenkins 	<p>APS HOTLINE (800) 478-9996</p> <p>Sandra Jenkins, Unit Manager (907) 269-3679</p> <p>Tamara Hunter, Anchorage Supervisor (907) 269-5555</p> <p>Mason Campbell, Rural Supervisor (907) 451-3187</p>
<p style="text-align: center;">Assessment ----- Nicholas McCarty</p>	<p>Assesses current/potential consumers for access to PCS, CFC, APDD, ALI and CFC programs.</p>	<ul style="list-style-type: none"> • Questions regarding ALI, APDD, PCS and CFC assessments, including scheduling of assessments • Inquiries regarding assessment protocol, conduct, and the telehealth program • Processing LOC determination letters and assessment status requests 	<p>Nicholas A. McCarty, Unit Manager (907) 375-8265</p> <p>Elias S. Haroun, Assessor Supervisor (907) 334-0885</p> <p>David Chadwick, Assessor Supervisor (907) 375-8264</p>
<p style="text-align: center;">Central Intake ----- Bobby Nave</p>	<p>Receives, reviews and processes reports of harm and Critical Incident Reports.</p>	<ul style="list-style-type: none"> • Questions about making a report of harm, filing a CIR, or following up on a report already made • Making a complaint or concern about a service provider or Assisted Living Home • Questions about abuse/neglect/exploitation 	<p>Bobby Nave, Unit Manager (907) 269-6065</p>

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<p>CAT Review -----</p> <p>Rodney George</p>	<p>Issues Service Level Authorization (SLA) and Amendment Authorizations for PCS/CFC programs.</p> <p>Approves Support Plans for ALI/APDD/CCMC/CFC.</p> <p>Processes Change of Status and Appointment of Care Coordinator requests.</p>	<ul style="list-style-type: none"> • Questions about Service Level Authorization or Amendment • Authorization for PCS/CFC PCS • Support Plans for waiver services • Change of Status, Appointment of Care Coordinator, Administration questions 	<p>Rodney George, Unit Manager (907) 269-3453</p> <p>Jerry Fromm, SLA for PCS/CFC (907) 754-3458</p> <p>Lauren Scarmuzzi, Waiver Support Plans (907) 269-3453</p> <p>Lilian Schreiber, Change of Status/Appointment of Care Coordinator (907) 269-3661</p>
<p>General Relief / Central Application Processing -----</p> <p>Jordyn Grant</p>	<ul style="list-style-type: none"> • Processes applications for PCS/ALI/APDD/CCMC/CFC. Processes consumer applications for General Relief Assisted Living Home (ALH) program. • Processes General Relief invoices from ALH providers. 	<ul style="list-style-type: none"> • Questions about GR waitlist, status of a GR application, invoices, payment for GR providers or recipients, application closure notices • Status of applications for ALI/APDD/CCMC/CFC/PCS services 	<p>Jordyn Grant, Unit Manager (907) 269-6778</p> <p>John Sutton (907) 334-0888; Central Applications Processing</p> <p>Kimberlina Lopez (907) 269-3463.</p>
<p>Grants -----</p> <p>Ellen Hackenmueller</p>	<ul style="list-style-type: none"> • Makes grants to nonprofit agency partners across Alaska to provide vital community-based supportive services to families, seniors, individuals experiencing Developmental Disabilities (DD), AD/DR, TBI, etc. 	<ul style="list-style-type: none"> • Questions about ADRC, PCI, DDRC, Caregiver Connection (new project in Anchorage) • Complaints or questions about Senior Center meals or transportation, Medicare, services for individuals who have experienced a TBI, Nursing Home transition • Questions regarding services for individuals who are deaf or hard of hearing and services for unpaid family caregivers 	<p>Ellen Hackenmueller, Unit Manager (907) 465-4996</p>

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<p>IDD Waiver -----</p> <p>Heather Chord</p>	<ul style="list-style-type: none"> • Processes IDD and ISW waiver applications. • Determines DD Eligibility. • Manages DDDR process and waitlist. Completes ICAP assessments. 	<ul style="list-style-type: none"> • Questions about DD eligibility, IDD waitlist or registry, submitting the DDDR • TEFRA Medicaid level of care • ICAP Assessments • IDD waiver and ISW waiver 	<p>Heather Chord, Unit Manager (907) 980-2753;</p> <p>Corina Castillo-Shepard, Fairbanks Supervisor (907) 744-0979</p> <p>Kat Sowa-Lapinskas, Anchorage Supervisor (907) 269-3728</p> <p>Anchorage DSM: sds.iddAnchorage@hss.soa.directak.net</p> <p>Fairbanks DSM: sds.iddfairbanks@hss.soa.directak.net</p>
<p>Infant Learning Program -----</p> <p>Susan Kessler</p>	<ul style="list-style-type: none"> • Serves babies ages 0 to 3 that may have a special health care need or developmental delay through 16 local programs 	<ul style="list-style-type: none"> • Questions about screening of and early intervention services for children 0-3 <p>* The ILP office is in the Atwood Building; the ILP website contains a map if someone calls and wants a local resource</p>	<p>Infant Learning or Part C: (907) 269-8442;</p> <p>Susan Kessler, Unit Manager, (907) 451-2369</p>
<p>Nursing -----</p> <p>Moli Atanoa</p>	<ul style="list-style-type: none"> • Conducts LOC assessments for NFLOC waivers (CCMC, ALI, APDD) and CFC program (ALI & APDD assessments in facilities such as hospitals, nursing homes, API and correctional facilities). • Conducts Support Plan reviews for CCMC waiver program. • Assessor Training. • Reviews Level of Care (LOC) and Level of Service (LOS) denials and Material Improvement Review Process (MIRP). • Authorizes Nursing Home, Long Term Care and PASRR Screenings. 	<ul style="list-style-type: none"> • Questions about assessments in hospitals, nursing homes, API or correctional facilities • Questions about CCMC assessments and support plans • Questions about MIRP • Questions about PASRR process, nursing home admissions, continued stays, billing issues 	<p>Moli Atanoa, Unit Manager (907) 269-4133</p> <p>Paula Ray, Assessments (907) 269-3674</p> <p>Kristina Johannes, PASRR & LTC (907) 269-3674</p>

