

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	• 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>	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	• 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	• Adult Protective Services • Quality assurance strategy • Provider issues • Contract questions	Sandra DeHart-Mayor (Anchorage) (907) 310-2955 (cell)
Chief of Programs <u>Erik Peterson</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	• Care coordination • Personal care services • Administration of Alaskans Living Independently, Adults with Physical and Developmental Disabilities waivers • Process for submitting critical incidents	Erik Peterson (Juneau) (907) 744-2737

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	• 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>		• 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	• 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	• 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 • Processing LOC determination letters and	Kimberlina Lopez, Unit Manager (907) 269-3666 Elias S. Haroun, Assessor Supervisor (907) 444-5970 David Chadwick, Assessor Supervisor (907) 744-1536 Michaela Schaefer, Assessor Supervisor (907) 717-8107

		assessment status requests.	
Care Coordinator Liaison <u>Katarzyna Sowa-Lapinskas</u>	Serves as a liaison with care coordinators	• 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 <u>carecoordinationssupport@alaska.gov</u>
Central Application Processing Monica Mills Webpage: <u>https://health.alaska.gov/en/senior-and-disabilities-services/central-application-processing/</u>	Processes applications for PCS/ ALI/ APDD/ CCMC/ CFC	• Status of applications for ALI/ APDD/CCMC/ CFC/ PCS services	Monica Mills, Unit Manager (907) 717-0097 Ziona Brownlow, Central Applications Processing Supervisor DSMs: <u>dsds.nfloc-initialapplication@hss.soa.directak.net</u> and <u>dsds.nflocwaiver@hss.soa.directak.net</u>
Central Intake <u>Ana Karina Thompson</u> Webpage: <u>https://health.alaska.gov/en/senior-and-disabilities-services/central-intake/</u>	Receives, reviews, and processes Reports of Harm and Critical Incident Reports	• Questions about making a Report of Harm, filing a Critical Incident Report (CIR), or following up on a report already made • Making a complaint or concern about a service provider or Assisted Living Home	Ana Karina Thompson, Unit Manager (907) 301-8293 DSM: <u>dsds.mcintake@hss.soa.directak.net</u> <u>File a Report of Harm</u>

		• Questions about abuse, neglect, or exploitation	
Consumer Assessment Tool (CAT) Review <u>Rodney George</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/review/	Issues Service Level Authorization (SLA) and Amendment Authorizations for PCS/CFC programs Approves Support Plans for ALI, APDD, CCMC, and CFC. Processes Change of Status and Appointment of Care Coordinator requests	• 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	Rodney George, Unit Manager (907) 310-2953 Jerry Fromm, Authorizations for PCS/CFC (907) 754-3458 Lauren Scarmuzzi, Authorizations for Waiver Services (907) 269-3453 Jazzmen Carr-Antwi, Change of Status/ Appointment of Care Coordinator (907) 269-3661 DSM for NFLOC: dsds.nflocwaiver@hss.soa.directak.net DSM for PCS: dsds.pcmailbox@hss.soa.directak.net
General Relief Assisted Living Home Program <u>Monica Mills</u> (Acting) Webpage: https://health.alaska.gov/en/services/general-relief-assisted-living/	Processes consumer applications for General Relief Assisted Living Home (ALH) program Processes General Relief invoices from ALH providers	• Questions about GR waitlist, status of a GR application, invoices, payment for GR providers or recipients, application closure notices	Monica Mills, Acting Unit Manager 907-717-0097 Jen Davis, General Relief Supervisor John Sutton, General Relief Provider Support (907) 334-0888 DSM: general.relief@hss.soa.directak.net

Grants <u>Ariel Berg</u> (Acting) Webpage: https://health.alaska.gov/dsds/Pages/grantservices/default.aspx	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), AD/ID, TABI, etc.	• Questions about AD/ID, PCI, DD/ID • 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	Ariel Berg, Acting Unit Manager AD/IDs, DD/IDs, CILs (907) 419-4372 DSM: ariel.berg@hss.soa.directak.net Jessica Spurrier, Home Modifications & Grants (907) 465-5810 DSM: jessica.spurrier@hss.soa.directak.net Kristin Cox, Older American Act Grants (907) 465-4876
Intellectual and Developmental Disabilities <u>Heather Chord</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/developmental-disabilities/	Determines DD Eligibility Manages DD/ID process and waitlist. Completes ICAP assessments Processes DD/ID and ISW waiver applications Completes ICF-IID Level of Care assessments for the DD/ID, ISW, CFC, and TEFRA programs Approves Support Plans for DD/ID/ISW, and CFC Processes Change of Status and Appointment of Care Coordinator Requests	• Questions about DD eligibility, DD/ID waitlist or registry, submitting the DD/ID • TEFRA Medicaid level of care • ICAP Assessments • DD/ID waiver and ISW	Heather Chord, Unit Manager (907) 980-2753 Corina Castillo-Shepard, Supervisor, Behavioral Health Liaison (907) 744-0979 Zach Gieszler, Supervisor, Support Plan Lead (907) 444-7197 Jenna Farrally, Supervisor, Level of Care Lead (907) 575-2413 DSM: mailto:sds.iddAnchorage@hss.soa.directak.net
Early Intervention/ Infant Learning Program <u>Susan Kessler</u>	Serves babies ages 0 to 3 that may have a special health care need or developmental delay through 15 regional programs	• Questions about screening of and early intervention services for children ages 0 to 3	Susan Kessler, Unit Manager (907) 451-2369 Infant Learning or Part C

Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/early-intervention-infant-learning/		• The SDS ILP office is located at 1835 Bragaw in Anchorage • Map of ILP site-based resources	(907) 269-8442 1-877-HSS-FMLY (477-3659)
Medicare Information Office Jeanne Larson Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/medicare-office/	Offers one on one counseling to Medicare Beneficiaries and their families regarding Medicare Screens Medicare Beneficiaries with limited income and resources for programs to help with their Medicare costs, and helps them apply for these programs Provides group education and dissemination of Medicare related information. Including how to spot and report Medicare fraud, errors, and abuse Trains and certifies Volunteer Medicare Counselors, Grantees, and partner agencies to provide Medicare Information to their community	• 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	Jeanne Larson, Unit Manager (907) 782-5781 Medicare Information Office (800) 478-6065 or (907) 269-3680 doh.mio.info@alaska.gov
Nursing Moli Atanoa Webpage: Under Development	Conducts LOC assessments for NFLOC waivers, including assessments in facilities such as hospitals, nursing homes, API and correctional facilities) Conducts Support Plan reviews for CCMC waiver program	• Questions about assessments in hospitals, nursing homes, API or correctional facilities • Questions about CCMC assessments and support plans • Questions about MIRP	Moli Atanoa, Unit Manager (907) 269-4133 Scott Chow, PASRR & LTC (907) 269-3652 DSM:

	Provides nursing consultation 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	• Questions about PASRR process, nursing home admissions, continued stays, billing issues	dsds.ltcauthorizations@hss.soa.directak.net
Policy and Program Development <u>Jordyn Grant</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/policy-and-program-development/	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 SDS form and document accessibility	• Questions/issues about interpretation of regulations COPs, and SDS services • Forms, accessibility, and website content • Constituent/legislative inquiries • Public comment and general questions	Jordyn Grant, Unit Manager (907) 538-9240 doh.sds.info@alaska.gov
Project Team <u>Cheri Herman</u>	Manages SDS' Medicaid- funded IT projects	Current Projects: • EVV implementation and ongoing support • WellSky Harmony contract management needs • Critical Incident contract management • interRAI contract management, project	Cheri Herman, Unit Manager (907) 269-4999 doh.sds.projects@alaska.gov

		planning and implementation	
Provider Certification and Compliance <u>Summer Wheeler</u> Webpage: https://health.alaska.gov/dsds/Pages/ProviderQA/provider_unit.aspx	Process applications of providers seeking certification to deliver Medicaid home and community-based services (HCBS) Monitor HCBS providers compliance with standards of certification Process background check variance applications Manage provider Harmony records	• 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	Summer Wheeler, Unit Manager (907) 269-3663 summer.wheeler@alaska.gov Senior Services Technician, Intake (907) 754-3512 hss.dsds.certification@alaska.gov Preferred method of communication: e-mail: hss.dsds.certification@alaska.gov or e-mail: dsdscompliance@alaska.gov PCC unit fax: (907) 754-3475
Quality Assurance <u>Meg Sampson</u> Webpage: https://health.alaska.gov/dsds/Pages/ServiceQA/default.aspx	Ensures the health and welfare of recipients through the monitoring and oversight of services to participants and their families. Unit staff oversee critical incident reporting, reviews mortalities, conducts complaint investigations, monitors and reports on data, creates and processes service authorizations, fair hearings and remediations, and electronic visit verification.	• Questions about critical incident reporting • Mortality review process • Investigations of complaints and non-compliance • Fair hearing, mediations and appeals • Service authorization inquiries • Electronic visit verification (EVV)	Meg Sampson, Unit Manager (907) 269-3969 Esther Hayes, Screening and Investigations (907) 334-0889 Bonnie Olsen-Lee, Service Authorization (907) 269-4134 Victoria Cobo-George, Fair Hearings/ Mediations/Appeals (907) 344-0890 Christina Kent EVV inquiries and issues (907) 269-4209

			EVV DSM: Hss.dsds.evv@alaska.gov
Research and Analysis <u>Anastasiya Podunovich</u> Webpage: https://health.alaska.gov/dsds/Pages/research/default.aspx	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	• 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	Anastasiya Podunovich, Unit Manager (907) 269-3477 RAU requests and Harmony database support: e-mail: dsdsharmonyhelp@alaska.gov
Training <u>Kara Thrasher-Livingston</u> Webpage: https://health.alaska.gov/en/senior-and-disabilities-services/operations-and-training/	Trains SDS staff and service providers	• 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	Kara Thrasher- Livingston, Unit Manager (907) 269-3685 Cassandra Lynch (907) 269-3448 Damon Sylva (907) 269-3734 e-mail: SDSTraining@alaska.gov DSM for HIPAA Questions: Harmony.HIPAA@hss.soa.directak.net

Locations:

Anchorage Office (including Medicare Information Office and Infant Learning Program)

1835 Bragaw Street, Suite 350

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

350 Main Street, Suite 503
Juneau, Alaska 99811-0680
Phone: (907) 465-3372
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

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