

SDS Inquiry Routing

| Leadership Team | Core Duties | Typical Inquiry | Contact Information |
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| <p style="text-align: center;">Director</p> <p style="text-align: center;"><u>Tony Newman</u></p> | <p>Oversight and administration of Division operations, programs, and services. Directly supervises Deputy Director and Administrative Operations Manager.</p> | <ul style="list-style-type: none"> • Overall mission & values • Legislation • Service delivery concerns • Speaking engagements | <p>Tony Newman (Juneau) (907) 465-5481 (desk) (907) 419-4417 (cell)</p> |
| <p style="text-align: center;">Deputy Director (Division Operations Manager)</p> <p style="text-align: center;"><u>Lynne Keilman-Cruz</u></p> | <p>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</p> | <ul style="list-style-type: none"> • Service delivery concerns • Provider collaboration and troubleshooting • Interface with other divisions and agencies | <p>Lynne Keilman-Cruz (Anchorage) (907) 269-2083 (desk) (907) 602-0049 (cell)</p> |
| <p style="text-align: center;">Chief of Quality</p> <p style="text-align: center;"><u>Bobby Nave</u></p> | <p>Supervision and oversight of Quality Assurance and Fair Hearing services, Research and Analysis, Adult Protective Services, Provider Certification, and Project Management</p> | <ul style="list-style-type: none"> • Adult Protective Services • Quality assurance strategy • Provider issues • Contract questions | <p>Bobby Nave (Anchorage) (907) 310-2955 (cell) (907) 269-5606 (desk)</p> |
| <p style="text-align: center;">Chief of Programs</p> <p style="text-align: center;"><u>Caroline Hogan</u></p> | <p>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</p> | <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 | <p>Caroline Hogan (Anchorage) (907) 269-3681 (desk) (907) 717-6793 (cell)</p> |
| <p style="text-align: center;">Chief of Developmental Programs</p> <p style="text-align: center;"><u>Pam Kellish</u></p> | <p>Oversight and administration of two waivers for individuals with intellectual and developmental disabilities; Division training; Infant</p> | <ul style="list-style-type: none"> • Intellectual and Developmental Disabilities waivers • Infant Learning Program oversight • Division training oversight | <p>Pam Kellish (Fairbanks) (907) 451-5041 (desk) (907) 385-7270 (cell)</p> |

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| | Learning Program, and Living Well grant Administration | <ul style="list-style-type: none"> • Living Well grant administration | |
| <p>Administrative Operations Manager</p> <p><u>Nicole Wery-Tagaban</u></p> | | <ul style="list-style-type: none"> • Budget • Administrative • Grant unit oversight • Office/facilities | <p>Nicole Wery-Tagaban (Juneau) (907) 465-4917 (desk) (907) 723-9963 (cell)</p> |

| Unit Manager | Core Duties | Typical Inquiry | Contact Information |
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| <p>Adult Protective Services</p> <p><u>Sandra Jenkins</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/aps/default.aspx</p> | 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 1-(800) 478-9996 • For questions related to APS, but not directly involving a report, contact Sandra Jenkins | <p>Sandra Jenkins, Unit Manager (907) 269-3679</p> <p>Tamara Hunter, Anchorage Supervisor (907) 269-5555</p> <p>Jennifer Brinkman, Rural Supervisor (907) 451-5043</p> <p>APS HOTLINE (800) 478-9996</p> <p><u>File a Report of Harm</u></p> |
| <p>Assessment</p> <p><u>Kimberlina Lopez</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/IntakeAssessment/default.aspx</p> | 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 • Processing LOC determination letters and assessment status requests | <p>Kimberlina Lopez, Unit Manager (907) 764-0736</p> <p>Elias S. Haroun, Assessor Supervisor (907) 444-5970</p> <p>David Chadwick, Assessor Supervisor (907) 744-1536</p> |
| <p>Care Coordinator Liaison</p> <p><u>Katarzyna Sowa-Lapinskas</u></p> | Serves as a liaison with care coordinators | <ul style="list-style-type: none"> • Questions about applications, Support Plans, statuses of Level of Care, Developmental Disability Eligibility, Developmental Disability Registration | <p>Katarzyna Sowa-Lapinskas, Unit Manager (907) 764-8287 (cell)</p> |

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| | | <p>and Review, disenrollment, transfers, etc.</p> <ul style="list-style-type: none"> • Harmony related processes and troubleshooting • Inquiries regarding the process of becoming a certified and enrolled care coordinator | |
| <p>Central Application Processing</p> <p><u>Brianna Campbell</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/CAP.aspx</p> | <p>Processes applications for PCS/ ALI/ APDD/ CCMC/ CFC</p> | <ul style="list-style-type: none"> • Status of applications for ALI/ APDD/ CCMC/ CFC/ PCS services | <p>Brianna Campbell, Unit Manager (907) 717-0097</p> <p>Lisa Labadie, Central Applications Processing Supervisor (907) 269-3463</p> |
| <p>Central Intake</p> <p><u>Vacant</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/CentralIntake.aspx</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>Vacant, Unit Manager (907) 269-3666</p> <p>File a Report of Harm</p> |
| <p>Consumer Assessment Tool (CAT) Review</p> <p><u>Rodney George</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/review.aspx</p> | <p>Issues Service Level Authorization (SLA) and Amendment Authorizations for PCS/CFC programs</p> <p>Approves Support Plans for ALI/APDD/CCMC/CFC. 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, Authorizations for PCS/CFC (907) 754-3458</p> <p>Lauren Scarmuzzi, Authorizations for Waiver Services (907) 269-3453</p> <p>Jazzmen Carr-Antwi, Change of Status/ Appointment of Care Coordinator (907) 269-3661</p> |