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<p style="text-align: center;">Policy ----- Jetta Whittaker</p>	<ul style="list-style-type: none"> • Develops, coordinates, and disseminates regulations and policies on long-term services and supports provided to eligible seniors and individuals with disabilities. • Maintains five Medicaid waivers. • Tracks and analyzes legislation, conducts research. • Updates content on SDS webpages. • Creates, edits and makes accessible SDS forms. 	<ul style="list-style-type: none"> • Questions/issues about interpretation of regulations COPs, and SDS services • Forms, accessibility, and website content • Constituent/legislative inquiries • Public comment and general questions 	<p>Jetta Whittaker, Unit Manager (907) 465-1605</p>
<p style="text-align: center;">Project Team ----- Cheri Herman</p>	<ul style="list-style-type: none"> • Manages SDS projects of Wellsky/Harmony contract and EVV implementation and ongoing support of Therap EVV solutions. 	<ul style="list-style-type: none"> • EVV implementation and ongoing support • WellSky contract management needs 	<p>Cheri Herman – Unit Manager Cheri.herman@alaska.gov 907-269-4999</p> <p>Jennifer.roberts@alaska.gov Ladda.frazier@alaska.gov Mariana.braniste@alaska.gov</p>
<p style="text-align: center;">Provider Certification and Compliance ----- Summer Wheeler</p>	<ul style="list-style-type: none"> • Processes provider Medicaid certification applications and status changes and compliance with standards of certification. • Processes background check variance applications. • Manages provider records in Harmony. 	<ul style="list-style-type: none"> • Status of provider Medicaid certification applications and background check variance applications • Provider reporting a change in status • Questions about becoming a provider 	<p>Email: DSDSCertification@alaska.gov or dsdscompliance@alaska.gov (preferred method of communication)</p> <p>Summer Wheeler, Unit Manager (907) 269-3663</p> <p>Amanda Geisdorf, Intake (907) 754-3512 Unit Fax: (907) 754-3475</p>

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<p style="text-align: center;">Quality Assurance ----- Meg Sampson</p>	<p>Ensures the health and welfare of recipients through the monitoring and oversight of services to participants and their families.</p> <p>Unit staff oversee critical incident reporting, review mortalities, conduct complaint investigations, monitor and report on data, create and process service authorizations, and fair hearings and remediations.</p>	<ul style="list-style-type: none"> • Questions about critical incident reporting • Mortality review process • Investigations of complaints and non-compliance • Fair hearing, mediations and appeals • Service authorization inquiries 	<p>Meg Sampson, Unit Manager, (907) 269-3969</p> <p>Esther Hayes, Screening and Investigations, (907) 334-0889</p> <p>Bonnie Olsen-Lee, Service Authorization, (907) 269-4134</p> <p>Victoria Cobo-George, Fair Hearings/Mediations/Appeals, (907) 344-0890</p>
<p style="text-align: center;">Research & Analysis ----- Anastasiya Podunovich</p>	<p>Provides high-quality information products and services specializing in business process development, data maintenance, statistical analysis, report writing, account management for Harmony database and training associated with the use of SDS data systems and processes.</p>	<ul style="list-style-type: none"> • Requests for Data • System admin support of technical issues encountered in Harmony database by system users • New and existing Harmony database account management 	<p>Anastasiya Podunovich, Unit Manager (907) 269-3477</p> <p>Harmony database support dsdsharmonyhelp@alaska.gov</p>
<p style="text-align: center;">Training ----- Kara Thrasher-Livingston</p>	<p>Trains SDS staff and service providers.</p>	<ul style="list-style-type: none"> • Questions about trainings offered by SDS (sample trainings: How to become a Care Coordinator, Personal Care worker, Group Home or Assisted Living provider) • Questions about SDS documents and NCI survey questions • SDS speaker requests 	<p>Kara Thrasher-Livingston, Unit Manager (907) 269-3685</p> <p>Cina Fisher (907) 269-3734</p> <p>Cassandra Lynch (907) 269-3448</p> <p>Delight Mells (907) 269-3672</p>

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***	Acronym	Key	***
ADRC	Aging and Disability Resource Center	IDD	Intellectual and Developmental Disabilities Waiver
ADRD	Alzheimer's Disease and Related Dementias	ISW	Individualized Support Waiver
ALI	Alaskans Living Independently Waiver	LOC	Level of Care
APDD	Adults with Physical and Developmental Disabilities Waiver	MIRP	Material Improvement Review Process
CAT	Consumer Assessment Tool	NFLOC	Nursing Facility Level of Care
CCMC	Children with Complex Medical Conditions Waiver	PASRR	Preadmission Screening and Resident Review
CFC	Community First Choice Services	PCI	Person Centered Intake
CIR	Critical Incident Reports/Reporting	PCS	Personal Care Services
COPS	Conditions of Participation	TBI	Traumatic Brain Injury
DDRC	Developmental Disabilities Resource Connections	TEFRA	Tax Equity and Fiscal Responsibility Act of 1982
EI/ILP	Early Intervention/Infant Learning Program (also called the PART C program)		
EVV	Electronic Visit Verification		

9/13/2021

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