

Division of Senior and Disabilities Services (SDS)

Contacts

Leadership Team	Core Duties	Typical Inquiry	Contact Information
Director <u>Tony Newman</u>	Oversight and administration of Division operations, programs, and services. Directly supervises Deputy Director and Administrative Operations Manager	<ul style="list-style-type: none"> • Overall mission & values • Legislation • Service delivery concerns • Speaking engagements 	Tony Newman (Juneau) (907) 465-5481 (desk) (907) 419-4417 (cell)
Deputy Director (Division Operations Manager) <u>Caroline Hogan</u> (Acting)	Oversight and lead administrator of Division programs and services. Directly supervises Chiefs of Quality, Programs, and Developmental Programs; Nursing Unit Supervisor; and Policy Unit Supervisor	<ul style="list-style-type: none"> • Service delivery concerns • Provider collaboration and troubleshooting • Interface with other divisions and agencies 	Caroline Hogan (Anchorage) (907) 269-3681 (desk) (907) 717-6793 (cell)
Chief of Quality <u>Sandra DeHart-Mayor</u>	Supervision and oversight of Quality Assurance and Fair Hearing services, Research and Analysis, Adult Protective Services, Provider Certification, and Project Management	<ul style="list-style-type: none"> • Adult Protective Services • Quality assurance strategy • Provider issues • Contract questions 	Sandra DeHart-Mayor (Anchorage) (907) 310-2955 (cell)
Chief of Programs <u>Vacant</u>	Supervision and oversight of: application, assessment and review for nursing facility level of care Medicaid waiver programs and personal care services, General Relief for Assisted Living Home placements; Central Intake Unit for receiving critical incident reports, and Care Coordinator Liaison	<ul style="list-style-type: none"> • Care coordination • Personal care services • Administration of Alaskans Living Independently, Adults with Physical and Developmental Disabilities waivers • Process for submitting critical incidents 	Vacant (Anchorage) (907) 269-3666

Chief of Developmental Programs <u>Pam Burton</u>	Oversight and administration of two waivers for individuals with intellectual and developmental disabilities; Division training; Infant Learning Program	<ul style="list-style-type: none"> • Intellectual and Developmental Disabilities waivers • Infant Learning Program oversight • Division training oversight 	Pam Burton (Anchorage) (907) 451-5041 (desk) (907) 385-7270 (cell)
Administrative Operations Manager <u>Nicole Wery</u>		<ul style="list-style-type: none"> • Budget • Administrative • Grant unit oversight • Office/facilities 	Nicole Wery-Tagaban (Juneau) (907) 465-4917 (desk) (907) 723-9963 (cell)

Unit Manager	Core Duties	Typical Inquiry	Contact Information
Adult Protective Services <u>Sandra Jenkins</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/adult-protective-services-aps/	Addresses all reported incidences in which a vulnerable adult suffers harm from abandonment, abuse, exploitation, neglect or self-neglect	<ul style="list-style-type: none"> • For reports of suspected abuse of a vulnerable adult call: (800) 478-9996 • For questions related to APS, but not directly involving a report, contact Sandra Jenkins 	Sandra Jenkins, Unit Manager (907) 269-3679 Rozanne Misa, Anchorage Supervisor (907) 754-3583 Jennifer Brinkman, Rural Supervisor (907) 451-5043 APS Hotline (800) 478-9996 File a Report of Harm
Assessment <u>Kimberlina Lopez</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/assessment/	Assesses current/potential consumers for access to PCS, CFC, APDD, ALI and CFC programs	<ul style="list-style-type: none"> • Questions regarding ALI, APDD, PCS and CFC assessments, including scheduling of assessments (including expedites and 365 Determinations) • Inquiries regarding assessment protocol, conduct, and the telehealth program 	Kimberlina Lopez, Unit Manager (907) 269-3666 Elias S. Haroun, Assessor Supervisor (907) 444-5970 David Chadwick, Assessor Supervisor (907) 744-1536