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| <p>General Relief Assisted Living Home Program</p> <p><u>Brianna Campbell</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/aps/apsrelief.aspx</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>Brianna Campbell, Unit Manager (907) 717-0097</p> <p>Vacant, General Relief Supervisor</p> <p>John Sutton, General Relief Provider Support (907) 334-0888</p> |
| <p>Grants</p> <p><u>Erik Peterson</u></p> <p>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</p> <p>Jessica Spurrier, ADRD Education and Support, and Grants (907) 465-5810</p> <p>Kristin Cox, Nutrition, Transportation, and Support Services Grants (907) 465-4876</p> |
| <p>Intellectual and Developmental Disabilities</p> <p><u>Heather Chord</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/dd/default.aspx</p> | <p>Determines DD Eligibility</p> <p>Manages DRRR 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</p> <p>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 DRRR • 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: sds.iddAnchorage@hss.soa.directak.net</p> |

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| <p>Early Intervention/ Infant Learning Program</p> <p><u>Susan Kessler</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/infantlearning/default.aspx</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 0-3 * The SDS ILP office is located at 1835 Bragaw in Anchorage; the ILP website contains a map of site-based resources | <p>Susan Kessler, Unit Manager (907) 451-2369</p> <p>Infant Learning or Part C: (907) 269-8442 1-877-HSS-FMLY (477-3659)</p> |
| <p>Medicare Information Office</p> <p><u>Dana Norwood</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/medicare/default.aspx</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>Dana Norwood, Unit Manager (907) 269-3669</p> <p>Medicare Information Office (800) 478-6065 or (907) 269-3680</p> <p>hss.medicare@alaska.gov</p> |
| <p>Nursing</p> <p><u>Moli Atanoa</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/provider/nursing.aspx</p> | <p>Conducts LOC assessments for NFLOC waivers, including assessments in facilities such as hospitals, nursing homes, API and correctional facilities)</p> <p>Conducts Support Plan reviews for CCMC waiver program</p> <p>Provides nursing consultation</p> | <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, | <p>Moli Atanoa, Unit Manager (907) 269-4133</p> <p>Paula Ray, Assessments (907) 269-3674</p> <p>Scott Chow, PASRR & LTC (907) 269-3652</p> |

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| | <p>Assessor Training</p> <p>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> | <p>nursing home admissions, continued stays, billing issues</p> | |
| <p>Policy and Program Development</p> <p><u>Jordyn Grant</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/policies/default.aspx</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>HSS.DSDS.Policy@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 • WellSky Harmony contract management needs • Critical Incident Project • interRAI Project | <p>Cheri Herman – Unit Manager (907) 269-4999</p> <p>doh.sds.projects@alaska.gov</p> <p>EVV inquiries and issues: hss.dsds.evv@alaska.gov</p> |
| <p>Provider Certification and Compliance</p> <p><u>Summer Wheeler</u></p> <p>Webpage:</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> | <ul style="list-style-type: none"> • Questions about becoming a HCBS provider • Application status of HCBS providers • Status of background check variance applications | <p>Summer Wheeler, Unit Manager summer.wheeler@alaska.gov (907) 269-3663</p> <p>Senior Services Technician, Intake hss.dsds.certification@alaska.gov</p> |

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| <p>https://health.alaska.gov/dsds/Pages/ProviderQA/provider_unit.aspx</p> | <p>Process background check variance applications</p> <p>Manage provider Harmony records</p> | <ul style="list-style-type: none"> • Provider reporting a change in status • Provider compliance inquiries | <p>(907) 754-3512</p> <p>Preferred method of communication: Email: hss.dsds.certification@alaska.gov or dsdscompliance@alaska.gov</p> <p>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, 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/Appals (907) 344-0890</p> |
| <p>Research and Analysis</p> <p><u>Anastasiya Podunovich</u></p> <p>Webpage: https://health.alaska.gov/dsds/Pages/research/default.aspx</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 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: dsds harmonyhelp@alaska.gov</p> |
| <p>Training</p> <p><u>Kara Thrasher-Livingston</u></p> <p>Webpage:</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 | <p>Kara Thrasher-Livingston, Unit Manager (907) 269-3685</p> <p>Cassandra Lynch (907) 269-3448</p> |

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| https://health.alaska.gov/dsds/Pages/ops/senior-disabilities-training.aspx | | Home or Assisted Living provider) <ul style="list-style-type: none"> • Questions about SDS documents and NCI survey questions • SDS speaker requests | Delight Mells (907) 269-3672 Damon Sylva (907) 269-3734 SDSTraining@alaska.gov |
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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

Juneau Office

350 Main Street, Suite 500
 Juneau, Alaska 99811-0680
 Phone: (907) 465-3372
 Toll Free: (866) 465-3165
 TTY: (907) 465-5430
 Fax: (907) 465-1170

Fairbanks Office

751 Old Richardson Hwy, Suite 100a
 Fairbanks, Alaska 99701
 Phone: (907) 451-5045
 Fax: (907) 451-5046

 Toll Free: (800) 770-1672
 TDD: (907) 451-5093

| *** | Acronym | Key | *** |
|-------------|--|--------------|--|
| 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 |

| *** | Acronym | Key | *** |
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| 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 | | |