

APD Medicaid Program Analyst Contacts

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Provider Relations Unit

- [Traci Lerner](#) / Phone number: 541-705-7324
 - Assigned roles and responsibilities
 - Medicaid Provider Enrollment Manager – CBC providers
- [Candi Sucik](#) / Phone number: 503-580-6669
 - Assigned roles and responsibilities
 - HCW payment adjustments

- Payment support
- HCW unemployment insurance claims
- HCW adjustment mailbox:
apd.ceppayments@odhsoha.oregon.gov
- [Casey Baxter](#) / Phone number: 971-209-9639
 - Assigned roles and responsibilities
 - HCW enrollment
 - HCW enrollment mailbox: hcw.enrollment@odhsoha.oregon.gov
- [Coleen Thompson](#) / Phone number: 503-931-8661
 - Assigned roles and responsibilities
 - Payment support
 - CBC provider payment adjustments
- [Dana Vafiades](#) / Phone number: 971-719-6490
 - Assigned roles and responsibilities
 - Provider enrollment policy analyst
 - Changes in ownership / changes in management
 - Partner / stakeholder communication and education
 - Provider enrollment mailbox:
apd.providerenrollment@odhsoha.oregon.gov
- [Doug Livengood](#) / Phone number: 503-931-9877
 - Assigned roles and responsibilities
 - AFH enrollment
 - K-Plan enrollment
 - Mailbox: spd.providernumber@odhsoha.oregon.gov
- [Kalina Brown](#) / Phone number: 971-283-4549
 - Assigned roles and responsibilities
 - AFH provider enrollment

- Updates and revalidation
- CBC provider enrollment mailbox:
apd.providerenrollment@odhsoha.oregon.gov
- [Laura Kucera](#) / Phone number: 503-798-5941
 - Assigned roles and responsibilities
 - Provider enrollment
 - Updates and revalidation
 - Provider enrollment mailbox:
apd.providerenrollment@odhsoha.oregon.gov
- [Lynette Otjen](#) / Phone number: 503-801-3753
 - Assigned roles and responsibilities
 - Payment support
 - HCW payment adjustments
 - HCW garnishments
 - HCW travel time
 - Local office liaison for HCW payment issues
 - HCW adjustment mailbox:
apd.ceppayments@odhsoha.oregon.gov
- [Omar Trujillo Tapia](#) / Phone number: 800-241-3013 (PRU)
 - Assigned roles and responsibilities
 - Customer services
 - HCW
 - Employment and income verification
 - Replacement W-2s and 1099s (replacement W-2 Phone # 503-947-5138)
 - Mail

- [Samantha Grimm](#) / Phone number: 503-385-3473
 - Assigned roles and responsibilities
 - Provider enrollment
 - Updates and revalidation
 - Provider enrollment mailbox:
apd.providerenrollment@odhsoha.oregon.gov

Medicaid Financial Eligibility (MFE) Policy Unit

- [Ada Osuna](#) / Phone number: 503-358-3006
 - Assigned roles and responsibilities
 - Medicaid Financial Eligibility (MFE) Policy Unit Manager
- [APD Medicaid Financial Eligibility Policy Analyst Contacts OWL Page](#)
- APD Medicaid Policy Analyst Mailbox:
apd.medicaidpolicy@odhsoha.oregon.gov

Medicaid Services and Supports / Long-Term Services and Supports Policy Analysts

- [Jonathan 'JD' Tilford](#) / Phone number: 541-529-9660
 - Assigned roles and responsibilities
 - Policy, Planning and Development Manager
- [Amy Andersen](#) / Phone number: 541-371-0432
 - Assigned roles and responsibilities
 - Dementia specialist
 - Alzheimer's program
- [Beckie Jenkins](#) / Phone number: 503-400-4437