		<ul style="list-style-type: none"> • Processing LOC determination letters and assessment status requests. 	Michaela Schaefer, Assessor Supervisor (907) 717-8107
Care Coordinator Liaison <u>Katarzyna Sowa-Lapinskas</u>	Serves as a liaison with care coordinators	<ul style="list-style-type: none"> • Questions about applications, Support Plans, status of Level of Care, Developmental Disability Eligibility, Developmental Disability Registration and Review, disenrollment, transfers, etc. • Harmony related processes and troubleshooting • Inquiries regarding the process of becoming a certified and enrolled care coordinator 	Katarzyna Sowa-Lapinskas, Unit Manager (907) 764-8287 carecoordinationsupport@alaska.gov
Central Application Processing <u>Melissa Meade</u> (Acting) Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/central-application-processing/	Processes applications for PCS/ ALI/ APDD/ CCMC/ CFC	<ul style="list-style-type: none"> • Status of applications for ALI/ APDD/CCMC/ CFC/ PCS services 	Melissa Meade, Acting Unit Manager (907) 717-0097 Vacant, Central Applications Processing Supervisor (907) 269-3463 DSMs: dsds.nfloc-initialapplication@hss.soa.directak.net and dsds.nflocwaiver@hss.soa.directak.net
Central Intake <u>Ana Karina Thompson</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/central-application-processing/	Receives, reviews, and processes Reports of Harm and Critical Incident Reports	<ul style="list-style-type: none"> • Questions about making a Report of Harm, filing a Critical Incident Report (CIR), or following up on a report already made 	Ana Karina Thompson, Unit Manager (907) 301-8293 DSM: dsds.mcintake@hss.soa.directak.net

disabilities-services/central-intake/		<ul style="list-style-type: none"> • Making a complaint or concern about a service provider or Assisted Living Home • Questions about abuse, neglect, or exploitation 	File a Report of Harm
<p>Consumer Assessment Tool (CAT) Review</p> <p>Rodney George</p> <p>Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/review/ </p>	<p>Issues Service Level Authorization (SLA) and Amendment Authorizations for PCS/CFC programs</p> <p>Approves Support Plans for ALI, APDD, CCMC, and 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 and CFC PCS • Service Plans for waiver services • Change of Status, Appointment of Care Coordinator, • Administration questions 	<p>Rodney George, Unit Manager (907) 310-2953</p> <p>Jerry Fromm, Authorizations for PCS/CFC (907) 754-3458</p> <p>Lauren Scarmuzzi, Authorizations for Waiver Services (907) 334-2614</p> <p>Jazzmen Carr-Antwi, Change of Status/ Appointment of Care Coordinator (907) 269-3726</p> <p>DSM for NFLOC: dsds.nflocwaiver@hss.soa.directak.net </p> <p>DSM for PCS: dsds.pcmailbox@hss.soa.directak.net </p>
<p>General Relief Assisted Living Home Program</p> <p>Melissa Meade (Acting)</p> <p>Webpage: https://health.alaska.gov/en/services/general-relief-assisted-living/ </p>	<p>Processes consumer applications for General Relief Assisted Living Home (ALH) program</p> <p>Processes General Relief invoices from ALH providers</p>	<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 	<p>Melissa Meade, Acting Unit Manager</p> <p>(907) 717-0097</p> <p>Vacant, General Relief Supervisor</p> <p>John Sutton, General Relief Provider Support (907) 334-0888</p> <p>DSM: general.relief@hss.soa.directak.net </p>

