

## CAREAssist Program – Who Do I Contact?

Name	Title	Phone	Email	Primary Contact For:
Joanna Whitmore	Program Manager	971-673-0186	<a href="mailto:joanna.j.whitmore@dhsoha.state.or.us">joanna.j.whitmore@dhsoha.state.or.us</a>	Administrative staff, ADAP standards of service, PBM-Ramsell, 340B Drug Discount Program, preferred pharmacy network, business continuity, fiscal matters, audits & compliance
Myriam Polanco	Client Services Manager	971-673-0158	<a href="mailto:myriam.polanco@dhsoha.state.or.us">myriam.polanco@dhsoha.state.or.us</a>	ORCares (HIV-E), Case Workers, client-related matters, Moda dental, reporting inquiries (ADR & NASTAD), insurance Assister contracts
Kris Harvey	Program Analyst	503-428-2805	<a href="mailto:kris.a.harvey@dhsoha.state.or.us">kris.a.harvey@dhsoha.state.or.us</a>	PSOB program operations & administration, CEV reports, ListServ messages, Client Case Manager/Care Coordinator assignment
Zachary Helm	Lead Case Worker	971-673-3399	<a href="mailto:zachary.j.helm@dhsoha.state.or.us">zachary.j.helm@dhsoha.state.or.us</a>	Client eligibility matters, Open Enrollment, Client insurance / eligibility (A-B)
Abi Martinez	Case Worker	971-673-0145 503-957-3273	<a href="mailto:abigail.Martinez-Garcia@dhsoha.state.or.us">abigail.Martinez-Garcia@dhsoha.state.or.us</a>	Client insurance / eligibility (Ca-Cas/Has-Map)
Hugo Garcia	Case Worker	971-673-0146	<a href="mailto:hugo.garcia@dhsoha.state.or.us">hugo.garcia@dhsoha.state.or.us</a>	Client insurance / eligibility (Ci-Cra/Re-Str, and Spanish: A-H)
Gisel Landron	Case Worker	971-673-0171	<a href="mailto:gisel.H.Landron@dhsoha.state.or.us">gisel.H.Landron@dhsoha.state.or.us</a>	Client insurance / eligibility (Cat-Chu/Sts-Z, and Spanish: I-Z)
Sushama Divakaran	Case Worker	971-673-0175	<a href="mailto:sushama.divakaran2@dhsoha.state.or.us">sushama.divakaran2@dhsoha.state.or.us</a>	Client insurance / eligibility (Cre-Cz/Mar-Ra)
Wesley Jarasunas	Case Worker	971-673-0083	<a href="mailto:wesley.jarasunas@dhsoha.state.or.us">wesley.jarasunas@dhsoha.state.or.us</a>	Client insurance / eligibility (D-Har)
Rebecca Arlington-Downey	Fiscal Operations Primary	971-673-1527	<a href="mailto:rebecca.arlingtondowney@dhsoha.state.or.us">rebecca.arlingtondowney@dhsoha.state.or.us</a>	Premiums, invoices, Rx Visa Co-payments
Harold Hague IV	Fiscal Operations Assistant	971-673-0176	<a href="mailto:harold.b.hague-iv@dhsoha.state.or.us">harold.b.hague-iv@dhsoha.state.or.us</a>	Premiums, invoices, Rx Visa Co-payments, rebates
Barbara Danel	Third Party Claims Administrator Primary	971-673-0991	<a href="mailto:barbara.j.danel@dhsoha.state.or.us">barbara.j.danel@dhsoha.state.or.us</a>	Medical co-pays (TPA), APTC reconciliation
Warren Scott	Third Party Claims Assistant & Ops Admin	971-673-1161	<a href="mailto:warren.r.scott@dhsoha.state.or.us">warren.r.scott@dhsoha.state.or.us</a>	TPA assistance, website updates
Rosa Noyola	Fiscal Operations Assistant & Ops Admin	971-673-1282	<a href="mailto:rosa.noyola@dhsoha.state.or.us">rosa.noyola@dhsoha.state.or.us</a>	Rx Visa Co-Payments, Fiscal Ops and TPA assistance, website updates
Andrea Martinez	Office Specialist & Ops Admin	971-673-0084	<a href="mailto:andrea.n.martinez@dhsoha.state.or.us">andrea.n.martinez@dhsoha.state.or.us</a>	Phones and messages, CER mailings, CAREAssist email in-box, filing, archiving, TPA data entry, supplies ordering, U.S. mail, drop box checks
DeAnna Kreidler	HIV Quality Improvement Strategist	503-569-5708	<a href="mailto:deanna.p.kreidler@dhsoha.state.or.us">deanna.p.kreidler@dhsoha.state.or.us</a>	Reporting, quality management and improvement, compliance
Laura Yantz	HIV Care & Tx. Data Analyst	503-975-4642	<a href="mailto:laura.y.little@dhsoha.state.or.us">laura.y.little@dhsoha.state.or.us</a>	CAREWare Technical assistance & troubleshooting, Enrollment data
Dori Rickert	CAREAssist Fiscal Analyst	971-345-7593	<a href="mailto:dori.k.rickert@dhsoha.state.or.us">dori.k.rickert@dhsoha.state.or.us</a>	Fiscal / Contracts / LPHA Payments / ADAO & CM Contract Payments and Revenue