- Assigned roles and responsibilities
 - HCW payment specialist
- [Beth Jackson](#) / Phone number: 503-856-2768
 - Assigned roles and responsibilities
 - State Plan and Waivers
 - QA and ongoing compliance
- [Brian Sexton](#) / Phone number: 541-207-2887
 - Assigned roles and responsibilities
 - OPI-M policy
 - DocuSign coordinator
 - DocuSign mailbox: apd.docusignsupport@odhsoha.oregon.gov
- [Chris Angel](#) / Phone number: 971-332-0416
 - Assigned roles and responsibilities
 - HCBS policy
 - HCBS cross-platform project management
 - Federal research
 - LTSS section project management
- [Christine Maciel](#) / Phone number: 503-881-9064
 - Assigned roles and responsibilities
 - Lead policy analyst
 - Case Management Tools website
 - Service desk tickets – policy related issues
 - OA and CA/PS liaison and SME
 - Tribal Navigator contract administrator
 - ICP policy
 - ICP mailbox: icp.spd@odhsoha.oregon.gov

- Case manager desk guide
- Intake module lead analyst
- WCM policy (direct/indirect contacts)
- WCM mailbox: apd.wcm@odhsoha.oregon.gov
- Case management liaison
- RMS audit reviews
- [Cindy Susee](#) / Phone number: 503-345-1168
 - Assigned roles and responsibilities
 - NF rates and capacity
 - NF payment rules
 - NATCEP policy
 - NF cost reports
- [Darla Zeisset](#) / Phone number: 971-375-1591 (on temporary leave)
 - Assigned roles and responsibilities
 - MED policy
 - Legal actions support
 - HCW actions support
- [Desarae Damschen](#) / Phone number: 503-983-0226
 - Assigned roles and responsibilities
 - HCW program policy
 - HCW terminations
 - Fraud/MFcU liaison
 - HCW CBA implementation
 - HCC liaison
 - PTC tracking
- [Donitta Booth](#) / Phone number: 503-358-1139 (on temporary leave)

- Assigned roles and responsibilities
 - WCM policy (direct/indirect contacts)
 - WCM mailbox: apd.wcm@odhsoha.oregon.gov
 - Case management liaison
 - RMS audit reviews
 - CIA reviews
- [Gavin Christenson](#) / Phone number: 503-559-8428
 - Assigned roles and responsibilities
 - MSS administrative support
- [Janice Castle](#) / Phone number: 503-480-6903
 - Assigned roles and responsibilities
 - K-Plan ancillary services
 - HCW Unemployment hearings
- [Jessica Kallhoff](#) / Phone number: 503-698-0290
 - Assigned roles and responsibilities
 - Crisis Support Services policy
 - CSS mailbox: apd.crisissupport@odhsoha.oregon.gov
- [Julio Angel](#) / Phone number: 503-951-3721
 - Assigned roles and responsibilities
 - Healthier Oregon program policy and outreach
 - REALD and SOGI implementation
 - HCW terminations
 - SPPC policy
 - In-home SPPC exceptions
 - SPPC MED consultations
 - ERS policy

- RMS audit reviews
- [Kathryn Nunley](#) / Phone number: 503-508-6196
 - Assigned roles and responsibilities
 - Mental health policy and consultation
 - ECS / ECOS policy
 - OHA HSD liaison
 - Behavioral Support policy
 - PAS / PASRR policy
 - Specialized services expansion
- [Katie Lucas](#) / Phone number: 503-983-5778
 - Assigned roles and responsibilities
 - MED policy
- [Lindsay Vanderworker](#) / Phone number: 503-856-6931
 - Assigned roles and responsibilities
 - ADS policy
- [Lisa Bouchell](#) / Phone number: 503-856-6274
 - Assigned roles and responsibilities
 - In-home exceptions
 - PACE audits and compliance
 - PACE policy
 - EWE
 - EWE mailbox: apd.ewe.request@odhsoha.oregon.gov
 - RMS audit reviews
- [Margaret May](#) / Phone number: 971-261-9909
 - Assigned roles and responsibilities
 - K-State Plan policy

