

SDS Inquiry Routing

Unit/Manager	Core Duties	Typical Inquiry to Unit	Subject Matter 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>	<p>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>	<p>APS HOTLINE (800) 478-9996; Sandra Jenkins, Unit Manager (907) 269-3679; Tamara Hunter, Anchorage Supervisor (907) 269-5555; 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>	<p>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>	<p>Nicholas A. McCarty, Unit Manager (907) 375-8265; Elias S. Haroun, Assessor Supervisor (907) 334-0885; 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>	<p>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>	<p>Bobby Nave, Unit Manager (907) 269-6065</p>
<p style="text-align: center;">General Relief / Central Application Processing ----- Jordyn Grant</p>	<p>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.</p>	<p>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>	<p>General Relief: Jordyn Grant, Unit Manager (907) 269-6778 or John Sutton (907) 334-0888; Central Applications Processing: Jordyn Grant, Unit Manager or Kimberlina Lopez (907) 269-3463.</p>
<p style="text-align: center;">Grants ----- Lisa Morley</p>	<p>Makes grants to nonprofit agency partners across Alaska to provide vital community-based supportive services to families, seniors, individuals experiencing Developmental Disabilities (DD), ADRD, TBI, etc.</p>	<p>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>	<p>Lisa Morley, Unit Manager (907) 465-4996</p>

<p>IDD Waiver ----- Caitlin Rogers</p>	<p>Processes IDD and ISW waiver applications. Determines DD Eligibility. Manages DRRR process and waitlist. Completes ICAP assessments.</p>	<p>Questions about DD eligibility, IDD waitlist or registry, submitting the DRRR; TEFRA Medicaid level of care; ICAP Assessments; IDD waiver and ISW waiver</p>	<p>Caitlin Rogers, Unit Manager (907) 269-3654; Corina Castillo-Shepard, Fairbanks Supervisor (907) 451-2977; Heather Chord, Anchorage Supervisor (907) 269-3728 Anchorage DSM: sds.iddAnchorage@hss.soa.directak.net Fairbanks DSM: sds.iddfairbanks@hss.soa.directak.net</p>
<p>Infant Learning Program ----- Maureen Harwood</p>	<p>Serves babies ages 0 to 3 that may have a special health care need or developmental delay through 16 local programs</p>	<p>Questions about screening of and early intervention services for children 0-3. 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; Maureen Harwood, Unit Manager, (907) 451-504</p>
<p>Nursing ----- Moli Atanoa</p>	<p>Conducts LOC assessments for CCMC waiver and Long Term Care facility admissions. Conducts 2nd Level Reviews for denials and completes Quality Control reviews for NFLOC waivers. Responsible for Assessor Training, Material Improvement Review processing, and PASRR.</p>	<p>Questions about assessments in hospitals and Long Term Care facilities, MIRP, and denials of Level of Care; Questions and complaints regarding Nursing Home admissions, billing and payment, and PASRR</p>	<p>Moli Atanoa, Unit Manager (907) 444-6803; Paula Ray (907) 269-3674</p>
<p>Policy ----- Jetta Whittaker</p>	<p>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.</p>	<p>Questions/issues about interpretation of regulations COPs, and SDS services; Forms, accessibility, and website content; Constituent/legislative inquiries; Public comment and general questions.</p>	<p>Jetta Whittaker, Unit Manager (907) 465-1605</p>
<p>Provider Certification and Compliance ----- Cheri Herman</p>	<p>Processes provider Medicaid certification applications and status changes. Processes background check variance applications. Manages provider records in Harmony.</p>	<p>Status of provider Medicaid certification applications and background check variance applications. Provider reporting a change in status. Questions about becoming a provider</p>	<p>Email: DSDSCertification@alaska.gov (preferred method of communication) Amanda Geisdorf, Intake (907) 754-3512; Summer Wheeler, Compliance Supervisor (907) 269-3663; Cheri Herman, Unit Manager (907) 269-4139 Unit Fax: (907) 754-3475</p>

Quality Assurance ----- Meg Sampson	Ensures the health and welfare of recipients through the monitoring and oversight of services to participants and their families. Unit staff conduct case record reviews, oversee critical incident reporting, review mortalities, conduct complaint investigations and monitor and report on data.	Case record review of Medicaid waiver participants; Review, investigations, remediation and reporting of CIRs; Mortality Review investigations and reporting; Investigation of participant-related complaints and noncompliance; Critical Incident Reports and Quality Monitoring Reporting related to systems compliance and improvement	Meg Sampson, Unit Manager (907) 269-3969; Esther Hayes, Screening and Investigations, (907) 334-0889; Bonnie Lee Olsen, -Service Authorization, (907) 269-4134; Fair Hearings/Mediations/ Appeals,(907) 344-0890
CAT Review ----- Rodney George	Issues Service Level Authorization (SLA) and Amendment Authorizations for PCS/CFC programs. Approves Support Plans for ALI/APDD/CCMC/CFC. Processes Change of Status and Appointment of Care Coordinator requests.	Questions about Service Level Authorization/Amendment; Authorization for PCS/CFC PCS; Support Plans for waiver services; Change of Status/Appointment of Care Coordinator/Administration questions	Rodney George, Unit Manager (907) 269-3453; Jerry Fromm, SLA for PCS/CFC (907) 754-3458; Lauren Scarmuzzi, Waiver Support Plans (907) 269-3453; Lilian Schreiber, Change of Status/Appointment of Care Coordinator (907) 269-3661
Training ----- Kara Thrasher-Livingston	Training for 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 Cina Fisher (907) 269-3734; Cassandra Lynch (907) 269-3448; Delight Mellis (907) 269-3672

Acronym Key			
ADRC	Aging and Disability Resource Center	IDD	Intellectual and Developmental Disabilities Waiver
ARD	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)		