<p align="center">Grants</p> <p align="center"><u>Erik Peterson</u></p> <p align="center">Webpage: https://health.alaska.gov/dsds/Pages/grantservices/default.aspx </p>	<p>Oversight and management of grants to nonprofit agency partners across Alaska who provide vital community-based supportive services to families, seniors, individuals experiencing Developmental Disabilities (DD), ADRD, TABI, etc.</p>	<ul style="list-style-type: none"> • Questions about ADRC, PCI, DDRC • Complaints or questions about Senior Center meals or transportation, services for individuals who have experienced a TABI, Nursing Home transition • Questions regarding services for individuals who are deaf or hard of hearing and services for unpaid family caregivers 	<p>Erik Peterson, Unit Manager</p> <p>Ariel Berg, ADRCs, DDRCs, TABI (907) 419-4372 DSM: ariel.berg@hss.soa.directak.net</p> <p>Jessica Spurrier, ARD Education and Support, and Grants (907) 465-5810 DSM: jessica.spurrier@hss.soa.directak.net</p> <p>Kristin Cox, Nutrition, Transportation, and Support Services Grants (907) 465-4876</p>
<p align="center">Intellectual and Developmental Disabilities</p> <p align="center"><u>Heather Chord</u></p> <p align="center">Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/developmental-disabilities/ </p>	<p>Determines DD Eligibility</p> <p>Manages DDDR process and waitlist. Completes ICAP assessments</p> <p>Processes IDD and ISW waiver applications</p> <p>Completes ICF-IID Level of Care assessments for the IDD, ISW, CFC, and TEFRA programs</p> <p>Approves Support Plans for IDD/ISW, and CFC Processes Change of Status and Appointment of Care Coordinator Requests</p>	<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 	<p>Heather Chord, Unit Manager (907) 980-2753</p> <p>Corina Castillo-Shepard, Supervisor, Behavioral Health Liaison (907) 744-0979</p> <p>Zach Gieszler, Supervisor, Support Plan Lead (907) 444-7197</p> <p>Jenny Farrally, Supervisor, Level of Care Lead (907) 575-2413</p> <p>DSM: mailto:sds.idd@hss.soa.directak.net</p>

<p>Early Intervention/ Infant Learning Program</p> <p><u>Susan Kessler</u></p> <p>Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/early-intervention-infant-learning/</p>	<p>Serves babies ages 0 to 3 that may have a special health care need or developmental delay through 15 regional programs</p>	<ul style="list-style-type: none"> • Questions about screening of and early intervention services for children ages 0 to 3 • The SDS ILP office is located at 1835 Bragaw in Anchorage • <u>Map of ILP site-based resources</u> 	<p>Susan Kessler, Unit Manager (907) 451-2369</p> <p>Infant Learning or Part C (907) 269-8442</p> <p>1-877-HSS-FMLY (477-3659)</p>
<p>Medicare Information Office</p> <p><u>Jeanne Larson</u> (Acting)</p> <p>Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/medicare-office/</p>	<p>Offers one on one counseling to Medicare Beneficiaries and their families regarding Medicare</p> <p>Screens Medicare Beneficiaries with limited income and resources for programs to help with their Medicare costs, and helps them apply for these programs</p> <p>Provides group education and dissemination of Medicare related information. Including how to spot and report Medicare fraud, errors, and abuse</p> <p>Trains and certifies Volunteer Medicare Counselors, Grantees, and partner agencies to provide Medicare Information to their community</p>	<ul style="list-style-type: none"> • Basic Medicare questions about Parts A,B,C, & D. • Medicare Enrollment, coordination of benefits, and help with appeals • What to do if someone cannot afford their Medicare premiums, deductible, or coinsurance • What to do if someone finds they are a victim of Medicare Fraud, waste, errors, and abuse • Questions from Certified Medicare Counselors, grantees, and partner agencies regarding Medicare 	<p>Jeanne Larson, Acting Unit Manager (907) 782-5781</p> <p>Medicare Information Office (800) 478-6065 or (907) 269-3680</p> <p><u>doh.mio.info@alaska.gov</u></p>
<p>Nursing</p> <p><u>Moli Atanoa</u></p> <p>Webpage:</p>	<p>Conducts LOC assessments for NFLOC waivers, including assessments in facilities such as hospitals, nursing</p>	<ul style="list-style-type: none"> • Questions about assessments in hospitals, nursing homes, API or correctional facilities 	<p>Moli Atanoa, Unit Manager (907) 269-4133</p> <p>Paula Ray, Assessments</p>