- In-home exceptions coordinator
 - DME liaison
 - Senior Hunger workgroup
 - HDM policy
 - Exception policy
- [Max Brown](#) / Phone number: 971-707-1019
 - Assigned roles and responsibilities
 - APD strategic planning
 - Policy and line operations with statewide impact
 - Legislative implementation
 - Statewide planning
- [Mckynna Capson](#) / Phone number: 541-640-3958 (on temporary leave)
 - Assigned roles and responsibilities
 - OPI-M policy
 - RMS audit reviews
- [Naomi Sacks](#) / Phone number: 503-385-7168
 - Assigned roles and responsibilities
 - PointClickCare (PCC – formerly Collective)
 - NCI-AD
 - APD internship coordinator
 - LGBTQIA2S+ survey and related work
- [Paige Organick-Lee](#) / Phone number: 503-779-7690
 - Assigned roles and responsibilities
 - Social isolation policy
 - Diversion / Transition policy
 - Community transition policy

- [Paul Johnson](#) / Phone number: 971-209-5020
 - Assigned roles and responsibilities
 - In-home services policy
 - SP policy
 - Non-medical community transportation
 - Help Me Home program (Washington County)
 - OHCC commissioner
 - RMS audit reviews
 - Specialized Living Contracts Administrator
- [Stacey Spelman](#) / Phone number: 541-589-3971
 - Assigned roles and responsibilities
 - SPL policy
 - IHCA policy
 - MED support
 - SP exceptions
 - RMS audit reviews
 - ONE liaison for LTSS

Community Services and Supports Unit

- [Rodney Schroeder](#) / Phone number: 541-305-3489
 - Assigned roles and responsibilities
 - Community Services and Supports unit manager
 - [Community Services and Supports page](#)
 - OMAC policy and QA
 - AAA fiscal monitoring and oversight
 - NAPIS

- [Adam Hansen](#) / Phone number: 503-853-5699
 - Assigned roles and responsibilities
 - OAA Nutrition program
 - OAA health promotion
 - Senior hunger task force
 - Staff GCSS
- [Anthony Hodgson](#) / Phone number: 503-930-0941
 - Assigned roles and responsibilities
 - SHIBA program
- [Brandi Truitt](#) / Phone number: 503-871-2732
 - Assigned roles and responsibilities
 - OPI program coordinator
 - OPI training
 - OA training for OPI
- [Cassandra Hutchinson](#) / Phone number: 503-798-5736
 - Assigned roles and responsibilities
 - Training coordinator: Options counseling, GetCare, I and R, I and A and OA
 - QA coordinator
 - State program report
- [Dawn Rustrum](#) / Phone number: 503-779-9242
 - Assigned roles and responsibilities
 - ADRC technology and business analyst
 - ADRC website and ADRC Facebook
 - ADRC software vendor relations and contract management
 - ADRC Advisory Council coordinator

- ADRC project management, Grant oversight
- [Deb McCuin](#) / Phone number: 541-301-1672
 - Assigned roles and responsibilities
 - OAA
 - Area plan review
 - Tribal partner liaison
 - State plan implementation lead
- [Deborah Spere](#) / Phone number: 971-301-1023
 - Assigned roles and responsibilities
 - Housing policy
 - Oregon Money Management program
 - ABLENet
 - ODC and ADRC social media
- [Joseph Lowe](#) / Phone number: 971-239-6666
 - Assigned roles and responsibilities
 - DSAC and DEMAC
 - Staff ODC / ADA celebration
 - Transportation SME
 - ABLENet
 - Service equity lead / steering committee
- [Kesha Baxter](#) / Phone number: 971-301-1739
 - Assigned roles and responsibilities
 - MMA / Buy-in unit lead
- [Kiley Plaza-Meza](#) / Phone number: 503-981-9531
 - Assigned roles and responsibilities
 - ADRC central database resource specialist

- [Lacey Hansen](#) / Phone number: 503-318-7562
 - Assigned roles and responsibilities
 - RTZ technical specialist liaison
 - ADRC I and A and I and R training
- [Lynelle Bergman](#) / Phone number: 971-388-2140
 - Assigned roles and responsibilities
 - SHIBA program trainer
- [Melinda Meeds](#) / Phone number: 503-568-5247
 - Assigned roles and responsibilities
 - Contract administrator
- [Patty Martin](#) / Phone number: 458-658-6163
 - Assigned roles and responsibilities
 - SHIBA program trainer
- [Rose Miller](#) / Phone number: 971-372-5250
 - Assigned roles and responsibilities
 - CSS unit support
 - GCSS and ODC support
 - Website updates
 - Program support
- [Roxann Scarlett](#) / Phone number: 971-209-8519
 - Assigned roles and responsibilities
 - SHIBA program
- [Ryan Kibby](#) / Phone number: 503-510-3988
 - Assigned roles and responsibilities
 - Grant – budget oversight
 - Medicare Improvement for Patients and Providers Act (MIPPA)

