

CONTACT INFORMATION

WV BUREAU OF SENIOR SERVICES MEDICAID UNIT AGED & DISABLED WAIVER PROGRAM (ADW) AND PERSONAL CARE PROGRAM (PC)

NAME	TITLE	CAN ANSWER QUESTIONS REGARDING:	PHONE NUMBER
Arlene Hudson, MSW, LGSW	Director of Medicaid Operations	All ADW and PC Questions	(304) 558-2241, ext. 163
Cecilia Brown	Program Manager, Quality	Incident Management Reporting, Quality Initiatives and Quality Council	(304) 558-2241, ext. 122
Susie Layne	Director, Personal Options	All Personal Options Questions, Medicaid Complaint Line	(304) 558-2241, ext. 134
Gina Tinsley	Assistant Coordinator, Personal Options	Personal Options	(304) 558-2241, ext. 149
Tammy Grueser, RN	Hearing Coordinator	ADW & PC Hearings, Unsafe and 180 day closures	(304) 558-2241, ext. 137
Susan Silverman	Medicaid Programs	ADW & PC Agency Review Tracking, CareConnection	(304) 558-2241, ext. 139
Jennifer Fazzolari	Medicaid Programs	Continuing Certification System, Agency Service Area/Addresses	(304) 558-2241, ext. 143
Barbara Paxton	Member Enrollment Coordinator	Member Enrollment, Non-eligible Closures	(304) 558-2241, ext. 147
Cathy Richardson	Transfer Coordinator	ADW & PC Member agency transfers	(304) 558-2241, ext. 118
Linda Wright, RN	Director of Nursing	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification	(304) 558-2241, ext. 128
Kim Humphrey, RN	ADW and PC Program Monitor	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification Provider Reviews	(304) 558-2241, ext. 138
Sara Birkhead, RN	ADW and PC Program Monitor	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification Provider Reviews	(304) 558-2241, ext. 126
Kaluwa Schoen, RN	ADW and PC Program Monitor	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification Provider Reviews	(304) 558-2241, ext. 133
Darlene Franklin	ADW and PC Program Monitor	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification Provider Reviews	(304) 558-2241, ext. 153
Debbie Wheeler	ADW and PC Program Monitor	Provider Reviews, Policy Questions, RN Issues, Provider Openings/ Certification Provider Reviews	Contract Employee