Under Development	<p>homes, API and correctional facilities)</p> <p>Conducts Support Plan reviews for CCMC waiver program</p> <p>Provides nursing consultation</p> <p>Assessor Training Reviews Level of Care (LOC) and Level of Service (LOS) denials and Material Improvement Review Process (MIRP)</p> <p>Authorizes Nursing Home, Long Term Care and PASRR Screenings</p>	<ul style="list-style-type: none"> • Questions about CCMC assessments and support plans • Questions about MIRP • Questions about PASRR process, nursing home admissions, continued stays, billing issues 	<p>(907) 269-3674</p> <p>Scott Chow, PASRR & LTC (907) 269-3652</p> <p>DSM: dsds.ltcauthorizations@hss.soa.directak.net</p>
<p>Policy and Program Development</p> <p><u>Jordyn Grant</u></p> <p>Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/policy-and-program-development/</p>	<p>Develops, coordinates, and disseminates regulations and policies on long-term services and supports provided to eligible seniors and individuals with disabilities</p> <p>Maintains five Medicaid waivers</p> <p>Tracks and analyzes legislation, conducts research</p> <p>Updates content on SDS webpages</p> <p>SDS form and document accessibility</p>	<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>Jordyn Grant, Unit Manager (907) 538-9240</p> <p>doh.sds.info@alaska.gov</p>
<p>Project Team</p> <p><u>Cheri Herman</u></p>	<p>Manages SDS' Medicaid- funded IT projects</p>	<p>Current Projects:</p> <ul style="list-style-type: none"> • EVV implementation and ongoing support 	<p>Cheri Herman, Unit Manager (907) 269-4999</p> <p>doh.sds.projects@alaska.gov</p>

		<ul style="list-style-type: none"> • WellSky Harmony contract management needs • Critical Incident contract management • interRAI contract management, project planning and implementation 	
<p>Provider Certification and Compliance</p> <p><u>Summer Wheeler</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/ProviderQA/provider_unit.aspx</p>	<p>Process applications of providers seeking certification to deliver Medicaid home and community-based services (HCBS)</p> <p>Monitor HCBS providers compliance with standards of certification</p> <p>Process background check variance applications</p> <p>Manage provider Harmony records</p>	<ul style="list-style-type: none"> • Questions about becoming a HCBS provider • Application status of HCBS providers • Status of background check variance applications • Provider reporting a change in status • Provider compliance inquiries 	<p>Summer Wheeler, Unit Manager (907) 269-3663 summer.wheeler@alaska.gov</p> <p>Senior Services Technician, Intake (907) 754-3512 hss.dsds.certification@alaska.gov</p> <p>Preferred method of communication:</p> <p>e-mail: hss.dsds.certification@alaska.gov</p> <p>or</p> <p>e-mail: dsdscompliance@alaska.gov</p> <p>PCC unit fax: (907) 754-3475</p>
<p>Quality Assurance</p> <p><u>Meg Sampson</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/ServiceQA/default.aspx</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, reviews mortalities, conducts complaint</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 	<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>

	investigations, monitors and reports on data, creates and processes service authorizations, fair hearings and remediations, and electronic visit verification.	<ul style="list-style-type: none"> • Service authorization inquiries • Electronic visit verification (EVV) 	<p>Victoria Cobo-George, Fair Hearings/ Mediations/Appeals (907) 344-0890</p> <p>Christina Kent EVV inquiries and issues (907) 269-4209</p> <p>EVV DSM: Hss.dsds.ev@alaska.gov</p>
<p>Research and Analysis</p> <p><u>Anastasiya Podunovich</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/research/default.aspx</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	<ul style="list-style-type: none"> • Requests for data and analysis of long-term services and supports utilization and claims payment • 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>RAU requests and Harmony database support:</p> <p>e-mail: dsdsharmonyhelp@alaska.gov</p>
<p>Training</p> <p><u>Kara Thrasher-Livingston</u></p> <p>Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/operations-and-training/</p>	Trains SDS staff and service providers	<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>Cassandra Lynch (907) 269-3448</p> <p>Damon Sylva (907) 269-3734</p> <p>e-mail: SDSTraining@alaska.gov</p> <p>DSM for HIPAA Questions: Harmony.HIPAA@hss.soa.directak.net</p>

Locations:**Anchorage Office (including Medicare Information Office and Infant Learning Program)**

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Anchorage, AK 99508

Phone: (907) 269-3666

Toll Free: (800) 478-9996

Fax: (907) 269-3689

E-mail: doh.sds.info@alaska.gov**Juneau Office**

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Juneau, Alaska 99811-0680

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Toll Free: (866) 465-3165

Fax: (907) 465-1170

Fairbanks Office

751 Old Richardson Hwy, Suite 100a

Fairbanks, Alaska 99701

Phone: (907) 451-5045

Toll Free: (800) 770-1672

Fax: (907) 451-5046

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