- Senior Community Service Employment program
- Senior Medicare Patrol (SMP)
- SHIBA assistance
- [Theresa Powell](#) / Phone number: 971-301-1618
 - Assigned roles and responsibilities
 - Family Caregiver Support program
 - Gatekeeper program
 - Property tax deferral
 - ASL video projects
 - Native Caring conference

Central Delivery Supports Unit

- [Trevin Butler](#) / Phone number: 503-302-1309
 - Assigned roles and responsibilities
 - APD Central Delivery Supports manager
- [Ashley McCrum \(Ybarra\)](#) / Phone number: 503-983-4894
 - Assigned roles and responsibilities
 - Unit support
 - Specific Needs contracts coordinator
- [Chelsea Muchmore](#) / Phone number: 971-372-1973
 - Assigned roles and responsibilities
 - 5510 Transition coordinator
- [Cori Klosterman](#) / Phone number: 503-302-7495
 - Assigned roles and responsibilities
 - Complex case coordinator
- [Desiree Hoveland](#) / Phone number: 971-718-2779

- Assigned roles and responsibilities
 - Specialized Living contract administrator
 - Adult Foster Home contract administrator
 - CBC exceptions specialist
- [Erin Drake](#) / Phone number: 503-798-1324
 - Assigned roles and responsibilities
 - Behavior Support Services analyst
 - CBC exceptions coordinator
 - Specific Needs contract administrator
- [Jenni Smith](#) / Phone number: 503-586-9738
 - Assigned roles and responsibilities
 - Unit support
- [Joel Sayre](#) / Phone number: 503-779-4109
 - Assigned roles and responsibilities
 - Embedded hospital contract administrator
 - Specialized Living contract administrator
 - CBC contract administrator
- [Karen Kaino](#) / Phone number: 503-569-7034
 - Assigned roles and responsibilities
 - National voter registration analyst
 - FSAM manual
 - Specific Needs contract admissions
- [Marcus Schwarz](#) / Phone number: 503-949-6951
 - Assigned roles and responsibilities
 - Specific Needs contract administrator - AFHs
- [Melissa Taber](#) / Phone number: 503-269-4565

- Assigned roles and responsibilities
 - Enhanced Care Services coordinator
 - Specific Needs contract administrator
- [Sarah Hansen](#) / Phone number: 971-600-7239
 - Assigned roles and responsibilities
 - Specific Needs contracts – Lead
 - LTCCN analyst
- [Scott Spencer](#) / Phone number: 503-509-7418
 - Assigned roles and responsibilities
 - Rates and data analyst
- [Tammy Mazon](#) / Phone number: 503-930-8231
 - Assigned roles and responsibilities
 - APD forms coordinator
 - Specific Needs contracts – intake
 - Private pay PASRR - intake

Equity Strategy Unit / Oregon Deaf and Hard of Hearing Services

- [Deaf and Hard of Hearing Services](#)
 - General information mailbox:
 - odhhs.info@odhsoha.oregon.gov
 - Language accommodation questions or concerns mailbox:
 - request.odhhsp@odhsoha.oregon.gov
- [Michael Pittman](#) / Phone number: 503-826-7872
 - Assigned roles and responsibilities

- Equity Strategy and Oregon Deaf and Hard of Hearing Services manager
- [Angie Stapleton](#) / Phone number: 971-372-4357
 - Assigned roles and responsibilities
 - Equity learning and development specialist
 - Diversity, Equity, Inclusion, Accessibility and Belonging (DEIAB) related topics
- [Barbara Robertson](#) / Phone number: 503-509-9550
 - Assigned roles and responsibilities
 - Accessibility for deaf and hard of hearing individuals
 - Deaf and blind research
 - Inter-agency collaboration
 - ODHHS committee liaison
- [Chloe Stallworth](#) / Phone number: 971-388-8773
 - Assigned roles and responsibilities
 - Service equity coordinator
- [Jeff Puterbaugh](#) / Phone number: 971-600-7877
 - Assigned roles and responsibilities
 - Accommodations coordinator
- [Krista Gallagher](#) / Video phone number: 503-454-6100 / Text only: 503-979-7301
 - Assigned roles and responsibilities
 - Accessibility for deaf and hard of hearing individuals
 - Deaf and blind research
 - Inter-agency collaboration
 - ODHHS Committee liaison

- [Laune Thomas](#) / Phone number: 503-931-1229
 - Assigned roles and responsibilities
 - APD community engagement specialist
 - Service equity support
 - Help build collaborative partnerships with community partners
- [Laura Hunker](#) / Phone number: 503-449-5438
 - Assigned roles and responsibilities
 - Tribal Navigator program leader
 - Tribal Affairs consultant
- [Shannon Neale](#) / Phone number: 971-493-2111
 - Assigned roles and responsibilities
 - Unit support

PMDDT

- [Brian Kirk](#) / Phone number: 503-373-0271
 - Assigned roles and responsibilities
 - Program manager

SNAP Policy

- [SNAP policy](#)

Commonly Used Email Addresses

- ptc.support@odhsoha.oregon.gov
 - To be used for staff questions related to OR PTC DCI.
- apd.ewe.request@odhsoha.oregon.gov

- To be used for EWE related questions/requests.
- spd.exceptions@odhsoha.oregon.gov
 - To be used for in-home exception requests.
- apd.cbceexceptions@odhsoha.oregon.gov
 - To be used for CBC exception requests.
- icp.spd@odhsoha.oregon.gov
 - To be used for all ICP questions/related documentation.
- apd.crisissupport@odhsoha.oregon.gov
 - To be used for all Crisis Support Services referrals, questions, and documentation.
- kplan.Requests@odhsoha.oregon.gov
 - To be used for all K-Plan requests.
- apd.medicaidpolicy@odhsoha.oregon.gov
 - To be used for APD Medicaid policy related questions.
 - **Note:** Add a note of either **Financial** or **Long-Term Services** on the subject line to indicate which unit your email needs to be directed to.
- trainingunit.servicessupports@odhsoha.oregon.gov
 - To be used for APD Services and Supports training unit.
- apd.decisionnotices@odhsoha.oregon.gov
 - To be used for APD SPAN related questions.
- or.pasrr@odhsoha.oregon.gov
 - To be used to submit Pre-admission Screening Resident Reviews (PASRR) Level I's, or questions related to PASRR.
- pasrr.appeal@odhsoha.oregon.gov

- For use ONLY after a PASRR Level II has been completed and there has been a determination an individual or their representative wishes to appeal.
- hcwvoucher.issues@odhsoha.oregon.gov
 - To be used for HCW voucher related issues/questions.
- hcw.enrollment@odhsoha.oregon.gov
 - To be used for HCW enrollment related issues/questions.
- apd.providerenrollment@odhsoha.oregon.gov
 - To be used for APD Provider Enrollment PEA submissions/questions.
- med.spd@odhsoha.oregon.gov
 - To be used for all MED review requests/questions.
- hcbs.oregon@odhsoha.oregon.gov
 - To be used for all HCBS related issues/questions.
- dhs.forms@odhsoha.oregon.gov
 - To be used when submitting forms for written translation.
- specific-needs.contract-team@odhsoha.oregon.gov
 - For questions or concerns not addressed on the [Specific Needs Contracts](#) page.
- apd.specificneedcontractapplications@odhsoha.oregon.gov
 - For Specific Needs Contract Applications.
- apd.admissions@odhsoha.oregon.gov
 - For Specific Needs Contract Rate adjustments/questions.
- apd.pace@odhsoha.oregon.gov
 - To be used for PACE questions, general information, and related documentation.
- apdcomplexcase.consultationteam@odhsoha.oregon.gov

- For questions and assistance with complex placements. Complete the Complex Case Consultation Referral Form 2841 and staff with your manager prior to submitting the form.
- enhancedcare.team@odhsoha.oregon.gov
 - For Enhanced Care Service Team questions and assistance (Enhanced Care Services Referral Form 3082).
- lrc.nsg@odhsoha.oregon.gov
 - To be used for questions about the Long-Term Community Nursing program.
- apd.wcm@odhsoha.oregon.gov
 - To be used for questions related to Waivered Case Management (WCM) Services also known as direct and indirect contacts.
- apd.ltss@odhsoha.oregon.gov
 - To be used for alternate format requests.
- apd.docusignsupport@odhsoha.oregon.gov
 - To be used for DocuSign related questions and issues.
- apd.grandpadrequest@odhsoha.oregon.gov
 - To be used for GrandPad related questions and issues.
- apd.roboticpet@odhs.oregon.gov
 - To be used for GrandPad related questions and issues.

Acronyms

AAA	Area Agency on Aging
ADRC	Aging and Disability Resource Connection of Oregon
ADS	Adult Day Services
AFH	Adult Foster Home

APD	Aging and People with Disabilities
CA/PS	Client Assessment and Planning System
CBA	Collective Bargaining Agreement
CBC	Community-Based Care
CIA	Continuous Improvement Assessment
DME	Durable Medical Equipment
DSAC	Disability Services Advisory Councils
ECOS	Enhanced Care Outreach Services
ECS	Enhanced Care Services
EPD	Employed Persons with Disabilities
ERS	Emergency Response System
EWE	Extended Waiver Eligibility
FB	Facebook
GCSS	Governor's Commission on Senior Services
HCC	Homecare Commission
HCW	Homecare Worker
HDM	Home Delivered Meals
HCBS	Home and Community-Based Services
HSD	Health Systems Division
I & A	Identity and Access Management System
I & R	Information and Referral
IHCA	In-Home Care Agency
ICP	Independent Choices Program
LGBTQIA2S+	Lesbian, gay, bisexual, transgender and trans, queer and questioning, intersex, asexual or agender, and two-spirit
LTCCN	Long-Term Care Community Nurse

LTSS	Long-Term Services and Supports
MED	Mental or Emotional Disorders Review
MFcU	Medicaid Fraud Control Unit
MMA	Medicare Modernization Act
MMIS	Medicaid Management Information System
MSS	Medicaid Services and Supports
NATCEP	Nursing Assistant Training and Competency Evaluation Program
NCI-AD	National Core Indicators-Aging and Disabilities
NF	Nursing Facility
OAA	Older Americans Act
ODC	Oregon Disabilities Commission
ODHHS	Oregon Deaf and Hard of Hearing Services
OHA	Oregon Health Authority
OHDDS	Office of Developmental Disabilities Services
OMAC	Oregon Medicaid Administrative Claiming
OMMP	Oregon Money Management Program
ONE	OregONEligibility
OPEN	Oregon Programs Eligibility Notebook
OPI	Oregon Project Independence
OA	Oregon ACCESS
NAPIS	National Aging Program Information Systems
PACE	Program of All-Inclusive Care for the Elderly
PAS	Pre-Admission Screening
PASRR	Pre-Admission Screening and Resident Review
PMDDT	Presumptive Medicaid Disability Determination
PTC	Provider Time Capture

QA	Quality Assurance
REALD	Race, Ethnicity, Language, and Disability
RMS	Random Moment Survey
RTZ	Return to Zero
SME	Subject matter expert
SNAP	Supplemental Nutrition Assistance Program
SOGI	Sexual Orientation and Gender Identity
SP	Spousal Pay
SPL	Service Priority Level
SPPC	State Plan Personal Care
TBI	Traumatic Brain Injury
WCM	Waivered Case Management

Updates: Email Christine Maciel at christine.c.maciel@odhs.oregon.gov when updates to this list are needed.

You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact the Aging and People with Disabilities at apd.ltss@odhs.oregon.gov or 503-945-5600. We accept all relay calls.



Aging and People with Disabilities

Medicaid Services and Supports

500 Summer St. NE, E-10

Salem, OR 97301-1076

APD Medicaid Program Analyst Contacts

503-945-5600

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www.oregon.gov/odhs